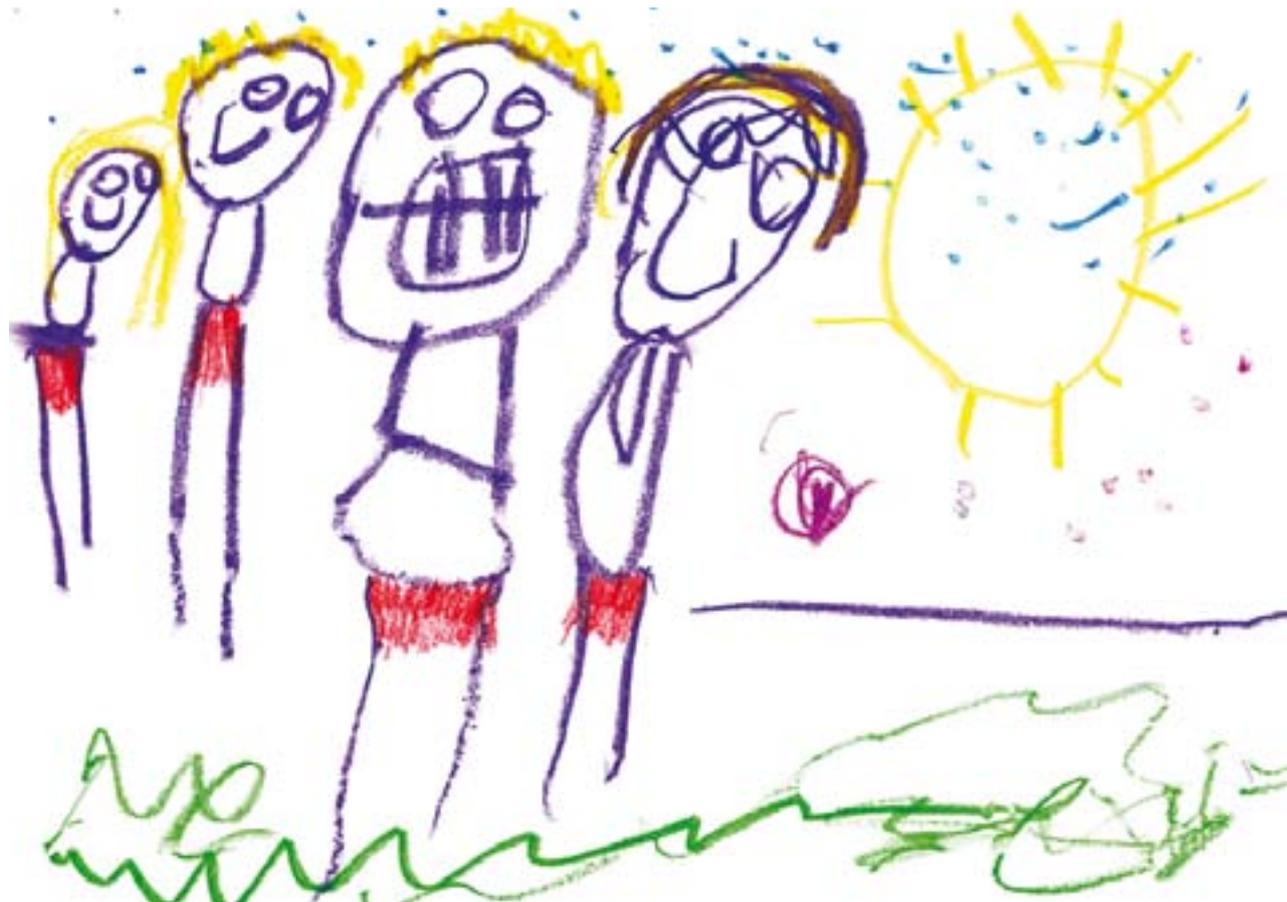


Annual Report

2014 - 2015



I like walking with *my family* on a rainy day and we all wear red shorts

What do you like doing with your family? By Makaylah aged 4

ac.care

opportunities for life ... for rural people

Our new strategic plan commenced in July 2014 and runs until June 2017.

Stakeholders were invited to be involved in the development of the new strategy and were represented by individuals from the Anglican Diocese of the Murray, business supporters, donors, government funders, media, ac.care management and staff.

Our vision remains the same "Opportunities for life ... *for rural people.*"

Our mission for the next three years has changed to "enhance the wellbeing of rural people through positive social change."

Our values guiding our work:

Compassion **A**daptability **R**elationships **E**xcellence

Our Goal

We will effect positive social change for individuals and communities

Our strategies:

- Promoting our role as a Rural Specialist and as a voice for our communities.
- Building diverse relationships to share opportunities, resources and responsibilities.
- Applying innovative practices to provide excellent services.
- Using reliable and valid data to identify opportunities and measure impacts.
- Operating in a mandate of social, financial and environmental sustainability.

Contents

Evaluation and improvement to remain a strong voice for rural communities' most vulnerable people	4
2014-2015 Snapshot	6
Promoting our role as a Rural Specialist and as a voice for our communities	8
A Founding Partner	
Ice community forum	
Hall of fame inductee	
Children's voices in pictures	
Communications	
Building diverse relationships to share opportunities, resources and responsibilities	12
North Gambier hub	
Working with real estate agents	
New services to Taillem Bend	
Cops for Kids and Regional Libraries	
Women in business visit ac.care	
SA Community Foodies	
Applying innovative practices to provide excellent services	15
Aboriginal social and emotional wellbeing	
TED helps prevent homelessness	
Declining access to emergency accommodation leads to new unit	
Bikes and packs in Murray Bridge	
Therapeutic Strengths Based Care (TSBC)	
Using reliable and valid data to identify opportunities and measure impacts	20
IT review	
Results Based Accountability	
Operating in a mandate of social, financial and environmental sustainability	21
Reduced energy costs	
Organisational review	
Staff wellbeing	
Working within budget without reducing client services	
History	24
Thank you	26
Community Networks	28
Treasurer's Report	29
ac.care's services	30
How you can help create opportunities for life ... for rural people	31

Evaluation and improvement to remain a strong voice for rural communities' most vulnerable people

A new strategic plan brings new perspectives, new insights, new challenges and new energy.

As a result, we developed an ambitious business plan for the 2014-15 financial year. While at times stretching our capacity, it also encouraged us to prioritise our key projects.

We are clear in our minds that we will only effect positive social change for individuals and communities if we are nimble and open-minded to organisational change. If we want to adapt successfully to a complex and ever-shifting environment, taking a good honest look at ourselves is absolutely essential. Consequently, the cornerstones of our work for 2014-15 were evaluation and improvement.

The evaluation of our work and the subsequent improvements had one aim - to meet our mission "to enhance the wellbeing of rural people through positive social change".

In reviewing our practices, structures and systems we made significant progress to ensure that ac.care remains a strong voice and resource for our rural communities and the most marginalised members within them.

Below are some of the highlights from a governance, across-agency perspective.

We encourage you to delve deeper into our stories in the following pages to get an insight into how our work translates into a community and/or individual impact.

Promote our role as a Rural Specialist and as a voice for our communities

To better shape social policy for rural South Australians, we made contributions at the federal level to the Royal Commission into Institutional Responses to Child Sexual Abuse and at state level to the Royal Commission into Child Protection Systems and the Social Development Committee of the South Australian Parliament (Domestic and Family Violence).

Build diverse relationships to share opportunities, resources and responsibilities

We know that how and why we do something has an equally positive impact as what we do. Compassion is a driving value for our Board and staff. Our deepening relationship with the Anglican Diocese of the Murray and its parishes presents an important link to our communities and our value base.

We also believe that collectively we will increase the likelihood of a larger positive impact.

In sharing our resources and responsibilities with our partners we developed new and delivered better services which were more accessible and reached a broader community.

Apply innovative practices to provide excellent services

After much reflection into what we do and how, we have embraced and trained staff in best practice models of intervention across programs and locations. We also offered resilience training to better equip our staff to deal with day-to-day challenges at home and at work.

Using reliable and valid data to identify opportunities and measure impacts

We entered a new space of evaluating how our services enable people to be 'better off' as a result of our intervention through the use of Results-Based Accountability. To improve strategic decision-making, accessibility and communication we invested in an IT review and are working on how to better capture and analyse data.

Operate in a mandate of social, financial and environmental sustainability

A major organisation-wide review provided the catalyst for changes to the constitution, governance practices and organisational structure – to enhance clarity, unity and balance across the agency.

In 2014-15 we laid the foundations to achieve positive social change through constructive organisational change. However, we know that we cannot do it alone. Our work is often gauged by the great value that we place on relationships – with clients, staff and volunteers, funding bodies, partners or community stakeholders. We sincerely thank all of you.



Rob Foggo
CEO

Michael Bleby
Convener, Board of Directors

“Without coming here I believe I would be a different person. I am becoming more confident and realise changes are ok”



66 year old Dave tells his story

“... All my life we lived in lands where a house was secured with the job. My daughter-in-law's family wanted to move to SA as she had big plans to earn money. All the stress became too much and the family got separated

I then started living in the car for six months ... I had to get a house as couldn't live the way I was living. It was very difficult to get a house without rental history. As I am 66 years old I then contacted the aged housing SA and was asked to contact ac.care. I was offered an appointment with ac.care. I was at my wits end and I didn't know what to do at the time. This (appointment) went very good and made me feel a lot calmer. By this time I had 9 heart attacks hence I had to take life very easily due to the risk ... Finally I got offered a duplex with my case worker's help and perseverance. ... I am extremely happy now that I have a house to settle. Now I am keeping myself busy by renovating a 1930's truck and playing lawn bowls. We won the last grand final! I like to do a veggie garden but it's difficult because nowadays we have to pay for water but growing up in the lands we didn't pay for garden. **But I am happy with my life.** I am very pleased that ac.care was able to help me. My case worker was incredible.”

* Name changed to protect client's privacy.

2014-2015 Snapshot

ac.care's head office remains in Mount Gambier, where the organisation was created. We operate across 10 sites in the Southern country region of South Australia – Adelaide Hills, Limestone Coast, Murray Mallee and the Riverland.

41,049 visitors

and enquiries to the Mount Gambier, Millicent and Waikerie Community Centres

2,709 people

attended a Communities for Children event throughout the Murray Mallee.

This included

1,864 children

4,500 volunteer hours

1,342 people

supported with Emergency Relief services

8,639 student contact hours

through our Community Centres

236 visits

were recorded to the North Gambier Community Hub pilot programme during April to October 2014. 71 parents accessed, which was 35% of the school parent population

224 parents

attended our Parenting After Separation workshops and learnt about the effects of separation on children

275 foster children

found homes with local foster carers

656 individuals

provided with information and referral to strengthen their family relationships

151 families

opened their homes and hearts as foster carers and were supported by ac.care

190 parents

were given new tools to improve their parenting through one-on-one support or group work

97 volunteers

donated their time



468 adults

engaged in adult learning courses

255 separated families

were assisted to develop a parenting plan

71 media interviews

and articles informed our communities on social justice issues

80 foster carers

attended professional training

418 individuals

developed new skills, knowledge and self confidence through our counselling and personal success coaching services

516 people

accessed our Financial Counselling services

304 people

could stay in their homes through early intervention homelessness services

325 people

were able to get over a crisis with access to emergency or short term accommodation

59 families

were able to have safe changeovers and supervised contact sessions through our Children's Contact Service

64 people

accessed a No Interest Loan (NILS®)

71 children

developed coping strategies and had someone neutral to talk to through our children's counselling and Blast Off programs

505 people

moved from homelessness into stable accommodation

Promoting our role as a Rural Specialist and as a voice in our communities

This strategy assisted ac.care to identify directions for social change and policy.

A Founding Partner

ac.care is one of the founding partners of Together SA. The founding partners share a vision to grow collective impact initiatives in South Australia.

"Together SA inspires communities to create better futures for children and young people. They do this through awareness raising, championing, facilitating and supporting community leaders seeking to tackle complex social problems and through ensuring appropriate backbone support to local initiatives. Together SA believes local people, especially those with lived experience, need to be at the centre of solution making.

Collective impact projects in SA are built from the ground up and all initiatives are a collaboration with

- people who experience the issue identified
- all spheres of government
- non-government organisations
- donors
- political leaders
- cultural leaders
- members of the community
- business
- funders
- investors
- thought leaders
- elected officials

Projects begin with an idea, a passion and a realisation that what ever has been done to address the defined problem in the past is no longer working – it is time to do differently.

Together SA's founding partners are:

ac.care, AnglicareSA, CBB, Community Centres SA, Government of South Australia – Department of the Premier and Cabinet and Department for Communities and Social Inclusion, Junction Australia, Lutheran Community Care, Red Cross, SA Unions, Uniting Care Wesley Bowden, Uniting Care Wesley Port Adelaide, Uniting Communities, Volunteering SA-NT and Wyatt Foundation."

Ute Herrmann-Bullock, ac.care's General Manager, Organisational Development has been seconded for two days a week working on Community Projects and Results Based Accountability projects.

Teresa O'Brien, ac.care's Senior Program Manager for Communities for Children program represents ac.care on the Mid Murray Family Connections. Mid Murray Family Connections was formed after it became evident that the proportion of five year olds who were developmentally vulnerable was significantly above the state and national averages.



Ice community forum

The ac.care homelessness team in the Limestone Coast are actively involved as a member of the Limestone Coast Drug Action Team (DAT). In early 2015 members of DAT presented 'The Ice Factor', in response to community concerns about the drug Ice.

The Ice Factor community forum's aims were to:

- Support the community to increase their awareness of crystal methamphetamine (ice), its use, Australian trends, community resilience and treatment options
- Provide access to evidence based research and examples of one Victorian community's response to ice use issues; and
- Encourage the Limestone Coast community to raise questions and concerns and gain responses from professionals.

Speakers included:

Dr. Rebecca Mc Ketin; Associate Professor Australian National University

Dr. Chris Holmwood – Addiction Medicine Specialist

DASSA (Drug & Alcohol Services South Australia)

Serious and Organised Crime Branch – SAPOL

The initial forum garnered huge interest, with the venue filled to capacity and several hundred people being turned away. The forum was filmed and taken around the wider region, accompanied by a local expert panel who were on hand to answer any questions from the audience. These forums were also well received.

The feedback provided by the forums has led DAT to now focus their efforts to establish a local de-tox and rehabilitation facility.

Hall of fame inductee

At the 2014 Brand South Australia Regional Awards, Limestone Coast, ac.care was awarded the 'Community Group' award.

ac.care was also inducted into the Hall of Fame. The Regional Awards Hall of Fame is designed to recognise those who have won three or more Regional Awards on different occasions since its inception in 2000.

ac.care is the first NGO/Charity in the region to be included.

L-R Michelle Grey (ac.care Board member), Kelly Gribben (ac.care Family, Community & Homelessness Services), Trish Spark (ac.care Homelessness Services) and Brooke Wilson (ac.care Family Services),

Feedback

Hi Thanuja

I write to **congratulate you** on your contribution to the Adelaide Hills Magazine article on Homelessness I have just finished reading!

The coverage was very good in general and your comments expert.

Thank you for highlighting this important issue and putting the problems so succinctly for readers!

Indeed, Murraylands Homelessness Service is an integral part of our community and we are very grateful for it.

Well done.

Kind regards
Cr Karen Eckermann



Visit www.accare.org.au to read article



Lorraine was suicidal

Lorraine* is a single mum with four children, ranging from one to ten years of age. She came into the Hub saying that she was just checking out what we had to offer but then she became tearful. Our Hub coordinator undertook an initial risk assessment and determined that Lorraine showed signs of depression, had suicidal thoughts, had past family trauma and was socially isolated with very little family support. She was not ready to engage with a general practitioner but had agreed to continue to meet with the coordinator of the Hub. Further one-on-one intervention with Lorraine has seen her access her GP and be diagnosed with chronic depression, which she is now managing; increase her support networks and support in accessing other services, including accessing child care for her younger children. Lorraine continues to be engaged with the Hub and uses the space **as a way of connecting with her community** and supporting the mental health plan she is working on.

* Name changed to protect client's privacy.

Children's voices in pictures

The ac.care program Communities for Children – Murraylands invited families to join them in a bus trip to the Adelaide Zoo for the launch of the 2015 State Communities for Children Calendar.

Nine families (15 adults and 18 children) took up the opportunity to travel to Adelaide Zoo, with the children very excited to be travelling to the zoo for exclusive access in a twilight setting. One Mum who had never been to the zoo was particularly excited!

All families from the six Communities for Children sites in South Australia congregated at the main rotunda for the official launch of the 2015 Communities for Children State Calendar. The calendar featured the artistic works of many children from around the state.

The calendar was made up of a selection of children's art that was created in response to questions such as 'what is important to you and why', 'what do you like doing with your family?'



What is important to you and why?

My dog is important because when I am lonely he is always there
Jaydn age 9

What is important to you and why?

My family is important to me. They keep me safe.
Maddi age 5



“ I believe I was suffering depression when I started feeling powerless to deal with family issues. These issues are resolving gradually although I realise there is still a lot ahead which will need attention. It is particularly useful to be able to talk to someone with experience in many of the areas we have discussed.

Thank you for your support in what have been very trying times.”

Communications

This year we have seen an increase in clients contacting us via email or Facebook direct messages. The challenge with Facebook is that we are not a 24/7 organisation and we have now clearly stated this on our Facebook page and provided the numbers for all crisis help lines.

Managing social media is difficult with part-time marketing resources. This year we invested in affordable software to assist with our social media engagement, which has helped increase the number of followers of our main channels of Facebook (157% increase) and Twitter (76% increase). We also have a presence on YouTube, LinkedIn and Google+ but with limited resources we focus on Facebook and Twitter.

Over the years we have worked on media relations and this year we saw an increase in reporting from previous year (26% increase). This means we are able to highlight social justice issues in the mainstream media. The loss of WinTV news service in Mount Gambier and Berri has impacted on our ability to show stories in a visual medium and to a wider audience. Social media supports the news stories to engage with people who do not consume any local mainstream media.

Connor had been homeless since 2007

When Connor* came to ac.care we found that he had been homeless since 2007. He disclosed that he had received a brain injury many years ago after having metal imbedded in his skull whilst mowing the lawn. Connor had been transient for many years and this meant he had not received the appropriate treatment for his brain injury. The effects of his injury were evident, as Connor becomes easily confused, has memory loss and his vision is impaired.

We were able to find an ac.care transitional housing property for Connor. Connor had nothing when he moved in and we were able to provide him with essential household items. Our worker visited weekly to identify critical needs, including doctor's visits and mental health services.

There were concerns that Connor being homeless for the majority of his life would not manage responsibilities and would struggle to stay in one place. These concerns were unfounded. Connor always kept the property clean and maintained, met his appointments and **became very house proud**.

Connor was linked with several services including the PHAMs program, a local GP and mental health services. He has secured private rental (his first), and is doing really well and thriving.

* Name changed to protect client's privacy.

Building diverse relationships to share opportunities, resources and responsibilities

This strategy assisted ac.care to deepen existing and build new partnerships.

North Gambier hub

The pilot program 'North Gambier Community Hub' successfully provided families with a welcoming entry point into accessing further family support services and parenting advice from ac.care. This program was able to continue for another year with shared funding from ac.care and the Mount Gambier North Primary School. The North Gambier Community Hub provides a range of onsite services focusing on mental health and wellbeing, and also directing families to additional services available within the community. Some of the presenting issues have included child behavior management, domestic violence, family separation, homelessness, drug use, social isolation and mental illness.

"The Hub has very quickly become a valued part of school life. In a very short time the numbers of parents attending school gatherings such as sports day and other special events has increased dramatically, as well as the gentle trickle of families through the doors each day it is open. There is a sense of calm among those members of the community, who are experiencing crisis, which I firmly believe is a result of the knowledge that someone is available for them. "Is Jodi here today?" has become a frequent question.

Without the hub we would revert to directing families to services away from the school, sadly knowing that they are unlikely to access them as they do not have the skills or circumstances to do so. We will return to having repeated conversations with parents, without the capacity to help – draining the energy from those seeking help and those wanting to help. I predict the current state of calm achieved, despite personal crisis, would be lost if the program was to cease.

Social Isolation is one of the biggest factors for mental health and weighs heavily on the lives of children, who often become the carers in the family. The social connectedness is perhaps one of the most surprising and yet most valuable outcomes so far.

When compared to similar models the small Hub model is a very efficient use of funds. A Hub model enables efficient identification of need and coordination of delivery."

Jane Turner, Principal North Gambier Primary School

The Hub wins award

The North School Community Hub comprises ac.care, Salvation Army, Mount Gambier Children's Centre and ICAN. The Hub was the winner for the Emerging Partnerships Award at the 2014 School Industry Partnership Celebration at The Barn in Mount Gambier.

ac.care's Brooke Wilson (front centre) Kelly Gribbon (back centre) and Jane Turner & Jodie (right) at the awards ceremony



Working with real estate agents

Limited government funds means it is increasingly important for ac.care to collaborate with other agencies to utilise available resources to maximise client and community outcomes. Over the past few years ac.care's Homelessness service in Mount Gambier has worked to improve relationships with real estate agents. Clients now have additional exit strategies. It is extremely important to build on and maintain these relationships.

The bi-annual homelessness fundraiser (Support Homeless People luncheon) has assisted with the cost of a Community Liaison case worker in Mount Gambier. This role builds on current relationships with real estate agents and also develops relationships with job networks to increase the opportunities for employment for disadvantaged clients.

The Community Liaison Case Worker positions will also be rolled out in Murray Bridge and Berri in the financial year 2015-2016.

Cops for Kids and Regional Libraries

Cops for Kids generously donated \$15,000 which enabled ac.care to create a long held dream of a foster carer resource library for foster carer families, their friends and anyone interested in foster care.

This project was enabled by the City of Mount Gambier library and library manager Vicki Hutchinson. The library was able to purchase the resources selected by ac.care's foster care team, catalogue them and pop them into their system for loans to the community throughout the Limestone Coast, Murray Mallee and Riverland.



L-R Mount Gambier Library manager Vicki Hutchinson, Limestone Coast superintendent Trevor Twilley, Cops For Kids chairman Drew Bynoe, ac.care representative Anne Hinkly-Tyler, Mount Gambier Mayor Steve Perryman, Cops For Kids committeeman Nick Patterson and ac.care convenor Mike Bleby. Picture courtesy The Border Watch

New services to Tailem Bend

ac.care was able to provide services to the Tailem Bend community through the 'Caring Community Project' run from the Tailem Bend Community Centre.

This project is facilitated by ac.care's Communities for Children Murraylands program and funded by the Australian Government Department of Social Services. The Caring Community Project provides social and wellbeing services to Tailem Bend children under the age of 12 via access to after school homework programs, arts and crafts, dance and movement activities. Families can also access health advice, family information sessions and parent/caregiver support groups.

SA Community Foodies

ac.care is proud to deliver a new program called 'SA Community Foodies'.

SA Community Foodies is a South Australian nutrition program that aims to build the capacity of individuals and communities to make healthier food choices by training and supporting volunteer community members ('Foodies') to act as agents for change.

UCWB is managing the delivery of the SA Community Foodies Program across the state in conjunction with UnitingCare Wesley Country SA and ac.care (project partners).

Women in business visit ac.care

Women in Business and Regional Development embarked on a road trip in Mount Gambier. Members pooled cars, jumped in and made quick stops to each ac.care office:

- **White Avenue**
to learn about foster care and housing
- **Ferrers Street Community Centre**
to learn what happens when someone seeks help for homelessness and how to cook on a budget
- **Helen Street to the Family Relationship Centre**
where they walked through the building to find out the help available for families and individuals.

The WiBRD members were able to meet ac.care staff working directly with people seeking assistance.

12 years old and injecting drugs

Kate* was 12 years old and spent 17 hours a day trying to find a vein to inject drugs. All of Kate's family were deceased by the time she was 17. Drugs were her replacement for love and an agent to numb her from all that was happening around her.

Kate left country South Australia and moved to Sydney, working Kings Cross before marrying and, much to her delight, having her son. A few years later her ex-husband pointed a gun at her head and kidnapped her son.

Fifteen years ago Kate was convicted for manufacturing drugs and knew she needed to change her life. There have been difficulties and challenges in making life changes and some days Kate thought of taking the drugs again to numb her pain. Kate knew this was not the answer. **'It's like going from light to darkness and there is always a light, you just need to be able to reach for it'** said Kate.

* Name changed to protect client's privacy.

In recent years Kate has been involved in the ac.care Community Centre's Adult Community Education programs. Kate said it has been the people in these programs who supported and empowered her and she became confident to maintain the changes and continue to grow in her new life.

Kate is now employed part-time and is involved in a small rural community in a hobby group.

Kate's changes to her life have not been easy. She has persevered and Kate prides herself on changing others' attitudes. The first time she went to a community group was one of the hardest days for Kate, as she knew that parents and grandparents were being judgemental of her past and clearly were uncomfortable with Kate being around their children/grandchildren because she used to be a 'druggie'. Although hurt by this Kate also understood that in smaller regional/rural communities people know your past. Kate eventually gained the trust of the group and she is now accepted for who she is, not who she was.

Applying innovative practices to provide excellent services

The focus of this strategy was continuous improvement and investment in training and technology.

Aboriginal social and emotional wellbeing

The Aboriginal Youth and Family Network (AYFN) is a program within ac.care that works with Aboriginal communities in the Murray Mallee. Social and emotional wellbeing (SEWB) training is provided to other organisations who work with Aboriginal people.

There is a growing recognition that health and health care is a cultural construct arising from beliefs about the nature of disease and the human body. Aboriginal peoples view their health in a broad sense, which includes consideration of the physical, cultural and spiritual components of their wellbeing. Culture and identity are central to Aboriginal perceptions of health and ill health.

The topics included in the SEWB training:

- The concept, principles and philosophy of Social and Emotional Wellbeing (SEWB) as developed and defined by the national policy context and the Aboriginal community.
- The holistic aspects of the Aboriginal SEWB philosophy and the complex interconnectedness between the cultural, spiritual, social, physical, psychological and emotional dimensions of people's lives by engaging in a self-reflection exercise on identity and wellbeing.
- The current industry definitions and model of Cultural Competence, and the knowledge, values, skills, and attributes required by the workforce to deliver culturally competent services.

Participant testimonial

"I came home feeling quite emotional, I couldn't believe that I was so uninformed and had such a limited understanding of the challenges this community faces.

I greatly appreciate your education and hope I am a better worker for it. Thanks again"



TED helps prevent homelessness

During Homelessness Week in August 2014 ac.care launched a new service, the Tenancy Education Program (TED). The new Tenancy Education Program is a homelessness preventative strategy to help people learn some tips to retain their tenancy. Topics included budgeting and reducing expenditure, goal setting and time management, what landlords and real estate agents expect, tenants rights and responsibilities, local support networks. ac.care financial and relationship counsellors, real estate agents, beauticians and other members of the community talk with the tenants about these topics.

“I have been seeing my counsellor for about 2 months. I would say that since seeing her my confidence has grown and I am feeling more hopeful for the future.

Thank you”

Declining access to emergency accommodation leads to new unit

Over the last 12 months ac.care has witnessed declining access to emergency accommodation options in our regions i.e. motel/ caravan parks. To prevent people having to sleep rough we had to look at the way we provide emergency accommodation to our clients.

The homelessness team had previously discussed the option of having our own unit to provide Emergency Accommodation but lack of funds to cover rental and utilities meant we were unable to take this approach. Fortunately the funds raised through the Support Homelessness People Luncheon enabled us to reconsider this option.

A landlord was interested in assisting and had a unit available for us to start immediately.

Once we signed a 12 month lease, we fitted out the unit with furniture, whitegoods, kitchenware, linen etc. Since we started using the unit as an emergency option we have had positive feedback from clients saying it was a safe, comfortable and quiet place for them to re-gather themselves and start working on longer term housing options.

Bikes and packs in Murray Bridge

The bicycle program was initiated by the homelessness team in Murray Bridge due to the lack of public transport and the clients' need to attend school, work, and other appointments. Bikes give clients the opportunity to continue to be involved in their community and improve their access to employment, education and other services. Due to a generous donation from Coles Staff Social Club the initiative has been replicated in Mount Gambier with the purchase of 15 bikes.

Murray Bridge staff have also compiled starter packs for new clients. Baby packs for new mums reduce the financial burden of preparing for a new baby and allow mum to concentrate on other issues. School bags with water bottles, lunch boxes etc are given to young children as an incentive to assist with chores at home and to ensure they are well equipped for their day at school. Hygiene packs are provided to all crisis clients who have been sleeping rough or couch surfing as these are often necessary items they cannot afford.

Pay it forward vouchers are available for our clients to get a free coffee and meal from McQues Bakery. These vouchers are also available to Emergency relief clients. All of these initiatives are small in the scheme of things, but very important for the well-being of those who are experiencing homelessness.



L-R Leah, Cassie, Kathy, Thanuja, Vanessa & Debbie. On the bicycle is Jo.

Therapeutic Strengths Based Care (TSBC)

ac.care's TSBC residential care program provides a home for children and youth who are under Guardianship of the Minister and who require a temporary home. The TSBC program is designed to provide a caring and nurturing home-like environment for children that provides opportunities for growth and development, where a skilled ac.care team of Youth Support Workers are able to respond in a therapeutic manner to the situations and struggles that the children are experiencing.

The children are referred to our TSBC when the home and family they were living with are no longer able to care for them. The majority of children have experienced trauma, abuse and neglect at some point in their lives and may have experienced multiple placement breakdowns.

What is strengths based care?

Strengths based care is where we identify and work within the children's strengths and successes, as opposed to focusing on negative behaviours or deficiencies. On entry to TSBC many of the children/ youth would not be able to identify any strengths within themselves and believe that they are "bad" and "unlovable". We work to assist them to identify their many strengths and qualities and to support and teach them new coping skills. This is done in order to replace identified unsafe behaviours that are not working for them.

What is Therapeutic Crisis Intervention (TCI)?

Many of the children/youth display "pain based behaviours" and this can occur when they are feeling overwhelmed and unable to regulate their own emotions (self regulation).

We have a philosophy that our TSBC staff are working within the children's home. The children do not live in our work place. Staff are reminded of this on a regular basis to ensure that the children have a sense of normality, and belonging to a family in their own home.

The therapy that occurs within TSBC is based on relationships. When children are able to form positive relationships with staff, children can begin to trust. This is a huge challenge for the children, as they may have never experienced a positive attachment in their lives. It is a huge success for the child and staff when these relationships/positive attachments are formed. It has been said that one positive attachment can make all the difference to a child's sense of worth, thus assisting the child to form other positive relationships into the future. The children are also referred to other therapists and services to provide a wrap around service for the child, however it is the TSBC Therapeutic Support Workers that "breathe the same air" and are constantly present with the child to share the highs and lows and to celebrate each success and to assist the child when times get tough.

TSBC Staff are trained and competent in Therapeutic Crisis Intervention (TCI) which is used in daily work practice. TSBC have senior staff and managers who have been trained to deliver this intensive training and implementation of this system is closely monitored and measured to ensure that all staff are working to deliver best practice and quality service for the children.

TSBC Therapeutic Practice Model is based on Children and Residential Experiences (CARE): *Creating Conditions for Change by Martha J. Holden. This Therapeutic Care Model reflects the following practice principles - developmentally focused, family involved relationship based, trauma informed, competence centred, and ecologically oriented.*

South Australian Excellence in Housing Award

The ac.care Housing team won two awards from the Australasian Housing Institute.

The Housing team won "The South Australian Excellence in Social Housing Award for Professional Excellence in Housing" and go into the National Awards at the National Housing Conference in Perth in October 2015.

Allison Goodes from ac.care's Berri office received a commendation for the "Inspirational Team Member award".

The Support Homeless People biannual luncheons in Mount Gambier played an important role in ac.care receiving the Professional Excellence in Housing:

- The Support Homeless People luncheons built priceless relationships with the private rental sector, an area where homeless clients have historically struggled. ac.care used some of the funds raised to increase tenancy support and thus protect the private rental properties. This paved the way for successful private tenancies. The funding also supported emergency accommodation and work on low maintenance gardens and energy efficiencies to assist vulnerable people maintain their tenancies and prevent homelessness.
- The luncheons demonstrated that collaboration and innovation between not-for profit organisations and local businesses can effect social change. The support within a regional community was unprecedented.



ac.care's Karen Petersen, Peter Mitchell and Alison Goodes receiving the awards.

"I fully appreciate the help and advice I have been privileged to receive through your counselling, and as a consequence, have matured in my approach to our family problems."

My life changed the day I met the team from accare.
I had been on the run from DV. I'd left my husband and had been hunted from state to state then ran into the arms of a monster! So much worse than my husband. Didn't think possible, but true!
So on the run again I came to Murray Bridge. I go to the community centre and the worker on duty asks if she can call a team called ac.care to help me. Within 1 hr I had been given a tent & had 3 days paid for to stay at a park. When the 3rd day came, accare told me they had a room in a house I could ring to rent. They then got me short term housing, when I no longer wanted to stay there I stayed in three short term housing for 10 weeks and they came by every week to make sure I was ok. Then they went out of their way to get me into community housing, which is where I am today.
Safe in my own brand new home
Thanks accare
Me.

In hospital and no pay

Theresa* was a single working mum buying her own home. She was experiencing debilitating pain and was on pain management medication. Eventually she had to have surgery. This meant she would be off work for six to eight weeks which would result in her income decreasing and mean a struggle to meet her mortgage repayments.

One of our financial counsellors met with Theresa when she came to ac.care seeking budgeting advice. She was concerned that with her recuperation from her operation she would not be able to meet her financial commitments of mortgage, unsecured personal loan and living expenses. Our financial counsellor was able to negotiate hardship half payments until she went back to work.

Theresa went back to work but things began to deteriorate. She started shopping almost daily and sometimes two to three times a day, spending more than she earned. When Theresa returned to ac.care she was in a terrible state. She had been diagnosed with a brain tumour, lost her driver's licence and her job. We discovered she had very little superannuation and no income protection insurance. This time we negotiated for her personal loan to have a full debt waiver, which was granted. We recommended Theresa apply for the Disability Support Pension. Due to her brain tumour she had difficulty remembering and was falling behind in bill payments. Our financial counsellor had an idea to create three separate colour coded plans. One for bill payments, one for living expenses and the other for home costs. **Theresa's face lit up and she was so excited as she could literally see what she needed to do.**

* Name changed to protect client's privacy.

Using reliable and valid data to identify opportunities and measure impacts

Our focus was to develop our IT systems and using Results Based Accountability to measure our impact in selected programs.

IT review

We engaged BDO Adelaide to perform an Information Management Review. This thorough review led to nine recommendations. Ute Herrmann-Bullock, General Manager Organisational Development and Anne Hinkly-Tyler, Marketing & Communications Manager are working on these recommendations over the next 18 months.

Results Based Accountability

Results Based Accountability™ (RBA) was used to determine the outcomes of the pilot North School Community Hub program. The results enabled us to determine this was a program that made a difference and needed to continue. This in turn led us to commit to sourcing funding to continue the program.

RBA is an outcomes based quality improvement framework which incorporates a disciplined way of thinking in order to get from talk to action quickly. It can be to ultimately improve the lives of children, families and the community as a whole. RBA supports organisations to use resources more effectively to ensure the work they do is making a difference to their clients and communities.¹

"Performance Measures" are measures that tell if a program, agency or service system is working well. RBA uses a simple three part categorisation scheme for performance measures:

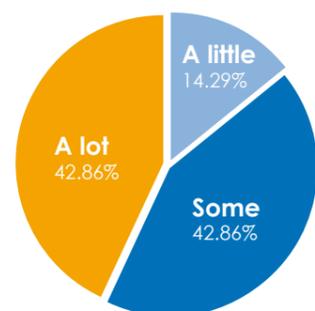
How much did we do? (e.g. numbers of people served),

How well did we do it? (e.g. % timely service)

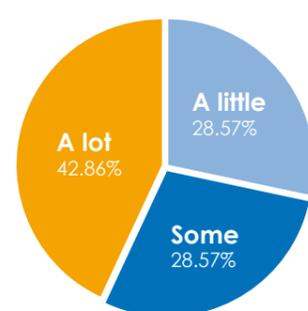
Is anyone better off? (e.g. % showing improvement, eg, behaviour, circumstance, attitude, skills, knowledge)

¹. <https://partnershipportal.sa.gov.au/rba/overview-of-rba>

As a result of the community hub, I feel more connected to my community



If you participated in a group workshop, did you gain new skills/knowledge from participating?



Operating in a mandate of social, financial and environmental sustainability

Reduced energy costs

We work to support ac.care's Housing tenants reduce their energy costs in a number of ways:

- In tenancy admittance meetings we provide written documents with tips to reduce energy costs.
- We provide updates and guides, eg, Summer Cooling Guide, water fact sheet, in our regular newsletters to tenants.
- Our Housing team have offered tenants the opportunity to have their energy use assessed. These assessments are provided by Retailer Energy Efficiency Schemes (REES) often at no cost to our tenants and with a particular focus on energy efficient lighting, water efficient shower heads, hot water services and draft restrictions.

Organisational review

In our quest to effect positive social change for individuals and communities, we are cognisant that we can only make this possible if we operate at our optimum.

Given our considerable growth in recent years and the complexity of the environment in which we work, we commissioned BDO to conduct an organisational review at the end of 2014. The review involved meetings with key staff and board directors as well as an independent review of relevant documentation.

A report was presented in January 2015, focussing on the following areas:

- Operational Planning
- Operating Systems
- Organisational Structure
- Roles and Responsibilities

The recommendations are a mix of new ideas coming from an outside perspective and some are old favourites. Suggested areas for improvement are broad and challenge us to look at the sustainability of the organisation with a short, medium and long-term lens.

The Board's strong commitment to support the review resulted in the formation of a Board subcommittee responsible for its implementation. The review project team is made up of Board and staff members and manages the implementation of recommendations, proposes priorities and timeframes, involves relevant staff members and regularly reports back on progress. During the remainder of 2014-15 significant steps have already been made to ensure we can best 'enhance the wellbeing of rural people through positive social change'.

Staff wellbeing

Staff members Ute Herrmann-Bullock, Curtis Richards and Anne Hinkly-Tyler recently participated in an intensive Train the Trainer program on wellbeing and resilience, Levels 1 and 2. The training was organised by the Wellbeing and Resilience Centre, which is part of the South Australian Health and Medical Research Institute (SAHMRI).

Over 70 of our colleagues have already taken up the opportunity to learn resilience skills, including staff from family mediation, counselling, youth work, Aboriginal services, administration and property management.

'The team all enjoyed the workshop and is looking forward to continuing training. I asked the workers to give me a word or caption to sum up their feeling on the training. Invigorating, Challenging, Eye opening, Productive, Refreshing.'

Di Wilson, Aboriginal Services Program Manager

'I found the training very meaningful and could see how applying the skills would be useful immediately. It was refreshing (and a little bit unusual) to learn skills and techniques that will be able to be used in both personal and professional circumstances and I have already begun to do so. I would encourage everyone to take the opportunity to do the training when they can.'

Amanda McKinnon, PA to CEO

'Simple yet powerful concepts, and for everyday practical use! I've only completed the first module but wow, what a gift!'

Bernie Douglas, Administration Program Manager

Working within budget without reducing client services

At the beginning of the financial year Homelessness Services assessed their budgets and prepared a model that could sustain the delivery of services into the future. The budgets were in the red and the program was being propped up by the organisation and donations.

The process began with discussions with staff to re-evaluate our service and determine cost savings. Everyone agreed to achieve long term outcomes for homelessness services, without reducing the quality of services to our clients.

The program budgets were reduced by around \$200,000 by cutting out non-essentials and working more efficiently. Fleet cars were reduced, there was a cut in the total number of staff across the regions, and the Homelessness and Reconnect Teams were amalgamated in Murray Bridge, which reduced program manager positions.

The most important result of the program review was that we were able to work within budget without reducing services to clients. In fact clients were and continue to be blissfully unaware of any changes. The cooperation and commitment of all Homelessness Services staff has been recognised and acknowledged by all involved. This year we have been able to surge ahead and provide a number of new initiatives to achieve long term housing stability for our clients, all within budget!

Carbon Inventory

Emissions Source	Consumption Units	Consumption	BASE YEAR 2010-2011 CO2-e (tonnes)	2014-2015 CO2-e (tonnes)	Proportion of total inventory (%)	Reduction from Base year (%)
Direct Emissions (Scope 1)						
Petrol - vans and company cars	kL	35.89	215.69	83.01	20.53%	
Diesel - company cars	kL	24.36	0.51	66.29	16.40%	
Distributed Natural Gas	GJ	167.30	8.31	8.62	2.13%	
Autogas - vans and company cars	GJ	22.60	5.98	1.32	0.33%	
LPG - Bulk heating	GJ	71.86	0.04	4.35	1.08%	
Total Scope 1			230.53	163.60	40.46%	-29.03%
Indirect Emissions (Scope 2)						
Electricity usage	kWh	266,762.00	216.84	149.39	36.94%	
Total Scope 2			216.84	149.39	36.94%	-31.11%
Optional Emissions (Scope 3)						
Electricity (distribution losses etc.)	kWh	266,762.00	41.45	29.34	7.26%	
Flights (staff travel)	km	89,939.00	35.34	24.01	5.94%	
Waste (municipal collection)	m3	111.02	18.65	21.76	5.38%	
Petrol (extraction, production etc)	kL	35.89	17.08	4.42	1.09%	
Diesel - (extraction, production etc)	kL	24.36	0.04	3.38	0.84%	
Water - reticulated supply	kL	2,732.00	2.58	6.39	1.58%	
Natural gas (extraction, production etc)	GJ	167.30	1.65	1.72	0.43%	
Autogas (extraction, production etc)	GJ	22.60	0.53	0.08	0.02%	
LPG -Bulk heating (extraction, production etc)	GJ	71.86	0.00	0.26	0.06%	
Total Scope 3			117.33	91.37	22.60%	-22.12%
Total Scope 1 + 2			447.37	312.98	77.40%	
Total Scope 1+2+3			564.69	404.35	100.00%	
Reduction Measures & Offsets						
Carbon Credits			0.00	0.00		
FINAL TOTAL			564.69	404.35		-28.39%
		FTE	136.00	146.60		
		tCO2-e /FTE	4.15	2.76		

The Greenhouse Gas Protocol: Note that in preparing this inventory reference has been made to the accounting standards and principles identified in the Greenhouse Gas Protocol, produced by the World Business Council for Sustainable Development and the World Resources Institute. Also used were the National Greenhouse Account (NGA) Factors August 2015. These resources are available from the Australian Government climate change website www.climatechange.gov.au

Direct emissions (scope 1) are as a result of the organisations activities within its organisational boundaries.

Indirect emissions are generated in the wider economy as a consequence of the organisations activities, and are physically produced by the activities of another organisation. Electricity consumption is designated scope 2 and all other indirect emissions as scope 3.

1985

1985
South East Regional
Accommodation Forum
Inc. commences

1986
South East Teenage
Care commences

1987
Name change to
**SOUTH EAST FOSTER
CARE PROGRAM**

1989
Name change to
**SOUTH EAST ANGLICAN
FAMILY SUPPORT SERVICES**
(with the addition of the
Family Support Scheme)

1993
**Merger of South East Regional
Accommodation Forum Inc.
and South East Anglican
Family Support Services to
form SOUTH EAST ANGLICAN
COMMUNITY CARE INC.**

1994
**South Easterners Against Child
Sexual Abuse Inc. merges
with South East Anglican
Community Care Inc.**

1997
Expansion of **Alternative Care
& Family Preservation Services**
into the Riverland and
Murraylands regions
Name change to **ANGLICAN
COMMUNITY CARE INC.**

1999
**Comserve Riverland merges
with Anglican Community Care**

2000
**Waikerie Accommodation &
Support Service merges with
Anglican Community Care**
Children's Contact Service
starts in the Limestone Coast
(Lower SE)

2001
Flying Start Program
commences in the Limestone
Coast and Riverland

Auspicing of **Minya Porlar
Creche, Murray Bridge**

Opening of **Waikerie
Community Centre**

Reconnect Program
commences in the Murray
Mallee region

**Millicent Community
Access Centre merges with
Anglican Community Care
and renamed to Millicent
Community Service Centre**

2002
Establishment of
Bordertown Office

2003
In the Riverland
**Supported Accommodation
for Aboriginal Youth & Young
People and Riverland Aboriginal
Youth Development Program**
commences

Start of the **Emergency Single
Adult Accommodation Program**
and the **Gaining Ground
Program** in the Limestone Coast

2004
Supported Tenancies Program
commences in the Limestone
Coast, Riverland and
Murraylands Regions

**Southern Country Aboriginal
Partnership** commences in the
Limestone Coast, Riverland
and Murraylands Regions

Victim Support Service
commences in Murray Bridge

2005
Official opening of **Community
Support Centre, Mt Gambier**

Communities for Children
program commences for the
Murraylands Region

2006
Adult Community Education
classes start at the Community
Support Centre, Mt Gambier

**Family Relationships Services
Program** commences in
Mt Gambier

**Murraylands Low Income
Support Program** commences

2007
Residential Care homes
established,
1 in Murray Bridge,
1 in Mount Gambier

2008
Building Connections
program commences in
Murraylands Region

Opening of **Family
Relationships Centre**
and
**Post Separation
Co-operative Parenting**
program commences
in Mt Gambier

2009
Second **Residential Care home**
established in Murray Bridge

Financial Counselling service
commences in the
Lower Lakes region

Adoption of new name
ac.care, logo and slogan
**"Opportunities for life
... for rural people"**

2010
Auspicing of
Gerard Creche, Winkie
Homelessness Service for
Limestone Coast, Murraylands
and Riverland commences

2011
Service SA opens at Millicent
Community Centre

Barker Cottage opened

2012
**Specialised Placement and
Support Program** commences

Help Build the Bridge
homelessness fundraising
luncheon

2014
HIPPY (Home Interaction
Program for Parents and
Youngsters)

KPW (Kaingerni Piltenggi Walum
– Youth Becoming Strong)

Community Foodies

Support Homeless People
fundraising luncheon

2015

Thank You!

Creating opportunities for life for rural people involves many organisations and individuals. We sincerely thank you for your time, donations and care. To respect the privacy of individual donors, including staff and family trusts, we have not identified them.

We thank our foster families for their care and commitment.
We thank our volunteers for their time and energy.
We thank our staff for their dedication.

Board members

Mike Bleby (Convenor)
Ruth Daws
Julienne Feast
Jane Fetherstonhaugh
Rick Fisher
Michelle Grey
Craig Nisbet (Treasurer)
Dr Ken Pidgeon

Education

Concordia Kindergarten
Flinders University
Glencoe Central Primary School
Independent Learning Centre
Kingston Community School
Murray Bridge Community Kids Early Education Centre
Murray Bridge Education Office
Murray Bridge High School
Murray Bridge South School
Mypolonga Primary School
Truro Primary School

Media

Radio ABC South East
Radio ABC Riverland and Mallee Lifestyle 1
Radio 5RM & MagicFM
Radio 5SE Star FM Southern Cross Austereo
Radio 5MU & PowerFM
The Border Watch
The Murray Anglican
The Murray Pioneer
The Murray Valley Standard
Win TV

Businesses

Bank SA Murray Bridge
Barry Maney Group, Mount Gambier
Bendigo Bank, Mount Gambier
Berri Resort Hotel
Bianca Gillin Multimedia
Big W, Mount Gambier
Bridge Clinic, Murray Bridge
Cheap as Chips
Coles, Mount Gambier
Coles, Murray Bridge
Complete Real Estate Partners, Mount Gambier
Cupkates, Mount Gambier
EON Property SA
Disability SA
Exchange Printers
Fiona Bastian Designs and Therapies
Flanagans Irish Pub
Herbert's Real Estate, Mount Gambier
Kimberly-Clark Australia Ltd
Kinship Productions, Mount Gambier
Lakes Resort
McCues Bakery, Murray Bridge
Mikro Coffee Roasters, Mount Gambier
Mini Jumbuck, Naracoorte
Murray Mallee Aged Care Group Inc
My Butcher on James, Mount Gambier
Ray White Keatley, Mount Gambier
Peoples Choice Credit Union
Salon 7, Mount Gambier
Skein Wool
The Balcony Cafe

Government & Agencies

Attorney General's Department (Federal)
Department for Communities and Social Inclusion (SA)
Department for Education and Child Development (SA)
Department for Employment, Higher Education and Skills (SA)
Department of Human Services (Federal)
Department of Social Services (Federal)
Department of State Development (SA)
Department of the Premier and Cabinet (SA)
Centrelink
City of Mount Gambier
Mayor's Christmas Appeal, Mount Gambier
Riverland Christmas Appeal
Rural City of Murray Bridge
SA Health



Blankets donated to the 5SE Star FM Blanket appeal
L-R StarFM's Ryan, Jess, ac.care's Bec, Trudy, Trish and 5SE's Jase.



Tayla from Kingston Community School wanted to raise awareness of homelessness in her community and she did a magnificent job. She also raised nearly \$300. A big congratulations and thank you to Tayla.

L-R Anne Hinkly-Tyler, Tayla and Homelessness Services Manager Trish Spark



Charities/Community Organisations/NGOS/Philanthropic/Service clubs

Adelaide Sunday Mail Foundation Inc
Allanah and Madeline Foundation
Brotherhood of St Laurence
CAFS
Community Capacity Funding HSA
Coomandook Community Library
Foodbank Mount Gambier
Hills and Murraylands Squalor & Hording working group
Kiwanis, Murray Bridge
KNIT4CHARITIES
Lealea's Place, Mount Gambier
Line Dancing Group
Lioness Club of Millicent
Lions Club of Kalangadoo and District
Lions Club - Gambier City
Lions Club of Mount Gambier
Lions Club of Murray Bridge
Lions Club of Port MacDonnell and District
Masonic Widows' Club
Ministry of Laughs
Murray Bridge Regional Collaboration on violence against women and children
Murray Bridge Safe Task Force
Pine Tree Quilters
RAA Murray Bridge
Rotary Club of Barmera
Rotary Club of Mount Gambier West
Stand Like Stone Foundation
Together SA
The Wyatt Benevolent Institution Inc
Uniting Care Wesley Bowden

Churches & Auxiliaries

Anglican Christ Church Mothers' Union
Anglican Church Ladies Guild
Anglican Diocese of The Murray
Anglican Ladies Guild - Kingston
Anglican Parish of Delamere - St James
Anglican Parish of Happy Valley
Anglican Parish of Kingston-Robe
Anglican Parish of Millicent Penola - St Michael & All Angels
Anglican Parish of Mount Barker
Anglican Parish of Mount Gambier
Anglican Parish of Mount Gambier - Christ Church Mothers Union
Anglican Parish of Onkaparinga Valley
Anglican Parish of the Riverland
Anglican Parish of Victor Harbor
Anglican St Monica's Fellowship, St Augustine's Church
Berri Churches Welfare Group
Catholic Women's League
Lutheran Women's Guild of Karoonda
Presbyterian Church - Care & Concern Committee and Craft Ladies
Uniting Church
Uniting Church - Murray Bridge



The Stand Like Stone Foundation with graphic designer Bianca Richardson have developed educational posters for foster children.
L-R Bill Degaris, Bianca Richardson, Anne Hinkly-Tyler

Community Networks

ac.care participates in the following community networks to make sure our clients and rural communities have a strong voice.

National

Anglicare Australia
 Australian Research Alliance for Children and Youth
 Australian Housing Institute
 Family Relationship Services Australia

State

Child and Family Welfare Association of South Australia
 Communities for Children State Meeting
 Family Based Care and Family Support Provider Forum
 Generic Homelessness Services Network
 Homelessness SA
 Homelessness Strategic Advisory Group
 Human Services Peaks Forum
 Inclusive Directions
 Low Income Support Network
 NGO Residential Care Forum
 No Interest Loan Scheme Network
 SA Council of Social Services Essential Services Advisory Group
 SA Council of Social Services Policy Council
 SA Family Law Pathways Network
 Shelter SA
 The Council for the Care of Children
 Together SA
 Youth Homelessness Sector Strategic and Operational Group

Regional

Aboriginal and Islander Health Advisory Group (Riverland)
 Adelaide Hills Youth Services Network
 Aboriginal Youth and Family Network (Murraylands)
 Career Development Network (Limestone Coast)
 Community and Capacity Building Committee, Murray Bridge Council
 Community Assistance Network (Limestone Coast)
 Childhood Services Network (Limestone Coast)
 Family Safety Framework, Mount Gambier
 Family Safety Network, Murray Bridge & Mount Barker
 Family Violence Action Group (Limestone Coast)
 From Care to Community (Limestone Coast)
 Holistic Empowerment Aboriginal Regional Integrated Networking Gathering (Riverland)
 Housing Advisory Team (Limestone Coast)
 Limestone Coast Community Services Roundtable
 Limestone Coast Local Service Area Drug Action Team
 Limestone Coast Migrant Settlement Committee
 Limestone Coast Strategic Youth Coalition – Partnership Broker Program
 Limestone Coast Suicide Prevention Network
 Limestone Coast Youth Mentoring Alliance
 Mental Health Advisory Committee (Riverland)
 Mount Gambier and District Community Bank
 Mount Gambier Children's Centre Partnership Group
 Mount Gambier City Council Community Engagement & Social Inclusion Sub-Committee
 Murraylands Anti-Poverty Forum
 Murraylands Youth Sector Network
 Murraylands Multicultural Migrant Settlement Committee
 NAIDOC Committee
 Naracoorte Diversity Hub
 Obesity Prevention and Lifestyle (Limestone Coast)
 Regional Development Australia - Limestone Coast
 Regional Foodbank Mount Gambier
 Riverland Aboriginal Youth Services Network
 Riverland Emergency Relief Network
 Riverland NAHA Operations Meeting
 Skills for All in Regions (Limestone Coast)
 Tatiara Health Services Advisory Committee
 The Riverland Community Services Alliance
 Wattle Range Council Social Issues Sub-Committee
 White Ribbon Day Ambassadors
 Women in Business and Regional Development
 Wattle Range Council Social Issues Sub-Committee
 White Ribbon Day Ambassadors
 Women in Business and Regional Development
 Youth Homelessness Reference Group

Treasurer's Report

I am pleased to report that not only has the organisation posted a surplus in the 2014/15 Financial Year, we have also managed to end the year in a more sustainable and stable position than we began.

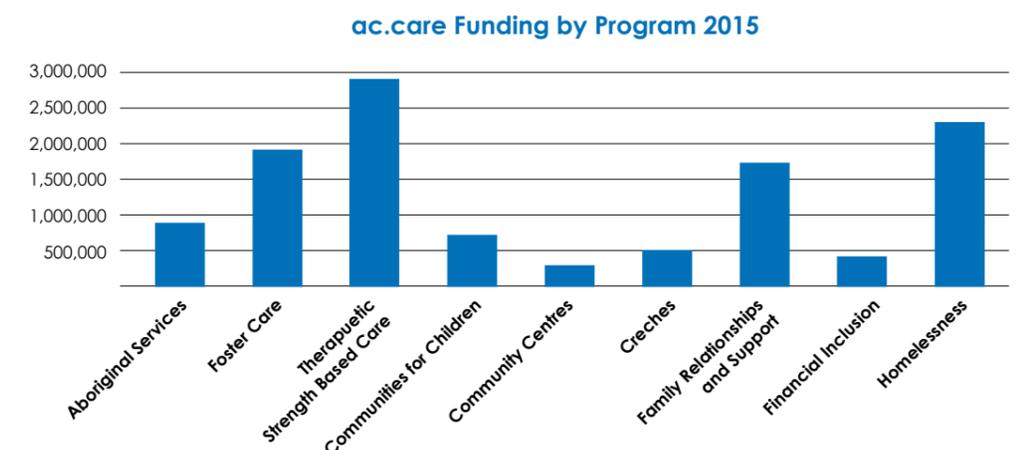
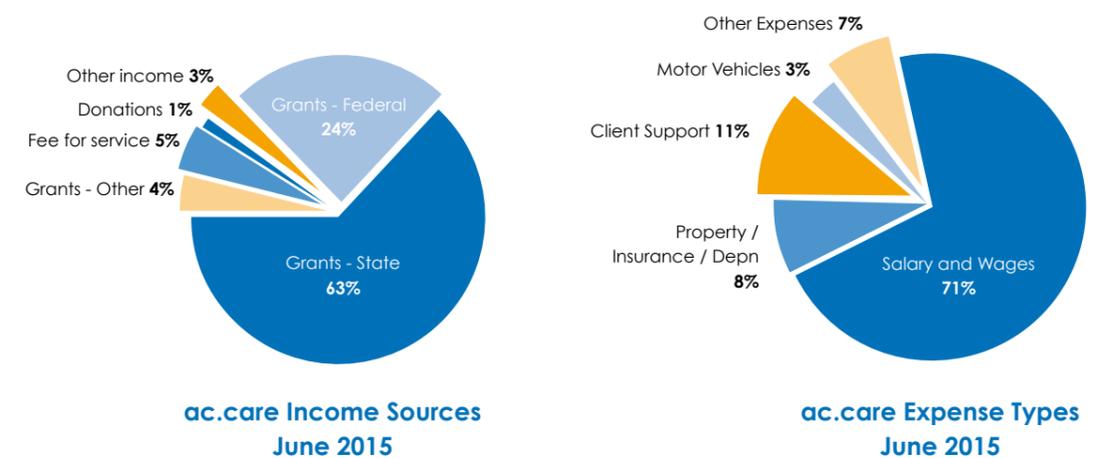
In addition to the financial success of the organisation over the past 12 months the audit and finance team have also achieved the following outcomes:

- Established review criteria for the Auditors
- Set financial targets for the organisation centred on the following themes:
 - Sustainability
 - Stability
- Returned a surplus budget for the first time in a number of years.

Along with monitoring the financial health of the organisation the audit committee is also responsible for monitoring risk. Over the past 12 months we have seen a number of important risks addressed with corrective actions. Perhaps the most pleasing improvement was in records management where a significant amount of work took place to reduce this risk to a more acceptable level.

I would like to conclude by thanking Robyn Ashby (CFO) and her team for their efforts throughout the year.

Craig Nisbet Treasurer



ac.care's Services

Homelessness Services

Homeless Youth Resilience Scholarships - donor funded support to help young people meet their educational goals

Limestone Coast Homelessness Service

Murraylands Homelessness Service

Reconnect - working with young people and their families to prevent homelessness

Riverland Homelessness Service

Tenancy Education (TED)

Aboriginal Services

Aboriginal Foster Carer Recruitment and Support

Aboriginal Youth and Family Network

HIPPY - Home Interaction Program for Parents and Youngsters
home tutoring in the year before formal schooling

Kaingani Pittenggi Walun - support program for young people at risk of entering the youth justice system

Minya Porlar and Gerard crèches

Opening Doors - for Aboriginal young people with mental health issues in the Riverland

Youth Development Program - recreation and educational activities for young people in the Riverland

Communities and Learning

Adult Community Education **Millicent Community Centre**

Mount Gambier Community Centre **Personal Success Coaching**

Waikerie Community Centre

Families and Children

Blast off - group for children 5-12 years affected by parental separation

Bringing Up Great Kids - parenting program for parents with children aged 0-12 years

Children's Contact Service - a safe, neutral place for handovers at custody visits

Children's Counselling - for children 4 up to 18 whose parents have separated

Communities for Children - ensure children have the best start in life

Family and Relationship Counselling Services

Family Relationship Centre;
> Information and Referral
> Child-Focussed Family Dispute Resolution

Family Support

Flying Start

Parenting After Separation

Parenting Teenagers

Reunification - when children are in care

Specialised Family Violence Service

Foster Care

Emergency Foster Care **Family Preservation**

Foster Carer Recruitment, Assessment & Training

Foster Carer Support **Long Term Care**

Respite Care **Short Term Care**

Therapeutic Care Homes

Financial Inclusion

Emergency Relief - financial help and food in a crisis

Financial Counselling **Low Income Support Program**

No Interest Loans Scheme (NILS®)

Limestone Coast

Mount Gambier - Head Office

Ph: (08) 8724 9211
Fax: (08) 8725 5087

70 - 72 White Avenue (PO Box 1842)
Mount Gambier SA 5290

Community Centre - Mt Gambier

Ph: (08) 8723 0540
Fax (08) 8723 5870

22 - 24 Ferrers Street
Mount Gambier SA 5290

Family Relationship Centre - Mt Gambier

Ph: 1800 880 913 or (08) 8721 3500
Fax: (08) 8723 5124

1 Helen Street (cnr Helen Street & Bay Road)
Mount Gambier SA 5290

Millicent Community Centre

Ph: (08) 8733 4720
Fax: (08) 8733 3045

57-59 George Street (PO Box 378)
Millicent SA 5280

Naracoorte

To make an appointment please call ac.care's Family Relationship Centre 1800 880 913 or (08) 8721 3500 or email care@accare.org.au

Meeting place for all appointments is Limestone Coast Training
1 Ormerod St, Naracoorte

Keep informed

Like and share our stories on social media

Sign up to receive our e-newsletters or our printed Community Resolve magazine.

www.accare.org.au
care@accare.org.au



Murray Mallee | Adelaide Hills

Murray Bridge

Ph: (08) 8532 6303
Fax: (08) 8532 1823

11-21 Kennett Road (PO Box 2090)
Murray Bridge SA 5253

Riverland

Berri

Ph: (08) 8582 2344
Fax: (08) 8582 2355

7 Wilson Street (PO Box 1345)
Berri SA 5343

Waikerie Community Centre

Ph: (08) 8541 2081
Fax: (08) 8541 3590

1 Crush Terrace (PO Box 1038)
Waikerie SA 5330

How you can help create opportunities for life... for rural people

There are many ways in which you can help and make a difference.

1. Donate cash via credit card, EFT, cheque or online. Please visit www.accare.org.au for all the options
2. Donate goods such as new blankets, swags, new babies and children's clothes, new games
3. Make a provision in your will
4. Hold a fundraising event

ac.care

opportunities for life ... for rural people

Anglican Community Care Inc
ABN 53 440 436 445
Charity Licence CCP1186
DGR 900 153 951
A member of Anglicare Australia

All information contained herein was accepted
in good faith and correct at time of printing
Design: www.biancagillin.com.au | Print: Gambier Print

Environmental Commitment

ac.care is committed to reducing our ecological footprint and this publication has been printed on 100% recycled FSC certified paper and in reduced print quantities. The Annual Report is available electronically via our website www.accare.org.au

