



ac.care

opportunities for life ... for country people
est. 1986

Annual Report | FY 2018-2019

ac.care acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

A commitment to cultural diversity and respect is fundamental to ac.care's dedication to supporting all people living in rural South Australia.

Anglican Community Care Inc

ABN 53 440 436 445

Charity Licence CCP2565

DGR 900 153 951

A member of the Anglicare Australia network

All information contained herein was accepted in good faith and was correct at time of printing.

Designer: Astyn Reid, Kinship Productions

Front page image: Kalira enjoys our services for children in the Murray Bridge area.

Environmental Commitment:

ac.care is committed to reducing our ecological footprint and this publication has been printed on 99% recycled FSC certified paper and in reduced print quantities. This report is available electronically at accare.org.au.

Our Mission

WE WANT ALL COUNTRY PEOPLE TO HAVE
A SAFE HOME, ENOUGH MONEY TO LIVE ON
AND STRONG, POSITIVE RELATIONSHIPS.

Our Values

COMPASSION, ADAPTABILITY
RELATIONSHIPS & EXCELLENCE

About us

Over more than three decades, ac.care has grown from its roots in Mount Gambier as a provider of emergency and short-term youth accommodation to become a major provider of non-government human services across eastern regional South Australia.

ac.care is one of the few organisations created and run by country people for country people, with a commitment to support individuals, families and communities across the Limestone Coast, Murraylands, Murray Mallee, Riverland, Fleurieu Peninsula and Adelaide Hills.

Today, our broad service provision includes:

- Foster care recruitment and support
- Therapeutic care homes
- Homelessness programs
- Community and learning initiatives
- Aboriginal services
- Family, children and youth services and support

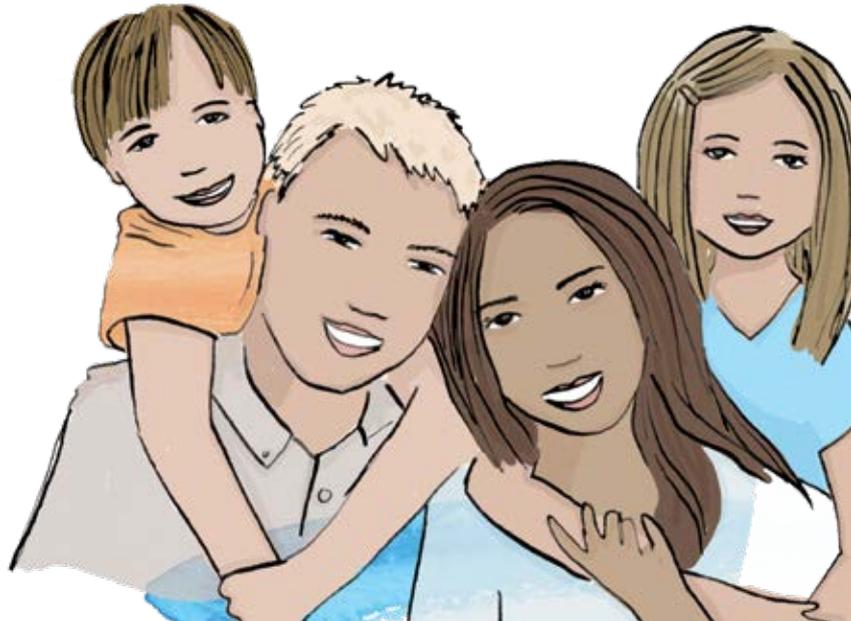


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We get in early and know our impact

Snapshot 2018 – 2019

250 people

avoided homelessness with early
intervention support

1332 people

accessed our homelessness service

850 people

moved from homelessness into
stable accommodation

182 families

opened their homes and hearts
as foster carers with ac.care

380 children

found homes with local foster
carers

1864 people

were supported in a crisis
with financial help and food
assistance

424 people

managed a difficult
financial situation by seeking
financial counselling

Safe centre provides homely space

safe, warm place, to seek shelter,
food, assistance, catch up with people
in similar situations,

this Place feels like
a home for when you
haven't got one to go to

8948 people

visited the Mount Gambier Community Centre for a variety of services

Board convenor's report

WE CONTINUE to strive as an agency across eastern South Australia for our support for families and children to be strong and safe and to reduce homelessness, poverty and isolation for country people experiencing hardship. A significant proportion of our work is with Aboriginal people and our Reconciliation Action Plan includes targets to keep us accountable and focussed in areas of relationships, respect and opportunities.

An important development for the board in the past 12 months concerns care governance. The challenge is to ensure client-centred decision making is intuitively part of all our deliberations, so that we deliver consistent, high quality service every time. Developing improved systems for client management and standardised record keeping, along with appropriate measurement data, are critical tasks ahead.

At the same time we are attending to the infrastructure and facilities that staff need to undertake their roles and work towards our mission. We have made significant progress on a much-needed new office in Murray Bridge and internal communication between remotely located staff has been greatly enhanced by new video phones and an innovative information sharing platform.

The notion of “community responsibility” keeps emerging in our sector. A starting point is an understanding of the drivers of things like homelessness. What can happen when misfortune, low income and financial stress turns into debts and unsustainable loans, leading to adverse social and health impacts, along with relationship breakdowns? We need to turn around attitudes in our communities that the disadvantaged and the vulnerable are seen as “failures” and have brought their plight on themselves. Such a mind-set makes it very difficult for proper empathy and community support for those who have been dealt a bad deal. So what are the key challenges ahead? We need to ensure our activities are well-aligned with our purpose. We must not underestimate the importance of measuring outcomes and how they are linked to our purpose. We must continue to show transparency, accountability, and disclosure about how the resources entrusted to us are used in our endeavours to help country people who need support to live better lives.

Michael Bleby OAM
Convenor, Board of Directors



CEO's report



IT HAS been an honour to serve my second year with ac.care and focus on leading the agency forward to enhance sustainability of our service delivery, unite our staff behind a common mission and work to increase our impact in country South Australia.

Updating our strategic plan and unpacking the new operational mission has ensured staff across our diverse program delivery share a united mission and direction to provide country services for all country people.

We held our first ac.care Care and Connect Day, bringing 160 staff, along with volunteers and board members, together from across the Riverland, Murraylands and Limestone Coast to reinforce our "one-team" approach. The day was successful in connecting people from across the whole organisation, enjoying a range of activities, learning and networking experiences. It was a dynamic event that prompted strong feedback with comments that staff

felt cared for and better connected across programs and regions.

Meanwhile, our work on reconciliation has been significant with a strong presence at Reconciliation and NAIDOC Week activities, growing involvement with Aboriginal-controlled organisations and ongoing delivery and review of the commitments of our ac.care Innovate Reconciliation Action Plan.

The agency has also made major progress on setting clearer frameworks for supporting and protecting our staff through a new workplace health and safety committee and other initiatives.

The agency's focus on working with the community has been enhanced by building on partnerships and raising awareness of our services and how they can be supported. This includes an increased focus on communicating our achievements and mission, which has attracted considerable attention in traditional and social media.

Going forward, ac.care continues to maintain a strong financial position, returning a surplus for the second year in a row and meeting board targets. We also initiated the board care governance sub-committee, which has already helped form new direction in enhancing and formalising our client-centred approach.

Every day I am proud to work with our staff, volunteers and board members who rise to meet the challenges of service delivery and ensure our service meets the needs of our clients. In doing so they demonstrate the values of ac.care - compassion, adaptability, relationships and excellence.

Shane Maddocks,
Chief Executive Officer



Hieke welcomes babies into heart and home



MURRAYLANDS woman Hieke decided over a decade ago her mission in retirement would be to nurture infants in her home.

Today, her walls are adorned with the faces of close to 40 babies she has cared for, providing a safe and stable environment, often from birth to the age of three months and sometimes longer.

Hieke and her supportive husband Harry are among more than 180 individuals and couples who open their homes and hearts to children in need as part of ac.care's network of foster carers across eastern regional South Australia.

Hieke became a foster carer after a television news program highlighting the needs of abandoned babies affected by foetal alcohol syndrome captured her attention.

"I think it is my calling and I love looking after kids," Hieke said from her home near Murray Bridge.

"It has enriched my life and the 12 years I have volunteered as a foster carer have been a great journey – you learn something new from every child."

While her focus has often been on infants, one foster baby had a particularly profound impact on her life and remains in her care, now aged 11.

She is going through a formal adoption process and hopes to become the boy's ongoing legal guardian.

"I love all the other children and babies I have cared for, but that one is very special to me" she said.

Hieke and Harry's foster care journey started with ac.care's rigorous assessment process for new carers followed by the arrival in their home of siblings aged one and two.



Over time, Hieke has found caring for infants for up to three months is the best match for her lifestyle and she has sometimes welcomed a second baby into her home for emergency care while nurturing another longer term.

This is particularly intense considering the babies in Hieke's care have often been affected in the womb by drugs and alcohol.

"When they are affected by drugs or alcohol, they cry and cramp so you just sit there, hold them tight and try to make life more comfortable - I just try to make their first few months as pleasant as possible," she said.

Homes for young people



WE OPERATE residential, therapeutic care homes for up to 22 children and young people at any one time who are in need of short to medium care. The intention is for the young person to transition to a long-term home-based foster care placement or be reunited with their parents. This year the six houses located in Murray Bridge and Mount Gambier were home to 34 young people, with 24-hour support from 70 therapeutic support workers, house supervisors and managers.

Over the past year there has been a greater focus on ways to meet the individual care needs of young people. Each child's interests and specific care requirements are a key consideration to ensure the team at each home has the right resources to meet those needs and ability to connect on a personal level. Keeping the children in focus informs the staff recruitment process and allocation of staff across the six homes.

Additionally, there has been greater emphasis on individual needs during the matching of young people who are sharing a home, despite the increasing pressure for additional placements. This plays an important role in ensuring a safe and stable home environment and to avoid the placement breaking down. Correct placement matching is crucial so that young people have the best possible outcomes.

A stable team in each home provides more predictable and regular care for young people, over the past year we have undertaken a review of staff allocations which guided an increase in permanency of positions and stability in rostering.

An increase in training opportunities enables a deepening of professional practice within the program on a daily basis. Staff report it as one of the most valuable aspects of working with ac.care. Therapeutic Crisis Intervention (TCI) is our core training, with psychology-informed support by Life Buoyancy Institute for staff in intentional practice and supervisor accreditation as IMPACT coaches. The first intake of 18 staff in Mt Gambier to study Certificate IV Child, Youth and Family Intervention is near completion.

Following an unfortunate placement breakdown and property damage, one of our homes had a transformation this year - from the ashes of disaster grew the roses of success. The house has become an exemplar of therapeutic residential care under the inspirational vision of its supervisor and staff team. Currently the young people are very well matched and love their home!

Inside one of ac.care's Therapeutic Strength Based Care homes, including a drawing wall (left) which encourages young people to express themselves.

A therapeutic support team transformed one of ac.care's homes (middle).



Financial counselling helps overcome challenges

I have only been coming to the centre for a few months, but it helped me through a difficult time financially, as well as socially! I don't know what I would've done if I couldn't come here, no-one does, but it has helped me as well as many other whom I know.

Thank you A.C. Care

Rob

424 people
managed a financial crisis by
seeking financial counselling

67 people
were assisted to take out
an interest free loan

We are country people
providing services for all
country people

Mentoring program keeps people in homes



OUR River to Home trial program designed by the Riverland Homelessness Service team was a finalist for a state award and featured on ABC radio, state-wide television and online.

The program supports homelessness service clients with a mentor once they have found a home to help ensure they retain their accommodation and avoid eviction.

Providing support during the transition into housing was identified as a key strategy by ac.care staff to help prevent clients returning to sleeping rough.

ac.care client support Linda Noble said there was a lack of public housing in the Riverland and people who had been homeless faced a number of additional challenges when they secured accommodation.

"A lot of them have been homeless for a long time, possibly living on the river, and don't know how to maintain a property," she said.

"Some of them might not have ever been taught how to maintain a home when they were growing up because of the family make-up."

Australian Institute of Health and Welfare statistics show many rough sleepers experienced repeat episodes of homelessness, despite support from specialist services.

However, Ms Noble said she hoped the mentoring program would help turn this trend around.

"We provide intense support and assistance to clients in a variety of ways and the impact of this support will certainly provide long-term housing sustainability and success," she said.

The program includes a focus on health, wellbeing, social and emotional support, assistance to sustain and maintain a tenancy, budgeting advice and links to community networks.

The program was a finalist in the South Australian Australasian Housing Institute Awards.



RECOGNISED: The River to Home trial in the Riverland, partnering homelessness service clients with mentors to help them keep their homes, captured the attention of the ABC.



WORK WITH PURPOSE: Shardonai Karpany, pictured with son Harlo, enjoys working at the Minya Porlar Creche in Murray Bridge, where she proudly shares her Ngarrindjeri heritage.

Services create meaningful employment

A FOCUS on Aboriginal services within ac.care extends to a commitment to providing opportunities for Aboriginal people to work with the organisation.

This includes the Minya Porlar Creche in Murray Bridge, which was established to help meet the needs of Aboriginal and vulnerable children from four months old through to school age and their families.

Young Aboriginal woman Shardonai Karpany was a user of the service with her son Harlo before proudly joining the staff team, transitioning back into employment after becoming a mother.

“It was a little strange for him at first because he was like ‘why aren’t you leaving?’” she said.

“But he loves it now and I really enjoy it here.

“We have a great team and I’m glad I can come here to work with my son and still be able to watch him grow because that was something I didn’t want to miss out on when I started working two weeks before his first birthday.”

The creche is operated in partnership with the Federal Department for Education and recognised nationally for providing best practice service in Aboriginal-specific child care.

Children at the creche experience local language and benefit from a nutrition program, natural play environments and links with other community-based programs and broader family networks, including regular visits by Elders.

Shardonnai's late father was a Ngarrindjeri elder and she said she appreciated working in a setting which valued her Aboriginal heritage.

"It's good to be able to do a lot of cultural activities with the children and be asked if things are culturally appropriate," she explained, adding working at the centre also allowed her opportunities to help keep Ngarrindjeri language alive.

"I studied the language from when I was a baby because of my dad, but also through school from reception all the way through to Year 12," she explained.

"So even now, people come to me to ask what a word is and its meaning or if certain things are culturally appropriate - it is pretty cool to have input with that sort of thing."

Aboriginal community members are selected where possible as staff members for the creche and have the opportunity to secure a career in childcare through experience and formal training provided as part of their employment.

Other Aboriginal services delivered by ac.care include the HIPPY two-year, home-based early learning and parenting program for families with young children in the Riverland and Murraylands.

Meanwhile, the Opening Doors program in the Riverland is for Aboriginal people aged 15 to 25, providing a range of flexible and individual support services to assist with challenges in life.

In Murray Bridge and the Riverland, the STAY program also provides support and opportunities for Aboriginal young people aged 12-25.



**32 Aboriginal children
visited the Minya Porlar Creche**

**78 families
were supported through the HIPPY
program to be strong role models as
their children's first teachers**

We are committed to reconciliation



WE CONTINUE to deliver on the commitments of the ac.care Innovate Reconciliation Action Plan, April 2018 to April 2020, and to develop the next stage of our innovative strategy.

ac.care is honoured to provide services on the lands of the of the Bindjali, Boandik, Meru, Ngarkat, Ngarrindjeri, Peramangk and Potaruwatj Traditional Owners and acknowledges their deep connection to the land.

We continue to build new and strengthen existing partnerships with Aboriginal and Torres Strait Islander communities throughout the regions where we operate, including working closely with Aboriginal-controlled organisations.

These partnerships provide culturally safe services to create opportunities and support to both the community and individuals to help fulfil their goals.

We continue to develop and implement strong, culturally safe policies which support and

encourage Aboriginal and Torres Strait Islander staff and volunteers to be effective employees in their roles with ac.care.

Meanwhile, ac.care is also active in culturally appropriate celebrations to mark events such as NAIDOC Week and Reconciliation Week.

Our Reconciliation Action Plan is the product of Aboriginal and non-Aboriginal colleagues coming together to translate our organisation's intentions into formal commitments.

It has been formally endorsed by Reconciliation Australia and aims to be realistic, but meaningful, with specific actions and targets to keep us focused and accountable in areas of relationships, respect and opportunities.

We hope everyone will join us and play a part in the journey towards reconciliation.

To learn more and see what actions we are taking, follow the links on our website at accare.org.au



CEREMONY: Staff take part in a smoking ceremony outside the Berri ac.care office during Reconciliation Week 2019.

Parenting program eases pressure



MURRAY Mallee mother Sarah was upset about her relationship with her 10 year old daughter and sought help through ac.care's Parenting Under Pressure program.

Significantly impacted by domestic violence in the past, Sarah was affected by depression and anxiety and was facing challenges as a parent.

The program helped Sarah develop skills and knowledge of child development, along with increasing her parental capacity and ability to manage her emotions.

"Throughout the process, she gradually came to acknowledge that it was her own behaviour that needed to be managed more successfully rather than the behaviour of the child," program manager Brooke Wilson said.

"We also successfully encouraged her to seek some independent counselling to help start to resolve the trauma she had experienced in the past."

The future is looking brighter for Sarah and her daughter and they have commented to staff they are much happier, less stressed and mostly enjoying each other's company.

ac.care's family support workers help clients enhance parenting skills, develop personal strengths and confidence, understand their child's development and behaviour and organise their household budget; last year 133 families used this service.



575 people
strengthened their family
relationships through
counselling and group
programs

32 families
were supported to
stay together

72 children
had safe contact with their
parents at our children's
contact service

Community centre meets diverse needs

SOCIALIZE
COMPANIONSHIP
LEARN NEW THINGS
HELPS ME DECREASE
ANXIETY, DEPRESSION
(A PLACE TO GO)
A WARM CARING PLACE
IN A COLD WORLD
TERRY



397 people
engaged in adult learning
courses ranging from cooking
to digital literacy and
budgeting

We work together to
find solutions

Medical partnership boosts impact

A PARTNERSHIP with River Doc's ED allowed ac.care to provide free influenza immunisations to vulnerable clients.

The 24/7 River Doc's ED worked with staff of our Riverland Homelessness Service to sponsor the provision of "flu shots" through a local pharmacy.

"We had an amazing response from a diverse range of clients, including young and elderly people, along with couples, and it potentially saved some lives as it was a particularly bad flu season which tragically claimed the lives of 101 South Australians," Riverland Homelessness Service manager Michelle Storry said.

She explained many of the agency's vulnerable clients were frail and sometimes sleeping rough with underlying health conditions, which could be exacerbated by the flu.

"If some of those people were not accessing health services, at least they had the opportunity to be immunised against the flu, which was one thing they

didn't have to worry about and with no cost," she said.

River Doc's ED chief executive officer Trish Vogel said the partnership helped overcome barriers to vulnerable people accessing health services and support from ac.care case workers was vital in ensuring clients took up the opportunity to be immunised.

The medical service also provided free annual health checks for vulnerable clients in an earlier partnership.

"We appreciate organisations such as ac.care seeking our assistance so we can both increase our impact," Ms Vogel said.

"Partnerships are important because collaboration allows us to highlight and address clients' needs, whether it is around accessing health, employment or education services, to help people move into and sustain stable accommodation," she said.



Emergency
Department



RIVER DOC'S *E.D.*

WORKING TOGETHER: ac.care partnered with River Doc's ED to provide immunisations for clients of the Riverland Homelessness Service.

Volunteers increase our impact

VOLUNTEERS are vital in delivering ac.care's mission of ensuring all country people have a safe home, enough money to live on and strong, positive relationships.

Our agency combines the efforts of staff, community partnerships and dedicated volunteers to make a difference in people's lives.

"We are a community-based agency working with the people who live around us, which shines through in the way volunteers commit to our mission and support us in contributing to improving the lives of country people," ac.care chief executive Shane Maddocks said.

ac.care hosted events during National Volunteer Week in May to acknowledge people who contribute their time to supporting our mission across the regions.

The agency's volunteers include 170 remarkable families who share their homes with over 250 children across regional eastern South Australia as foster carers, supported by ac.care staff.

However, volunteers also contribute to ac.care in many other ways beyond foster care, with the homelessness programs delivered at Mount

Gambier, Berri and Murray Bridge backed by a dedicated support team.

Many of these volunteers gather weekly at the centres to help pack and distribute emergency food relief hampers to assist people doing it tough.

Meanwhile, other volunteers share their skills and knowledge through Adult Community Education (ACE) courses, providing opportunities for social engagement and empowering community members to secure tenancy or invaluable employability skills.

Volunteers also help with reception duties through to general maintenance at the Millicent Community Centre, which delivers a diverse range of services to the community, not only providing ac.care's emergency and family support programs, but also acting as a Service SA agent for the town.

A further team of eight volunteers at Kingston South East are also active distributing emergency relief packages, as well as coordinating a second-hand shop to raise funds to support ac.care's valued programs.



HELPING OUT: ac.care Mount Gambier volunteer Craig Shelton prepares food items for the emergency relief program, which helps people in need across the Limestone Coast.

“Our volunteers are an instrumental part of the agency and we simply couldn’t provide the range of services, programs and support we do without them. Last year 3150 rounds of toasted sandwiches were made at the Mount Gambier Community Centre,” ac.care adult learning and community services program manager Sue Watt said.

34 volunteers
worked with us across
our services

9803 people
walked through the door of our
Millicent Community Centre

Truck show drives emergency support

FIFTY adults, many with children, were accommodated in Mount Gambier during the financial year at ac.care's emergency accommodation, supported by a major Limestone Coast event.

The Mount Gambier Family Truck Show committee's annual allocation of funds from the event each year builds on the work of ac.care.

Initiated three years ago after former truck driver Adam Smith's daughter Jaimee heard about the plight of children doing it tough in Mount Gambier in the lead-up to Christmas, the event has grown to deliver \$4500 to ac.care from the gate takings.

Slattery Auctions contributed an additional \$3500 after hosting an auction at the 2018 truck show, while the Lions Club of Mount Gambier also provided an additional \$1000 from funds it raised at the event.

Other charities also benefited from the \$14,000 generated at the 2018 event, with ac.care volunteers collecting the gate entry charge of a gold coin donation.

The funds donated to ac.care help cover running costs of a furnished unit in central Mount Gambier, which was used for 200 nights over the financial year to provide emergency accommodation for 50 adults and 40 children.

ac.care Limestone Coast homelessness services program manager Jill Pulleine said the unit was initially leased with the proceeds of another major event for the region - Mount Gambier's Support Homeless People Luncheon.

"Annual donations from the truck show have allowed us to retain the unit, which is vital as options for emergency accommodation in Mount Gambier are increasingly scarce – we just wouldn't be able to manage the costs of maintaining the property, including electricity, without the event," Ms Pulleine said.

She said support of the property owner, who leases the unit to ac.care, was also vital.

"We would really struggle to find accommodation for people at short notice if we didn't have this unit."



Ms Pulleine explained people seeking help at the community centre on Ferrers Street were offered the unit for crisis accommodation, sometimes overnight and at times for weeks, depending on their situation, while they secured more sustainable options.

“People not only have somewhere safe to sleep that night when they may not have had anywhere else to go, but a homely and comfortable space where they can reflect on their situation and we can help them find a way forward,” she said.

COMMUNITY SUPPORT: Mount Gambier Family Truck Show chairman Peter Burchell, committee member Michelle Nicholls, founder Adam Smith and ac.care Limestone Coast homelessness service manager Jill Pulleine inside the emergency accommodation unit maintained with funding from the annual event.



CREATIVE GROWTH: ac.care program facilitator Lynne Kain shared the benefits of art therapy with Mount Gambier High School students, including Jade Calverley.

Art encourages youth expression



AN INNOVATIVE program led by ac.care encouraged youths at Mount Gambier High School to focus on the therapeutic benefits of art to promote self-esteem and address mental health issues such as anxiety and depression.

The partnership with the school involved ac.care program facilitator Lynne Kain using her qualification in art therapy to work with a group of students to use creative techniques such as drawing, painting, collage, colouring and sculpting to encourage self-expression, while exploring emotions and personal development.

“Many techniques and activities can be taught using a variety of creative mediums to encourage self-help and coping skills during challenging times to assist with increasing mental and emotional wellbeing,” Ms Kain said.

“Art therapy is recognised as an effective and well respected form of therapy which helps children, adolescents and adults explore their emotions, improve

self-esteem, manage addictions, relieve stress, improve symptoms of anxiety and depression and cope with a physical illness or disability.”

Ms Kain worked with school youth worker Trudi Shelton to deliver the weekly sessions with a small group of students as a pilot program.

After strong results, the school decided to continue the partnership to support the school's wellness vision and encourage collaboration between the school and ac.care to support youth and families.

Ms Kain developed the program after years of experience in helping people, with a focus on children, extended to youth, through her role at the Mount Gambier Family Relationship Centre, operated by ac.care.

“This innovative program is another way in which our motto of country people helping country people is being put into practice in new ways to help people in our community and build resilience,” Ms Kain said.

Children learn through creativity



ACROSS the Rural City of Murray Bridge, Mid-Murray and Coorong district schools, students had conversations about “what is important to them” and captured the things they value in images for a calendar.

The calendar was created as part of the Communities for Children program.

ac.care is the Murraylands facilitator for the Commonwealth-funded initiative, partnering with agencies in the community to engage with families and young children, from before birth through to 12 years with a range of regular activities.

The program is based on evidence the early years of a child’s life are a critical time in their development and provide foundations for learning, behaviour, well-being and health.

Activities delivered by ac.care and its community partners aim to create strong child-friendly communities that understand the importance of children and apply this at a local level.



11395 parents and children
attended a Communities for Children event in the Murraylands



TripleM and Hit 96.1 Limestone Coast 2019 blanket appeal delivered over 100 blankets (top)



The Riverland libraries Give the Gift of Reading appeal donated 310 new books to children (bottom)



Community support increases our impact

SUPPORT from the community helps ac.care increase its impact.

Many donations and other gestures of support boosted our capacity throughout the year, with the TripleM and Hit 96.1 Limestone Coast 2019 blanket appeal delivering more than 100 blankets and quilts as winter weather set in.

Meanwhile, ac.care will be the beneficiary of a fund-raising effort by six Coonawarra wineries working with online wine retailer Vinomofu with the Homeless Grapes Project. Around 20 ac.care staff were part of a team of more than 60 community volunteers donating their time to pick unwanted grapes, which will be used for a special blend of wine, from which all proceeds will flow to our services. Orders of the Homeless Grapes Project Cabernet Sauvignon can be made on the Vinomofu website at vinomofu.com, with potential for the project to raise \$60,000 for ac.care's homelessness services.

In the lead-up to Christmas, appeals were held across our regions, including multi-agency and council-led campaigns.

Some businesses also established giving trees, including the Mount Gambier and District Community Bank Branch of Bendigo Bank, where more than 100 donations were collected to support children in ac.care's foster care program.

ac.care chief executive officer Shane Maddocks praised the diverse appeals coordinated by businesses and the community.

"Support for ac.care is vital in furthering our work and a great support for the communities we serve," he said.

The Give the Gift of Reading appeal in the Riverland allowed ac.care to donate 310 new books to children over the Christmas period.

The campaign was a partnership between ac.care, Riverland libraries and councils, along with community and business partners.



We have one strategy
and we are one team

Team connects at all-staff day

STAFF from across the regions gathered at Keith in September for a day of team-building, activities and learning to enhance our united approach in delivering on the shared vision and mission of ac.care.

Buses took staff from the Limestone Coast, Riverland and Murraylands to the central venue, where those who had not met had the opportunity to get to know each other by "speed-dating", followed by a strategic plan workshop, "get-out-of-your-comfort-zone" fun activities and an opportunity to hear Royal Australian Navy Commander Sandy Coulson speaking about the importance of diversity and team work.

Staff feedback showed 97% of respondents had fun, 82% had a clearer understanding of ac.care's strategic plan and 100% agreed the day should be held again.





Staff develop careers in care



NINE staff who celebrated milestone years with ac.care last financial year remarkably notched up a collective 95 years of service.

Ute Herrmann-Bullock celebrated 15 years with the organisation.

A graduate of the Australian Institute of Company Directors, Ute is our general manager of strategy and innovation and based in Mount Gambier.

Her journey with ac.care has stretched across a range of diverse roles, from linking people with a disability to recreational activities through to supporting foster carers and managing agency operations across the Limestone Coast.

“People in country communities like ours deserve the best support services,” Ute said.

“I feel very privileged to help ac.care help others.”

Meanwhile, foster care placement support workers Michael King and Anne-Maree Irvine, Riverland homelessness service intake and assessment case worker Jo-Anne Cain, counsellors Dianne Doll and Dee Yeates, Communities for Children program manager Teresa O’Brien, Therapeutic Strength Based Care operational manager Michelle Toogood and Riverland Homelessness Service manager Michelle Storry celebrated 10 years of service.



A CAREER IN CARING: ac.care chief executive officer Shane Maddocks congratulates Ute Herrmann-Bullock on 15 years of service to the agency.

Treasurer's report



I AM pleased to present the audited financial statements for the year ended June 30, 2019. This financial year ac.care has recorded a surplus of \$626,304. This surplus contributes to the ongoing financial sustainability of the organisation and ensures all financial targets set by the board have been met.

The balance sheet and cash flow reports demonstrate ac.care remains in a strong and stable financial position. This enables ac.care to continue to invest in our organisation and people with confidence, as highlighted by the current facilities investment in Murray Bridge, with consolidation of our Murraylands services at one central building.

It is pleasing to note the financial statement audit did not reveal any issues with the accounting practices and financial management at ac.care. The annual financial statements also demonstrate expenditure is largely remuneration for the talented people who undertake the important work the organisation carries out.

I would also like to personally thank chief executive officer Shane Maddocks and chief financial officer Robyn Ashby for their sound oversight and control of the day-to-day financial activities of the organisation.

Craig Nisbet,
Treasurer



ANGLICAN COMMUNITY CARE INCORPORATED
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Income			
Revenues from fees and charges	3	253,279	261,029
Grants and contributions	4	18,181,948	16,872,185
Rent revenue	5	1,748	468,850
Interest revenue	6	91,082	103,426
Other income	8	238,593	405,782
Total income		18,766,650	18,111,272
Expenses			
Staff benefit expenses	9	13,384,927	12,969,798
Supplies and services	10	4,602,924	4,562,563
Depreciation and amortisation	11	140,046	85,892
Net loss from the disposal of non-current assets	7	8,769	5,687
Donated Community Housing Assets to Anglicare SA	26	-	12,030,779
Other expenses	12	3,680	615
Total expenses		18,140,346	29,655,334
Net result		626,304	(11,544,062)
Total comprehensive result		626,304	(11,544,062)

The full version of these statements are available from our website accare.org.au.

ANGLICAN COMMUNITY CARE INCORPORATED
STATEMENT OF FINANCIAL POSITION

As at 30 June 2019

	Note	2019 \$	2018 \$
Current assets			
Cash and cash equivalents	13	5,366,018	4,389,363
Receivables	14	15,691	177,088
Other current assets	15	313,628	302,674
Total current assets		5,695,337	4,869,325
Non-current assets			
Property, plant and equipment	16	550,752	393,014
Intangible assets	17	117,284	55,011
Other noncurrent assets	18	4,660	3,940
Total non-current assets		672,696	451,965
Total assets		6,368,033	5,321,290
Current liabilities			
Payables	19	693,331	618,348
Staff benefits	20	1,345,109	1,287,554
Other current liabilities	21	506,743	275,632
Total current liabilities		2,545,183	2,181,534
Non-current liabilities			
Staff benefits	20	335,891	279,100
Total non-current liabilities		335,891	279,100
Total liabilities		2,881,074	2,460,634
Net assets		3,486,959	2,860,656
Equity			
Other reserves		643,692	592,863
Retained earnings		2,843,268	2,267,793
Total equity		3,486,960	2,860,656
Commitments	22		
Contingencies	23		

ANGLICAN COMMUNITY CARE INCORPORATED
STATEMENT OF CHANGES IN EQUITY
For the year ended 30 June 2019

	Note	Other reserves \$	Retained earnings \$	Total \$
Balance at 30 June 2017 (Anglican Community Care Incorporated Parent Only)		12,377,049	2,027,669	14,404,718
Net result for 2017-18		-	(11,544,062)	(11,544,062)
Sale of Community Housing Assets to Anglicare SA	26	(11,901,778)	11,901,778	-
Transfer to / (from) reserves		117,592	(117,592)	-
Total comprehensive result for 2017-18		(11,784,186)	240,124	(11,544,062)
Balance at 30 June 2018		592,863	2,267,793	2,860,656
Net result for 2018-19		-	626,304	626,304
Transfer to / (from) reserves		50,828	(50,828)	-
Total comprehensive result for 2018-19		50,828	575,476	626,304
Balance at 30 June 2019		643,692	2,843,268	3,486,960

The full version of these statements are available from our website accare.org.au.

ANGLICAN COMMUNITY CARE INCORPORATED

STATEMENT OF CASH FLOWS

For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Cash flows from operating activities			
Cash inflows			
Receipts from fees, charges and grants		20,473,828	19,678,425
GST recovered from the ATO		429,514	410,559
Interest received		91,082	95,899
Cash generated from operations		20,994,424	20,184,883
Cash outflows			
Payments to suppliers and employees		(18,001,324)	(18,399,092)
GST remitted to ATO		(1,834,817)	(1,692,945)
Cash used in operations		(19,836,141)	(20,092,037)
Net cash provided by / (used in) operating activities		1,158,283	92,846
Cash flows from investing activities			
Cash inflows			
Proceeds from sale of property, plant and equipment		5,406	29,091
Cash generated from investing activities		5,406	29,091
Cash outflows			
Purchase of property, plant and equipment		(187,034)	(196,483)
Donated Community Housing Assets to Anglicare SA		-	(1,620,982)
Cash used in investing activities		(187,034)	(1,817,465)
Net cash provided by / (used in) investing activities		(181,628)	(1,788,374)
Net increase/(decrease) in cash and cash equivalents		976,655	(1,695,528)
Cash and cash equivalents at the beginning of the period		4,389,363	6,084,891
Cash and cash equivalents at the end of the period	13	5,366,018	4,389,363

The full version of these statements are available from our website accare.org.au.

Carbon accounting

Inventory Summary - ac.care (Period 2018-2019 Financial Year)						
Emissions Source	Consumption Units	Consumption	BASE YEAR 2010-2011 CO ₂ -e (tonnes)	2018-2019 CO ₂ -e (tonnes)	Proportion of total inventory (%)	Reduction from Base year (%)
Direct Emissions (Scope 1)						
Petrol - vans and company cars	kL	64.46	215.69	149.07	33.86%	
Diesel - company cars	kL	5.33	0.51	14.51	3.29%	
Distributed Natural Gas	GJ	237.89	8.31	12.26	2.78%	
LPG - Bulk heating	GJ	60.34	0.04	3.66	0.83%	
Autogas - vans and company cars	GJ	20.15	5.98	1.23	0.28%	
Total Scope 1			230.53	180.72	41.05%	-21.61%
Indirect Emissions (Scope 2)						
Electricity usage	kWh	345,911.00	216.84	152.20	34.57%	
Total Scope 2			216.84	152.20	34.57%	-29.81%
Optional Emissions (Scope 3)						
Electricity (distribution losses etc.)	kWh	345,911.00	41.45	34.59	7.86%	
Flights (staff travel)	km	134,066.00	35.34	31.48	7.15%	
Waste (municipal collection)	m ³	139.44	18.65	27.33	6.21%	
Petrol (extraction, production etc)	kL	64.46	17.08	7.94	1.80%	
Water - reticulated supply	kL	2,024.76	2.58	2.51	0.57%	
Natural gas (extraction, production etc)	GJ	237.89	1.65	2.45	0.56%	
Diesel - (extraction, production etc)	kL	5.33	0.04	0.74	0.17%	
LPG -Bulk heating (extraction, production etc)	GJ	60.34	0.00	0.22	0.05%	
Autogas (extraction,production etc)	GJ	20.15	0.53	0.07	0.02%	
Total Scope 3			117.33	107.33	24.38%	-8.52%
Total Scope 1 + 2			447.37	332.92	75.62%	
Total Scope 1+2+3			564.69	440.25	100.00%	
Reduction Measures & Offsets						
Carbon Credits			0.00	0.00		
FINAL TOTAL			564.69	440.25		-22.04%
FTE			136.00	172.97		
tCO₂-e /FTE			4.15	2.55		

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 2019. 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.

ac.care's services

Aboriginal Services

Aboriginal Foster Carer Recruitment and Support

HIPPY – Home Interaction Program for Parents and Youngsters home tutoring for the year before school

Minya Porlar Crèche

Opening Doors for Aboriginal young people with mental health issues

STAY for young people aged 12-25

Community and Learning

ACE Adult Community Education

Mount Gambier Community Centre

Millicent Community Centre

Personal Success Coaching

Families, Children and Young People

Blast Off – for children aged 5-12 affected by separation of their parents

Bringing Up Great Kids parenting program

Children's Contact Services – a safe, neutral place for changeovers and contact

Communities for Children

Tuning in to Kids

Drumbeat

123 Magic and Emotion Coaching

Seasons for Growth

Family and Relationship Counselling Services

Family Relationship Centre

Family Preservation

Family Reunification

Family Support

Parenting After Separation

Specialised Family Violence Service

Youth Resilience Scholarship

Foster care

Emergency Foster Care

Foster carer recruitment, assessment and training

Foster carer support

Long-term care

Respite care

Short-term care

Therapeutic Care Homes

Funding partners

Financial Inclusion

Emergency Relief – financial help and food in a crisis

Financial Counselling

Low Income Support program

No Interest Loans Scheme (NILS©) facilitation

Homelessness

Limestone Coast Homelessness Service

Murraylands Homelessness Service

Reconnect

Riverland Homelessness Service

TED Tenancy Education program

Attorney General's Department

Brotherhood of St Laurence

Department for Child Protection

Department for Communities and Social Inclusion

Department of Education and Training

Department of Human Services

Department of Industry and Skills

Department of Planning, Transport and Infrastructure

Department of Social Services

Good Shepherd

Griffith University

Legal Services Commission

SA Health

Uniting Communities

Wyatt Benevolent Institution

Community networks

ac.care participates in and works across many community networks to ensure our clients and rural communities have a strong voice.

National

Anglicare Australia
Anglicare Australia Financial Assistance Network
Australian Institute of Company Directors
Australian Institute of Family Studies
Families Australia
Family Relationship Services Australia
Institute of Community Directors
Our Community
Secretariat of National Aboriginal and Islander Child Care

State

Child Adolescent Mental Health Service
Child and Family Focus SA
Communities for Children State Network
Community Centres SA
CREATE Foundation SA
Department for Education & Child Development
Department Industry & Skills

Family Based Care Provider Forum
Family Safety Framework
Generic Homelessness Services Network
Generic Youth Homelessness Services Network
Homelessness SA
Homelessness Strategic Advisory Group
Homelessness Supportive Housing Reference Group
No Interest Loan Scheme Network
OARS Community Transitions
Reconnect State Network
Regional Development Australia
SA Aboriginal Child Care Conferences
SA Anglicare Network
SA Council of Social Services
SA Emergency Relief Network
SA Family Law Pathways Network
SA Financial Counsellors Association
SA Rural and Remote BBF Teleconference network
Shelter SA
Therapeutic Residential Care Network Group

Adelaide Hills

Adelaide Hills Community Services Forum
/ Hills Community Action Group

Adelaide Hills Youth Sector Network

Mount Barker District Interagency on
Homelessness

Limestone Coast

Australian Early Development Census
Action Group

Child Family Assessment and Referral
Network

Community Assistance Network

Early Childhood Services Network

Family Violence Action Group

Housing Advisory

Limestone Coast Community Services
Roundtable

Limestone Coast Local Service Area Drug
Action Team

Limestone Coast Suicide Prevention
Network

Limestone Coast Training

Millicent and Surrounds Food Network

Mount Gambier Police Station Local
Liaison Group

Mount Gambier Prison

Mount Gambier Vulnerable Youth
Network

Pangula Mannamurna Aboriginal
Corporation

Support Homeless People Luncheon
Committee

Violence Against Women Collaboration

Wattle Range Council Social Issues sub-
committee

Women in Business and Regional
Development

Youth Homelessness Reference Group

Murraylands

Aboriginal Sobriety Group

Aboriginal Youth and Family Network

High Risk Infant Group

House of Hope

Mental Health Interagency Network

Mid Murray Family Connections Network

Moorundi Aboriginal Community
Controlled Health Service

Murray Bridge Suicide Prevention Network

Murray Bridge Regional Collaboration on
Violence Against Women and Children

Murray Bridge SAFE Network

Murray Mallee Children and Families
Network

Murraylands Multi-Cultural Migrant
Settlement Committee

Murraylands Skills and Employment
Regional Network

Murraylands Youth Sector Network

NAIDOC Committee

Nanko-walun Porlar Nomawi Team

Ngarrindjeri Regional Authority

Reconciliation Week

Studio Purpose Project - Youth Housing
Initiative

Vulnerable Persons Framework

White Ribbon Action Group – Murray
Bridge

Riverland

Aboriginal Sobriety Group

Riverland Aboriginal Men's Group

Riverland Community Services Alliance

Riverland Domestic Violence Action
Group

Riverland Emergency Relief Network

Riverland High Risk Infants Group

Riverland NAHA Operations Meeting

Vulnerable Persons Framework

Thank you to all our supporters

Creating opportunities for country 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 and board members for their dedication.

Business Community

25 Acres

Absolute Cleaning Riverland

Adelaide Sunday Mail Foundation

Arrow Pharmaceuticals

Athletes Foot Mount Gambier

Auld Property Management

Aussie Disposals

Autograph

Baker's Delight, James Street

Bank SA Murray Bridge

Barry Maney Group

Baxter Hire

Bella Lavender Estate

Big W

Blue Lake Real Estate

Bottega MBS

Bunnings

Commonwealth Bank

DiGiorgio Family Wines

Eco-Tech Services

Elders Real Estate - Mount Gambier

Frank Kaiser Real Estate

Hawkins Medical Clinic

HelloFriday

Inner Soul Gym

Johnston Withers Lawyers

Kinship Productions

Kiwanis

Malseed's Real Estate

McCue's Bakery

Mini Jumbuk

Mount Gambier & District Community

Bank@ Branch of Bendigo Bank

Mount Glass and Glazing

Oatmill Cinema

Ray White - Berri

Ray White Keatly

Re/Max

Red Carpet Inn Motel

River Doc's

SAL Real Estate

She's Apples Mt Gambier

Sports Power - Murray Bridge

Tanya's Hairworks

The Splendid Egg

Vinomofo

Waynes Furniture Removals

Woolworths - Mount Gambier
Marketplace

Churches & Auxiliaries

Anglican Christ Church of Strathalbyn
Anglican Church Diocese of the Murray
Parishes
Anglican Church of Murray Bridge
Anglican Parish of Kingston-Robe
Anglican Parish of Mount Gambier
Anglican Parish of Onkaparinga Valley
Anglican Pastoral District of Riverland
Berri Churches Welfare Group Inc
Care & Concern Committee & Craft
Ladies, Mt Gambier Presbyterian Church
East Gambier Uniting Church
Happy Stitchers, Anglican Parish of Victor
Harbour
Lower Murray Uniting Congregations
Uniting Church Murray Bridge
Uniting Church Murray Bridge
Uniting Church Southern Pastorate

Community & Service Organisations

Bridge Patches and Quilters
Carols in the Garden
Coomandook CWA

Imperial Football Club
Lions Club of District 201C2
Lions Club of Mount Gambier
Lions Club of Murray Bridge
Lions Club of Port MacDonnell
Mount Gambier Truck Show
Murray Bridge Christmas Appeal
Murray Bridge Community Centre
Murray Bridge Community Club
Quilting Medical Mums
Resthaven Knitting & Crocheting Group
Robe Knitting Group
Rotary Club of Mount Gambier
Rotary Club of Mount Gambier West
Rotary Club of Murray Bridge
The Men's Shed
Woodlands Craft Group

Government & Agencies

City of Mount Gambier
Carers SA
Country Health Connect
Department of Finance and treasurer

Dept of Human Services
District Council Renmark Paringa
Federal Circuit Court of Australia
Gerard Community Council
Mid Murray Council
Mount Gambier Public Library
Renmark Paringa Public Library
Rural City of Murray Bridge
SAPOL
Tony Pasin - Federal Member for
Barker

Education

Tenison Woods College
Glenburnie Primary School
Melaleuca Park Hub
Mount Gambier North Community
Hub
Mount Gambier High School
Murray Bridge South Primary
School
Tafe SA
Tinyeri Children's Centre
Tumbleweed Active Playgroup

Media

5GTR Community Radio
ABC Riverland 1062AM
ABC South East SA
Lifestyle 1
Limestone Coast Community News
Radio Murray Bridge
Riverland Broadcasters
Southern Cross Austereo
The Border Watch Newsgroup
Win TV
Taylor Group Newspapers
Australian Community Media

Philanthropic & Not-For-Profit

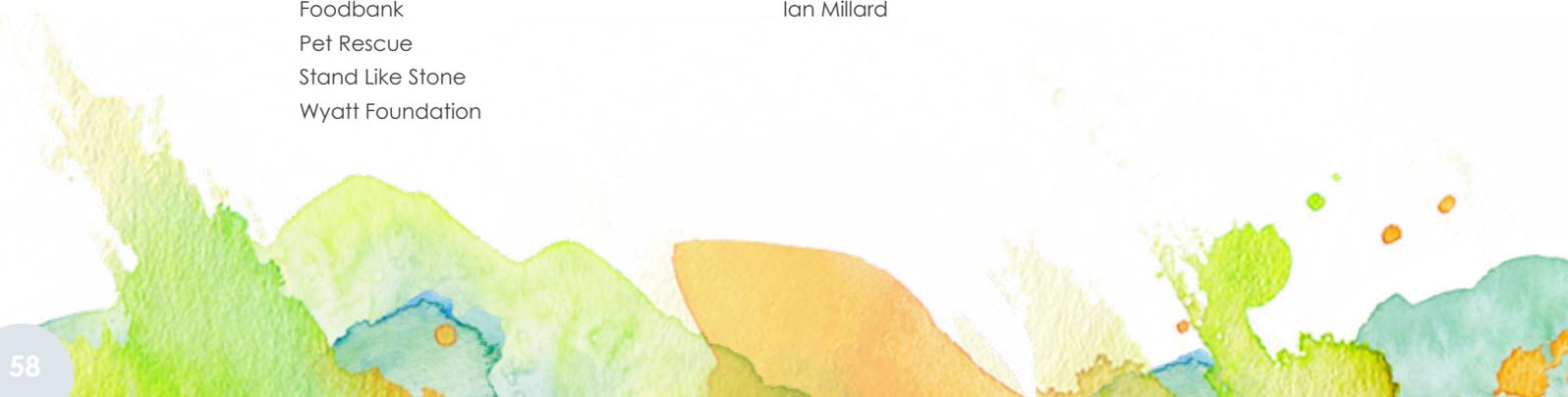
CMV Group Foundation
Foodbank
Pet Rescue
Stand Like Stone
Wyatt Foundation

Volunteer Board & Committee Members

Michael Bleby
Richard Fisher
Craig Nisbet
Madalena Velotti
Dr Ken Pidgeon
Ruth Daws
Robert (Bob) Dewell
David Hill
Tony Wright

Sub-Committee Members

Jane Fetherstonhaugh
Helen Brown
Gillian McGinty
Rosie Schellen
Ian Millard



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



There are many ways in which you can help us increase our impact. By working together with the community, we make a difference.

Donate cash via credit card, electronic funds transfer, cheque or online. Please visit www.accare.org.au for all the options or donate directly online at givenow.com.au/accareruralpeople

Donate goods such as new blankets, swags, new babies' and children's clothes, new games

Donate your time as a community supporter/volunteer

Make a gift in your will

Hold a fundraising event

Like and share our stories on social media

Sign up to receive our newsletters

accare.org.au

Limestone Coast

Mount Gambier - Head Office

Ph: (08) 8724 5400
70 - 72 White Avenue
PO Box 1842
Mount Gambier
SA 5290

Mount Gambier Community Centre

Ph: (08) 7725 3000
22 - 24 Ferrers Street
Mount Gambier
SA 5290

Mount Gambier Family Relationship Centre

Ph: 1800 880 913 or (08) 8721 3500
1 Helen Street (cnr Helen Street and Bay Road)
Mount Gambier
SA 5290

Millicent Community Centre

Ph: (08) 8735 5700
57-59 George Street
PO Box 378
Millicent SA, 5280

Naracoorte

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

Murray Mallee | Adelaide Hills

Murray Bridge

Ph: (08) 8531 4900
15-19 Kennett Road
(29 Bridge Street as of December 2019)
PO Box 2090
Murray Bridge SA 5253

Riverland

Berri

Ph: (08) 8580 5300
5 Kealley Street
PO Box 1345
Berri SA 5343

accare.org.au

care@accare.org.au

