

ac.care

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

ANNUAL REPORT | FY 2020 - 2021



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

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

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This report is available electronically at accare.org.au

Australian Service Excellence
Standards Accredited



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
- Child and youth residential care homes
- Homelessness programs
- Community and learning initiatives
- Aboriginal services
- Family, child and youth services and support
- Financial counselling and support



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ac.care helps change lives



372

children found homes with local foster carers



193

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



38

children and young people were cared for in our residential care homes



195

families were under less pressure through engaging with a Parents Under Pressure practitioner



475

people managed a difficult financial situation by seeking financial counselling



1346

parents and children were supported by Communities for Children Murraylands programs and activities

regional care snapshot 2020-2021



378

people avoided homelessness with early intervention support



200+

clients were supported by our Aboriginal support services



2131

people were supported in a crisis with financial help and food assistance through emergency relief services



319

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



232

Limestone Coast families improved family relationships through post-separation counselling and group programs



243

people were employed by ac.care

board convenor's report

IT IS HARD to believe that I have been "in the chair" for a full year! I have travelled around our amazing organisation meeting our people in their workplaces, attending major events and many meetings.

It has been important to experience the culture of ac.care and to find out what drives our success. Times are uncertain and difficult.

However, ac.care is still growing in its delivery of services and attracting highly experienced and capable staff, leaders and directors.

In March 2021, we launched our strategic plan, which sets our values of compassion, adaptability, excellence and relationship building in "The ac.care Way". It is my observation our people "live The Way".

Valuing compassion, relationships, adaptability and excellence brings about positive change in the lives of people. Our people have expressed that they work hard because they know they make a real difference.

On behalf of the board, my sincere thanks to our CEO, leaders, staff and volunteers.

The board continues to grow in experience, skill and commitment. ac.care is a large and complex organisation. The nature of our funding and work, which deals with vulnerable people, is complex, challenging and involves risk. Our directors also follow "The ac.care Way" in their efforts to support our staff, improve the lives of people in need and strengthen our communities.

We continue to increase our capacity to help Aboriginal people, who make up 30pc of our service recipients. We have employed more Aboriginal staff and have an Aboriginal mentor for the board.

We continue to learn culturally appropriate and respectful ways of working. This year's board development weekend focused on Aboriginal culture. We are incredibly grateful to our staff and their family who welcomed us on to Ngarrindjeri



country. Overwhelming hospitality and rich experiences cemented in our hearts and minds that walking and learning together strengthens our ability to serve all people.

Over the past year, I have understood the value of the 25 years Mike Bleby contributed as convenor. It is a challenge and privilege to follow him in the role.

I will continue to work for excellence in governance and strongly support our staff and their positive culture of service and care for all.

Richard Fisher GAICD,
Convenor,
ac.care board of directors

chief executive officer's report

OUR agency ac.care is fortunate to be in a position of having strong governance. Michael Bleby provided leadership and wisdom supporting the board and staff of ac.care for over 25 years and I would like to personally thank Mike for his guidance over the past four years of my term as CEO. In October 2020, the responsibility of the role of convenor of the board of ac.care passed to Rick Fisher, who with his wife Lynn has been a part of Anglican Community Care Inc (now commonly known as ac.care) for many years. Rick has seen and contributed to the growth of what was once a small organisation, but is now classed as a large not-for-profit agency.

Rick has commenced his role with enthusiasm, visiting our services, getting to know our staff and volunteers and learning and listening to staff about how our services are delivered and how the board can best support our work. We are fortunate to have a strong, skilled and dedicated group of volunteer directors

that continue to work to ensure that country people have a safe home, enough money to live on and strong, positive relationships.

During the past year, we tendered for many existing and new services and were mostly successful with these applications. We now lead the Southern Country Homeless Alliance working in partnership with Pangula Mannamurna and Moorundi Aboriginal Health Services, Junction Australia and SA Housing Authority. We are expanding our residential care services for young people and have received funding for new programs – Community Connections and Youth Development and Support.

This growth in our funding continues to ensure we are strong financially. However, our success stems from the trust country people put in our staff and volunteers and the services they deliver. We have committed, skilled, compassionate people who have continued to provide services despite the challenges of the pandemic and have



adapted well to working in different ways to ensure our essential services continue to be delivered in a safe way.

Our communities are deeply affected by the shortage of affordable housing, lack of mental health services and reliance on incomes that continue to keep people in poverty. During the initial stages of the pandemic, we saw what was possible with income support lifted for those without work, as well as support provided for those industries directly impacted by lockdowns. People who were sleeping rough were able to be provided with a safe place

to stay. We have seen what is possible to support people to live with dignity and we continue to advocate for change to enhance services to those who are experiencing vulnerability. Our staff and volunteers continue to work hard to provide better futures for people who use our services despite the ongoing challenges.

We are the front line service in our communities and strive to support people with significant challenges, many of whom have experienced trauma. Our values of compassion, adaptability, relationships and excellence continue to drive us to achieve our mission, but we can't do this alone and continue to need the support of the communities in which we live and work.

My sincere thanks to our board, staff, volunteers and supporters and I hope you will continue to work with us as we face the challenges ahead and make the most of opportunities that come our way to increase our impact.

Shane Maddocks,
Chief executive officer

we are committed to keeping children safe

THE board of ac.care endorsed a statement of commitment in May 2021 to being a Child Safe Organisation. Delivering on this commitment is a key focus of the agency, with work being rolled out across program areas to review and ensure appropriate processes are in place.

ac.care acknowledges and recognises the findings and recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. We will rigorously work to ensure our services to children and young people are designed, delivered and evaluated to build and strengthen organisational capacity to keep children and young people safe.

As a Child Safe Organisation, ac.care is committed to providing an environment of safety and support for children and young people across all programs.

Specifically, for many of our children and young people in care, we know that they have experienced abuse, neglect or trauma during their childhood.

Central to the work and services of ac.care is a commitment to provide our children and young people with a safe, stable and nurturing place that supports their healing and growth. We recognise, value and respect the rights of all children and young people and actively seek

and listen to their voices. It is paramount all board directors, staff, carers and volunteers across the organisation actively engage in the protection and safety of children and young people.

Every person involved in ac.care has a responsibility to understand the important and specific role they play individually and collectively, to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

We uphold the human rights of children and young people embracing their diversity in culture, gender, sexuality and abilities, ensuring that they are heard, respected and included.

We recognise that there are children and young people who may be particularly vulnerable and particular

attention will be paid to their safety.

This includes, but is not limited to, the safety of children and young people with a disability, those who identify across diverse sexualities and gender, the cultural safety of Aboriginal children and young people and those from culturally and linguistically diverse backgrounds.

As a child safe organisation ac.care:

- Has clear policies and procedures in place that support and define our commitment as a Child Safe Organisation
- Actively seeks the voice of children and young people
- Takes immediate action to assess and manage risk of abuse to children and young people
- Strives to establish and maintain safe and inclusive environments, where children and young people are listened to and their concerns and worries acted upon
- Is committed to embedding the National Principles for Child Safe

Organisations across the organisation. ac.care considers the safety and wellbeing of children and young people as our core business and this is paramount in our policies, procedures and decision making.

Scan the QR code to see a video of ac.care chairman Rick Fisher announcing the agency's commitment to being a Child Safe Organisation



ac.care steps up during pandemic

VULNERABLE people faced increased risks as all sectors of our society faced significant pressures and new challenges resulting from the COVID-19 pandemic throughout 2020/21.

Our team proudly stepped up in the challenging circumstances, ensuring the country people who rely on our services could depend on our ongoing care and support.

This required innovative new approaches in our diverse work, including increased use of video conference calls and other communications methods, as well as additional precautions to prevent and reduce risks of spreading the virus.

Our efforts extended beyond the financial year when a seven-day statewide lockdown occurred in July.

Our homelessness services worked with motels and caravan park operators to ensure people facing homelessness had somewhere safe to escape cold and wet winter conditions at the time.

Increased emergency support from the State Government for people experiencing homelessness during the lockdown period allowed ac.care to ensure vulnerable people could comply with the "stay at home" order and have a warm place to sleep at night.

"As essential services, our sites remained open so we could get people out of the weather quickly, working within COVID-19 restrictions while allowing



VITAL SERVICE: ac.care's Sarah Alfraji prepares meals from donated produce at the Mount Gambier Community Centre during the COVID-19 lockdown.

people access to a hot drink and meal while they were quickly supported to access somewhere safe and warm to stay," ac.care chief executive Shane Maddocks said.

"We work closely with accommodation providers and were really well-supported by the motels, hotels and caravan parks through the lockdown, but also when working to ideally get people into longer-term accommodation with local real estate agents and landlords for private rentals as well."

However, the agency went beyond accommodating people to escape the elements, with essential workers in ac.care's Mount Gambier Community Centre also using donated produce to prepare meals to provide to vulnerable people during the challenging times.

"We supported people with food drops, with staff cooking up a storm and delivering food to people," Mr Maddocks said.

"They delivered enough on the Friday to support people over the weekend because we knew many did not have access to kitchens or food supplies."

Following the short-term emergency support during lockdown, Mr Maddocks said a long-term aim of ac.care's services was to help vulnerable people move into more sustainable situations.

"Over the last year or so, partly due to the impact of COVID-19, the availability of affordable housing in our communities has reduced significantly," he said.

"But our resilient teams keep working to identify solutions to help as many people as possible access long-term housing."

The agency's financial counselling team also produced a guide to the various support packages available from government departments, agencies and other organisations for anyone facing financial challenges due to COVID-19 restrictions and other challenges, which is available at accare.org.au

ac.care services directory

ABORIGINAL SERVICES

- HIPPY – Home Interaction Program for Parents and Youngsters empowering parents to become their child's first teacher before starting school
- Opening Doors flexible individual support service for Aboriginal young people, promoting positive emotional wellbeing
- STAY Service To Aboriginal Youth aged 12-25
- Youth Support and Development Program for young people aged between 15-19 to improve participation in education, training and volunteering

COMMUNITY AND LEARNING

- Adult learning
- ac.care Berri
- ac.care Murraylands Centre
- Community Connections
- Millicent Community Centre
- Mount Gambier Community Centre
- Personal Success Coaching

FINANCIAL INCLUSION

- Emergency Relief – financial help and food in a crisis
- Financial Counselling
- Low Income Support program
- Millicent Service SA agency
- Millicent Services Australia agency

HOMELESSNESS

- Limestone Coast Homelessness Service
- Murraylands Homelessness Service
- Riverland Homelessness Service
- Reconnect early intervention program for young people aged 12 to 18 at risk of homelessness
- TED Tenancy Education program

supporting country people

OUT OF HOME CARE

- Foster carer recruitment, assessment and training
- Occasional, emergency, respite, long-term and short-term foster care
- Staffed 24/7 residential therapeutic strength-based care homes

FAMILIES, CHILDREN AND YOUNG PEOPLE

- 123 Magic and Emotion Coaching
- Blast Off for children aged 5-12 affected by separation of their parents
- Changing Tracks men's positive behaviour program
- Children in Focus Information Sessions
- Children's Contact Service, providing a safe, neutral place for changeovers and supervised contact
- Communities for Children Murraylands
- Drumbeat music wellbeing program
- Family Advocacy and Support Services
- Family and Relationship Counselling

- Family Dispute Resolution for parenting and property matters
- Family Reunification
- Family Support
- Intensive Family Support
- Minya Portlar Crèche Murray Bridge
- Mount Gambier Family Relationship Centre
- Parenting programs:
 - Circle of Security
 - Tuning In To Kids and Tuning In To Teens
 - Parent Child Mother Goose
 - Bringing Up Great Kids
 - Parenting After Separation (Post Separation Cooperative Parenting)
- Seasons for Growth change, loss and grief program for young people
- Specialised Community Referral Service
- Specialised Family Violence Service
- Stories Through Song
- Storm Birds extension to Seasons for Growth
- Youth Resilience Scholarship

Homelessness and financial support

Preventing homelessness and ensuring country people have enough money to live on



Rental affordability snapshot finds

A REGIONAL ac.care study found an alarming lack of affordable rental properties for people on low incomes in country South Australia.

The Rental Affordability Snapshot, based on private rentals advertised for rent in March, found no properties available for single adults on Youth Allowance or Jobseeker in the Limestone Coast, Riverland or Murraylands.

In a worrying finding, the study found young adults on Youth Allowance were even locked out of the share house rental market following a housing boom in regional areas over previous months.

Meanwhile, only 2pc of 123 rental properties on the market were affordable to single people on the age and disability support pensions.

ac.care chief executive officer Shane Maddocks said it was concerning to see renters on low incomes continued to be left behind and forgotten in the private rental market.

Meanwhile, JobSeeker recipients were left worse off when the Federal Government announced a \$25 per week increase to payments in March as the \$75 per week coronavirus supplement was wound back following previous cuts.

Mr Maddocks said this left

unemployed people at increased risk of homelessness, adding to reliance on agencies such as ac.care.

He said the shortage of affordable rentals and reduced income would condemn people to make difficult decisions to keep a roof over their head.

Meanwhile, families out of work are facing a difficult situation. The study found an out-of-work couple with two children can afford 20pc of rentals.

“Raising the rate of JobSeeker and related payments above the poverty line will give badly needed relief to the people on the lowest incomes”

- ac.care chief executive officer Shane Maddocks

Single parents out of work faced even tougher odds, with affordability at just 10pc.

“This helps explain why the rate of JobSeeker is such a critical factor in child poverty – one in six children now lives in poverty, with those growing up in households that depend on JobSeeker at much greater risk,” Mr Maddocks said.

“This year’s Rental Affordability Snapshot, conducted nationally by Anglicare Australia and partner

agencies, again shows how brutal the rental market is for young and vulnerable people.”

The study found a person on Youth Allowance looking for a share house could not afford any rentals across ac.care’s regions.

“Youth Allowance is the lowest of all government payments, and year after year, we find young people are at the bottom of the affordability ladder,” Mr Maddocks said.

The report also found people with disabilities faced unique challenges in the rental market, with Disability Support Pension recipients able to afford just 2pc of rentals at the time of the snapshot and even then, some of these properties may not meet their needs.

“All of this is a wake-up call that it is time for action to make housing more affordable,” Mr Maddocks said.

He urged the Federal Government to raise payments for people on the

vulnerable people priced out of homes



CALL FOR ACTION:
ac.care chief executive officer Shane Maddocks called for increases to JobSeeker and related payments to lift vulnerable people out of poverty and rental stress after a study found a lack of affordable properties for country South Australians on low incomes.

nation’s lowest incomes to lift them out of poverty and housing stress.

“Raising the rate of JobSeeker and related payments above the poverty line will give badly needed relief to the people on the lowest incomes,” he said.

ac.care also called for greater investment in affordable housing, increases to Commonwealth Rent Assistance to keep pace with the

skyrocketing cost of renting and a plan to end homelessness.

“People who are homeless need safe, secure homes to help them get back on their feet,” Mr Maddocks said.

“Being stuck indefinitely in temporary emergency accommodation is not the answer.

“We need a plan to end homelessness that tackles the causes

of homelessness, including the lack of affordable housing, poverty, and family violence, together with funding and support to rehouse people who are homeless, helping them keep a roof over their head.

“Nobody should be forced to make impossible sacrifices just to keep a roof over their head. It’s time to take real action and make sure that everyone can have a place to call home.”

homelessness prevention focuses on tenancy support

A YOUNG couple feared they may be evicted from their Mount Gambier home before approaching ac.care for support.

Our emergency relief and financial counselling helped keep them in their home and provided hope for a better future.

Lisa, aged 21, said winding back of the coronavirus supplement reduced her JobSeeker payment from close to \$800 per fortnight at the peak of the pandemic back to under \$600 at the start of 2021, with a \$520 per fortnight rent bill.

"With all the other costs of living, it's really difficult, especially not knowing how much some bills might be until they arrive, so we did struggle for a while, but did our best to make it work," she explained.

The couple managed to get by with Tristan, 22, receiving a disability pension and working some part-time hours.

"But when we continued to struggle, we asked ac.care for help to get back on track to where we needed to be with rent," Lisa explained.

"It was amazing what they were able to do – the staff made us feel calm and not stressed or embarrassed or anything about going in there asking for help."

The couple encouraged other people to seek assistance if they were struggling to maintain their finances.

Scan the QR code to hear how emergency relief and financial counselling helped Lisa and Tristan.



HOME: Young Mount Gambier couple Lisa and Tristan were supported by ac.care to remain in their home after facing financial challenges with the winding back of the JobSeeker coronavirus supplement.

"People need to ask for help occasionally and that's why places like ac.care are there – if people are struggling like we were with bills and rent, I'd definitely recommend ac.care," Lisa said.

"Don't say no to anyone trying to help you – just go with it," Tristan added.

Lisa said it was "scary" considering the couple may have been evicted as a "worst case scenario" if not for the support of ac.care.

"We were hoping that we wouldn't get evicted because we didn't know what we would do and its great we didn't have to in the end," Lisa said, adding that limited options on Mount Gambier's rental market and competition for the properties that were available made the prospects of being homeless more daunting.

ac.care leads homelessness alliance

THE State Government has announced ac.care will lead homelessness services in the country south region under its reforms to the sector.

Vital services to support people experiencing or at risk of homelessness in eastern regional South Australia have been secured through the SA Housing Authority funding package establishing five alliances across the state.

Under the reforms, ac.care is the alliance lead agency for the country south region, including the Limestone Coast, Riverland, Murraylands, Fleurieu Peninsula and Kangaroo Island.

We have partnered with Junction Australia, Pungula Mannamurna Aboriginal Corporation and Moorundi Aboriginal Community Controlled Health Service to form the new alliance.

Maintaining continuity of service access and activities for clients will be a core focus during the shift from individual program contracts to the alliance model.

"The agreement secures the future of our staff in the homelessness sector and the vital programs they deliver to help people stay in their homes or secure accommodation and work through issues that may put their tenancies at risk," Mr Maddocks said.

"We are proud of our existing cooperation with Aboriginal-controlled organisations and welcome this opportunity to work more closely under the new alliance arrangement in a mutually-supportive way to provide the best possible service to clients."

Mr Maddocks said clients and communities should see little change to service delivery in ac.care's regions in the short-term, but improved cooperation and coordination going forward with the new alliance approach.

"Sadly, rent stress, a shortage of affordable and emergency accommodation, unemployment and a JobSeeker rate that has not kept up with increasing costs of living continue to push an increasing number of country people to the brink of homelessness and in need of the support of organisations such as ours," Mr Maddocks said.

"We welcome the government's new funding package as a step towards securing the sustainability of vital services in our communities and the jobs of staff dedicated to supporting vulnerable people."

Mr Maddocks said the funding agreement also recognised the success of ac.care and the alliance partners in the communities they served.

"We want all country people to have a safe home, enough money to live on and strong, positive relationships," Mr Maddocks said.

"ac.care has been dedicated to that mission in country South Australia for decades and the government's faith in our organisation demonstrates we continue to deliver effectively on our purpose and make a difference in the lives of vulnerable people."

Mr Maddocks also praised the generous and supportive communities in which ac.care operates that continued to contribute, such as through donations and volunteers, to allow ac.care to deliver and develop services beyond its core government-funded services.

UNITED: Pungula Mannamurna Aboriginal Corporation chief executive officer Andrew Birtwistle-Smith and ac.care chief executive officer Shane Maddocks celebrate formalisation of collaborative work between the organisations under the homelessness alliance.



young at-risk women housed as youth

FOUR young women at risk of homelessness now have regular support and a safe place to call home after ac.care's shared vision for a major community project became a reality.

The Studio Purpose project at Murray Bridge was five years in the making, with a disused property converted into four modern apartments as the 2020/21 financial year came to an end.

ac.care identified the need for purpose-built accommodation and support for youth at risk of homelessness in the region and formed partnerships with various agencies to develop an innovative way forward.

A disused site was provided by the South Australian Housing Authority to create new homes and Habitat for Humanity became the construction partner for the major overhaul of the existing building.

With the support of ac.care, Habitat for Humanity raised \$145,000 to fund construction, including contributions from local service clubs, community members and the South Australian Housing Authority, along with grant funding from Rural City of Murray Bridge.

Interstate and overseas supporters contributed \$95,000, including foundations, trusts and grant providers, with \$20,000 donated by a Sydney family.

But while fundraising fell short of the \$250,000 target, the project still

proceeded thanks to support from local suppliers, the trades sector and other businesses, as well as long-term Habitat for Humanity construction partners.

"One of the things we love about this project is the strong sense of local community - local people and organisations who care deeply about their community made construction of Studio Purpose possible," Habitat for Humanity South Australia executive

Scan the QR code or visit accare.org.au/studiopurpose to view our videos and learn more



director Ben Sarre said.

"Local businesses donated building materials and supplies, while local trades and contractors gave their time generously to contribute, allowing the project to be delivered within the \$145,000 raised, which was only possible because of the enormity of donations and volunteers."

Studio Purpose was built with labour from 78 volunteers contributing more than 2000 hours, with further off-site support

from the broader Habitat team.

"Volunteers included local church members, service clubs, unemployed job seekers and even neighbours, plus staff and students from Murray Bridge High School and Northeast Vocational College," Mr Sarre said.

More than 50 people gathered at the site for a celebration as the construction phase came to an end, the apartments were handed over and Ngarrindjeri and Kokatha man Harley Hall provided a traditional smoke cleansing ceremony to "bring positive energy to the homes from the land and ancestors of the area" before young people moved into the new homes.

Murray Bridge Mayor Brenton Lewis praised ac.care Murraylands Homelessness Service manager Thanuja Hiripitiyage for her persistence in making the Studio Purpose vision a reality.

"She never gave up and really worked hard to pull together the collaboration that has enabled this to happen," he said.

"We can't think of another project anything like this anywhere in Australia, but will claim this to at least be a first of its type in regional Australia."

ac.care chief executive officer Shane Maddocks thanked all contributors to construction of the Studio Purpose apartments and ongoing partners Habitat for Humanity, South Australian

homelessness project becomes reality



PROJECT MILESTONE: Habitat for Humanity South Australian executive director Ben Sarre hands over the keys to the Studio Purpose apartments to ac.care Murraylands homelessness program manager Thanuja Hiripitiyage.

Housing Authority, property manager AnglicareSA, Rural City of Murray Bridge and headspace.

"For this community to deliver under budget and on time through a pandemic is miraculous and shows what can be achieved when a group of people come together with a common idea to provide hope for the future," he said.



COMMUNITY ACHIEVEMENT: Habitat for Humanity South Australian executive director Ben Sarre, Ngarrindjeri and Kokatha man Harley Hall and ac.care chief executive officer Shane Maddocks celebrate the completion of the Studio Purpose project to convert a disused South Australian Housing Authority property into four apartments for youths at risk of homelessness.

organisations to welcome young people and help them make these apartments their homes and support them to build a brighter future supported by our staff, other agencies and the broader community."

Keep up to date with the project via ac.care's Facebook page or by visiting www.accare.org.au/studiopurpose/

family moves from homeless to transitional housing to private rental

The shortage of affordable housing across regional South Australia has added new challenges for vulnerable people at risk of homelessness. Our regional homelessness teams are dedicated to working with vulnerable people experiencing or at risk of homelessness to maintain or secure tenancies. Here's one example of many positive outcomes throughout the financial year as a family moved from the risk of being left homeless to having a more stable future in a private rental home.

CHLOE, her partner and child found refuge in her uncle's home when they could not secure a rental property.

He was often away for work, leaving the home available to the family of three.

But when he lost his job as a result of COVID-19 restrictions preventing him from reaching his worksite and the relationship with Chloe* broke down, the family was asked to leave.

They moved in temporarily with Chloe's sister, but were unable to remain in the house due to overcrowding and inadequate living conditions at the property.

She approached ac.care's Murraylands Homelessness Service for support in February and her family was added to the waiting list for a transitional property and supported to develop a plan for their future.

The family faced added complications due to Chloe's learning disability, her child's disabilities and the couple's lack of previous private rental history due to staying with family and not being listed on leases in the past.

With ac.care's support, they secured a transitional property and Chloe's partner secured employment, increasing the family's ability to afford a private rental property in Murray Bridge.

Residing in the transitional property for four months and the support of a caseworker to help plan and manage their finances demonstrated the family's ability to maintain a property.



After further assistance from their caseworker to apply for private rental properties and prove their ability to maintain a tenancy, the family secured and moved into a private rental property at the start of July.

* Chloe has been used as a pseudonym to protect the client's identity.

financial counsellors provide guidance to help balance home budgets

DIVERSE people across regional South Australia are assisted by ac.care's financial counselling service.

Our staff and volunteers are passionate about educating people of all ages and backgrounds through free, confidential and non-judgmental services to help clients avoid a crisis or overcome challenging situations.

This has included attending schools to speak with students, as well as helping people get their finances back on track and plan for a better future.

Financial counsellors provide information, advice and advocacy to people in debt or unable to meet their ongoing expenses.

Our financial counsellors help people prioritise their debts, develop budgets and money plans, access grants or concessions, negotiate with creditors, access dispute resolution services or legal help and understand their rights.

Specific knowledge about the credit, bankruptcy and debt collection laws, along with training in negotiation and counselling, along with a willingness to offer emotional support and a listening ear when people really need it can make a huge difference.

INTERNATIONAL STUDENTS REACH OUT FROM COVID-19 SHADOWS

Our financial counsellors assisted international students during 2020/21 who communicated through an interpreter as they were unable to speak English and faced a lack of support far from home when the global COVID-19 pandemic affected vulnerable people in South Australia.

One of these students told an ac.care financial counsellor she was due to give birth without the assistance of Medicare.

Her family had been supporting her while she was living in Australia, but after the pandemic struck there were weeks and sometimes months between when they could deposit money into her account.

In cases like these, ac.care has also been able to provide emergency relief, and the woman was assisted with funds to cover a bed, clothes and feeding support for her baby's arrival, along with referrals for counselling support. Her caseworker also advocated on the client's behalf to a senator for systemic changes to support people in similar situations.

SECOND CHANCE AT LIFE

A man made contact with ac.care at a low point in his life when he was facing divorce, the collapse of his interstate business and significant debts spread across a credit card and flexi-loan. Although he had gained employment and started building a better future for himself in the Riverland, his arthritis worsened and he was forced to leave work and move in with his son.

Feeling embarrassed after having to rely on his adult son, he continued to use his loan and credit card, using one for funds and then paying back with the other – it's a situation often seen by financial counsellors, but one that creates a spiralling debt trap for individuals. Having become unemployed, he was unable to continue payments and the debt reached more than \$33,000.

He reached out for the support of ac.care and financial counsellor Emma provided hope by starting a debt waiver process. In a dramatic turnaround, the man was contacted on Christmas Eve and told the bank agreed to wipe his debts. "I shared 10 minutes listening to him cry about how he now had a second chance at life," Emma said.

Foster and residential care

Providing safe homes for children in care



Riverland retirees open their home to

CARING for vulnerable children in their Riverland home has added extra meaning to retirement for Peter and Deb Kennedy after they both enjoyed careers with SA Police.

Together, they have provided support for more than 25 children in need of a safe home and positive relationship as foster carers with ac.care after raising their own three children together.

"I've been lucky to have a good life, so I give back what I can," Peter said, adding that it was rewarding to give hope to children who had often had a challenging start in life.

"We're in a good position and if we don't open our door to these children, who will?"

Deb's interest in foster care was sparked by an information session promoted by ac.care when she was looking for new pursuits after retiring from regular work.

"I found myself in the Riverland with no family locally, no job and not very much to do," Deb said, explaining she was glad she responded to the call for foster carers.

"If I can make children feel safe and loved and show them a different side of life to perhaps what

they see every day and maybe provide a spark of hope that they can take with them and think things can be better, then that's a good thing," Deb said.

After the extensive assessment process with ac.care, including home visits and training, the couple chose to become emergency and respite carers, taking children in for overnight visits through to a few

Scan the QR code to view our videos of the Kennedys and other carers who have opened their homes to help children



weeks, instead of committing to long-term care arrangements.

However, despite only short-term visits from children, they said it was clear the difference their contributions made.

"One of the rewarding moments was having siblings stay with us and when workers came to collect them and take them to where they were going, the 14-month-old came to me and put his arms up and wanted

me to pick him up," Peter said.

"It was clear that even in that short period of a few days a relationship developed and it was all working – it was just nice seeing a smile on his face."

From learning eight-ball with Peter to playing with the family dog, there are many activities children enjoy in the Kennedy household.

"It's amazing the barriers you can break down and how you can get to know some of the kids and they can get to know you," Peter said.

Deb encouraged other retirees to consider fostering.

"More people should give it a go because it's just so much fun - you have your days where you think 'that was hard', but you can just show these children that there is something different out there and hopefully they can cling onto that and have a more positive outlook on life," she said.

"And you can still have your own life and do the things that you want to do - it doesn't impose on you that much and there are a lot of kids out there that need a bit of help."

Peter said the support from ac.care was comprehensive and placements started with a phone call to check on their availability when a child needed care,

vulnerable children

followed with advice on the specific situation and follow-up afterwards.

He said the team-based approach to caring made him confident in urging other people to become foster carers.

"I think there would be a number of people out there who would be good, decent people who would have the capacity and ability to do it," he said.

"If in doubt, have a really good look at it because you never know, it might be something that you are going to get a lot out of, enjoy and get reward from and feel good about."

The Kennedys featured at the Renmark session of ac.care's Riverland foster care forums.

GIVING BACK: Riverland retirees Deb and Peter Kennedy have welcomed vulnerable children, including babies, into their home after becoming foster carers with ac.care and urged other caring adults to also consider providing safe homes and positive relationships for local children in need of support.



mother and daughter duo devoted to foster care

VULNERABLE children in need of a safe and stable environment have been welcomed into the loving and nurturing homes of an inspiring mother and daughter duo in the Adelaide Hills.

Tracy Upton and her daughter Holly Squire (pictured right) both became foster carers with regional agency ac.care four years ago.

Caring has long been at the core of Tracy's life.

She was already a mother to eight of her own children before taking in her first foster child and recently expanded her commitment, along with husband Stephen, to become long-term guardians for four siblings aged under four, including two-year-old twins.

Meanwhile, Holly has welcomed 15 children, including infants, for various periods of time.

Tracy decided it was time to consider foster care when her youngest child began school.

"Nothing felt the same as having little kids around - I think I'm just so used to being a mum," she explained.

Inspired by her sister, who had been a foster carer for two decades, and supported by her husband and children, she applied to become a carer with ac.care.

"We went through the assessment process, which took a few months, to become registered carers and a few

days later started our first placement," she explained.

"Now that child is in our long-term guardianship with three of her siblings, so it's been a really beautiful, happy story for us."

Although committed to the long-term care of the children, Tracy said she was happy to maintain a "beautiful relationship" with their birth mother, maintaining connections for the children

Scan the QR
code to hear
direct from
Tracy and Holly.



beyond their foster family.

"I really respect she's the kids' mum and she loves her kids - there's just sometimes situations where a parent cannot raise their children themselves," she explained.

Accommodating the growing number of children in their home required some "juggling", with Tracy and Stephen converting their outdoor area into a playroom and converting a lounge room to an additional bedroom.

The Department for Child Protection also assisted by contributing towards the purchase of a 12-seater bus to allow the family to travel in one vehicle.

But sharing the fostering focus among so many siblings has its upside.

"The kids all chip in and play together - they help feed, bath and read bedtime stories," Tracy explained.

Holly took the commitment she shared with her siblings a step further, opting to register to become a carer the same year as her mother.

"I've always wanted to be a foster carer - I still remember when I was nine and my aunty took in her very first foster baby," she explains.

"I went over there and thought 'this is what I'm going to do when I grow up'."

She first inquired about becoming a carer at the age of 18, but was advised the preferred minimum age for foster care was 25.

Now a mother of three, she has welcomed diverse children of various ages for shorter-term and respite care, providing a safe and loving home environment.

"It has been tough to say goodbye to a lot of kids, but one, a baby girl, has stayed and been with me for 14 months now," she explained.

Holly's contribution focuses on supporting children when they are unable to live with their biological parents until

they can be reunified or placed into kinship care with extended family.

"I wanted to help take care of and nurture children until they found their forever home or went back to their parents or broader family," she explains.

"But you're never prepared for how much you're going to fall in love with the children in your care, so I've had a different journey, but it's all been worth it because the children have had a lot of good outcomes - I like to think of these children becoming adults, having a good job and good relationships, building good connections from that foundation."

Holly said she valued the "healing" role she provided.

"I had newborn twins for a few months and then their grandma took them in two years ago," she explains.

"She sent me a message out of the blue the other day, thanking me, saying she would like to keep in contact and shared an update and photos of them and said if it wasn't for what I did, that it would not have been as easy for them."

Holly said support from ac.care helped her through challenging times in her journey as a carer.

"They have been there for me every step of the way - all my support workers have been absolutely beautiful people and I really wouldn't have made it through without their support," she explained.



"You're never alone - they help you every step of the way."

Both Tracy and Holly encouraged other caring adults to consider becoming foster carers after their own lives had been enriched by the young people they have supported.

"The love you feel for those kids, you'll never regret it," Tracy said.

"There are ups and downs, but with what you do for that child while they are in your care, every minute is worth it."

Despite feeling heartbroken at times when a child has progressed out of her care, Holly said she never regretted her commitment to fostering.

"If every adult helped one child, they wouldn't be just a number," she said.

"They would be a flourishing adult in the world that could say 'I have a good life' and maybe they are not hurting."

Interested in joining our network of foster carers? Call ac.care on 1300 ACCARE to find out more.

first Christmas celebrated together

A ONE year old child unable to live with her biological parents was surrounded by a loving foster family at Christmas 2020 as they shared their first festive season together.

Limestone Coast parents Brooke and Mark extended their family of four boys, including four-year-old Harry, seven-year-old Charlie and two older sons of Mark's, by welcoming the young girl.

She was matched with the family through ac.care, which was seeking a safe and nurturing home environment for the child under a long-term arrangement.

Brooke said the extended family welcomed the news of her arrival in December and looked forward to sharing Christmas, and many other occasions, with an additional child.

"We love Christmas and it's always an important event for our family, but I think having that extra one, the first girl in our immediate family, will just make it perfect," Brooke said late last year.

"She'll play and be so excited with the boys in the morning and that time with family I think will be really great - celebrating with a baby is always really exciting."

Mark added that their own parents also "doted on" the new member of the family as foster grandparents and



WELCOME ADDITION: Limestone Coast parents Brooke and Mark welcomed a foster daughter into their family long-term late last year.

loved sharing time together.

The child's biological parents also maintain a relationship with the young girl and her foster family, including periodic visits.

Brooke and Mark were inspired by other foster carers and were happy to share their story in the hope more people may consider opening their hearts and homes to young people in

need of safe homes.

"We had some family friends who had gone through the process to become foster carers and they were quite inspirational," Brooke said.

She said it took around 12 months from the couple's initial inquiry with ac.care, followed by assessment and training processes, through to suitable placement matching and the arrival

on the Limestone Coast

of their foster daughter, who is expected to remain in their care until she becomes an adult.

"It was definitely, definitely worth the wait," Brooke said.

"The boys have been really good - they love her. They spend lots of time playing, spending time together and they now understand the process of foster care and are really happy to share that with their friends as well."

Brooke works at a kindergarten and welcomed access to 20 weeks of foster carer leave to help the young child transition into the family home.

"Spending that time with her has been really valuable," she explained.

"It definitely made it easier for us to go through that process and she has been very much a part of our family from the word go, which has been amazing."

Mark encouraged other people in regional South Australia who had considered becoming foster carers to contact ac.care and discuss their suitability.

"When we've got her with us out and about in town and introduce her to people as our foster daughter, so many people come up and say 'oh, we've really thought about becoming carers' and it would be great to see more people take the next step," he said.



SISTER FOR CHRISTMAS: Mount Gambier brothers Charlie and Harry welcomed a foster sister into their home in December 2020 and looked forward to spending their first Christmas together.

Scan the QR code to view videos of this story and other carers who have opened their homes



ac.care provides more safe homes for

MORE safe homes will be available for young people unable to live with their birth families in the Riverland and Mount Gambier as ac.care expands its residential care services.

Planning progressed throughout the financial year towards opening our first residential care home in the Riverland, along with an additional home in Mount Gambier, with recruitment taking place in late 2021.

ac.care's child and youth residential care service provides medium to long term accommodation and support to young people aged 10 – 18 years under the Guardianship of the Chief Executive of the Department for Child Protection for whom foster or kinship care places are not available.

A maximum of four young people are accommodated per house to provide a home-based setting.

Trained staff are rostered 24/7 to provide stability, safety and support.

The service provides young people with a safe therapeutic environment until they are able to transition into a longer term living arrangement.

"I'm pleased to announce we are expanding our residential care program into the Riverland, where we will be setting up a house that we've purchased to provide a safe home to support young people in care to stay in the local community,"

ac.care chief executive officer Shane Maddocks said.

He said ac.care worked with foster carers across the Riverland and other regions who provided home-based family placements for vulnerable young people, but more opportunities were needed to provide safe homes and positive relationships for the growing number of children in state care.

Mr Maddocks explained ac.care worked to place children in

communities," he said.

At least 12 new employees will be required by ac.care to staff the Riverland home on rostered shifts and additional staff are also being recruited in Mount Gambier for the Limestone Coast expansion and in Murray Bridge to sustain existing services.

Out of home care executive manager Dan Mitchell said ac.care would work in close partnership with the Department for Child Protection

"This will provide more opportunities for young people unable to live with their birth families to be able to be cared for and supported in their local communities"

- ac.care chief executive officer Shane Maddocks

residential or foster homes when they had been removed from their birth parents by the Department for Child Protection to protect their welfare due to neglect, abuse or an inability by birth parents to care for and keep their children safe.

"This will provide more opportunities for young people unable to live with their birth families to be able to be cared for and supported in their local

to establish the new arrangements after decades of experience in placing and supporting children in safe homes.

ac.care's first residential care homes were opened in the Limestone Coast and Murray Bridge in 2007.

Once the residential care expansion is complete, ac.care will operate five homes in Mount Gambier, two in Murray

vulnerable children



Bridge and one in the Riverland, accommodating around 28 children.

ac.care community services general manager Kirsty Barnett said ac.care had strived to provide

residential care in the Riverland for a number of years due to the need for placements to keep children in their home community.

"This provides another opportunity

to provide local kids with a safe, caring place and we are really looking forward to recruiting local people to provide appropriate care to young people," she said.

CARE EXPANSION: ac.care out of home care executive manager Dan Mitchell, CEO Shane Maddocks and community services general manager Kirsty Barnett welcome the announcement the agency's child and youth residential care service will be expanded to the Riverland. Dan was recruited to ac.care in 2020 to lead the out of home care program after decades of experience working with the Department for Child Protection. He identifies as a Kaurna Narungga person, bringing cultural understanding and experience in child protection to the role.

foster care staff learn together to

KEEPING all children safe and Aboriginal young people connected to culture were among core focus areas when foster care staff from across ac.care's regions gathered for three days of intensive development and learning opportunities.

Staff from the Limestone Coast, Riverland, Murraylands and Adelaide Hills gathered in Murray Bridge in May to develop their practice skills and gain valuable knowledge and awareness.

A core component of the staff development event was a full day dedicated to child sex offender awareness and profiling training delivered by Carl Collins of Child Protection Solutions.

The founder and director of CPS is a former senior child protection investigator, team leader and departmental children's court prosecutor with DHS Protective Services in Victoria.

He was also the co-founding director of Child Abuse Consultancy Education and Training Global, providing training and consultancy to schools, colleges, welfare agencies, government and non-government agencies, as well as police forces throughout Australia, the Asia Pacific region and the United Arab Emirates for over a decade.

Mr Collins is in high demand



COMPELLING AND CONFRONTING: Former senior child protection investigator and prosecutor Carl Collins of Child Protection Solutions delivers child sex offender awareness and profiling training to staff.

by Australian-based church denominations and other organisations as a trainer, consultant and child sex offender profiler and he has streamlined operations in order to specialise in more strategic areas of child abuse training.

"Although the material was very

confronting and challenging, it was an important opportunity to increase our awareness in this important area to ensure we have extensive processes in place and staff highly trained in being vigilant around protecting young people from harm," ac.care out of home care executive

keep children safe



UNITED: Foster care staff from across eastern regional South Australia gather together at our ac.care Murraylands Centre to share learning and development opportunities at our three-day forum.

director Dan Mitchell said.

The final day of the forum featured a cultural panel of guest Aboriginal speakers, including Dan, ac.care senior Aboriginal advisor Kathy Rigney and foster carer Ray Love sharing their knowledge and experiences.

"We heard about the importance of

keeping children connected to their culture, stories from out of home care and first-hand experience from a foster carer who also credits a foster carer from their own childhood as a pivotal inspiration and mentor in their life," ac.care foster care manager Dani Atkinson said.

The forum also involved sessions on practice development, including exploration of real-life experiences of children in care with a focus on identifying the needs of carers.

Staff also welcomed opportunities to network and build connections within our team across the regions we serve.

Christmas and social events bring foster carers together

FOSTERING relationship building and supportive connections among our foster carer network is a vital part of our work.

Keeping foster carers connected with one another allows the support they receive to extend beyond ac.care staff and the broader care team to also include fellow carers.

This is facilitated and encouraged through events throughout the year, including regular coffee mornings and other gatherings.

We were thrilled to bring together foster carers and their families, including young people in care, at our 2020 Limestone Coast foster care Christmas party, which was one of the highlights of the annual calendar after some other events across the regions had to be postponed or cancelled due to COVID-19 restrictions.

The Christmas party was a valuable opportunity to celebrate and thank our carers, who enjoyed the opportunity to mix with fellow



SHARING SONGS: Volunteer musicians Shylie and Laura of Strings Attached provide entertainment at the Limestone Coast Christmas gathering.

foster carers and unwind after the unique challenges of 2020.

Wonderful entertainment was provided by inspiring volunteer musicians Shylie and Laura of Strings Attached, who welcomed a

young person in care to join them for some special songs.

It was an honour for staff to serve lunch to foster families, who make a remarkable contribution to supporting vulnerable young people.

"We cannot thank our

diverse foster carers enough for the contribution they make, providing safe homes and positive relationships to children and young people," ac.care foster care manager Dani Atkinson said.

The day concluded with



SWEET TREAT: Specially decorated cupcakes donated by Metro Bakery and Cafe proved popular among children and adults alike at the Limestone Coast foster care Christmas party.

a visit from Santa, who arrived to hand out presents to children and young people in care, along with the children of carers, who welcome foster siblings into their homes.

We are grateful for the

support of Limestone Coast businesses that donated food for the day so we could treat all our special guests, including She's Apples, Domino's, Metro, OK Pie Shop, Woolworths and Foodland.



FOOD AND FELLOWSHIP: ac.care chairman Rick Fisher serves pizza to carer families thanks to a generous donation from Domino's.

Family, child and youth services

Building stronger families



LEARNING: HIPPY tutor Hayley Abbondandolo shares a story with Sophie in Murray Bridge.

inclusive new look for Mount Gambier Family Relationship Centre

THE Mount Gambier Family Relationship Centre has had a revamp to ensure the site is welcoming to all, catches attention to raise awareness of our services and help ensure people receive the assistance they need.

The redesign not only explains the services available at the centre, but across the regions at ac.care's various sites.

It also acknowledges in the Limestone Coast we work on land that always was and always will be Boandik land.

We worked with Burrandies Aboriginal Corporation to incorporate Bunganditj language at the site and hope visitors learn the featured words for welcome (martu kakayi), goodbye (wuwu) and Mount Gambier (Berrin) to help keep the traditional language of the region alive and demonstrate respect for the first people of the area.

ac.care's iconic Aboriginal banner created by Ngarindjeri artist Jordan Lovegrove of Karko Creations is featured in the design, which represents the journey of ac.care and the various communities we work with across South Australia to ensure all country people have safe homes, enough money to live on and strong, positive relationships.

ac.care is represented by the large blue and orange meeting places while various Aboriginal communities and people are represented by the smaller meeting places.

Scan the QR code to view video footage of the Mount Gambier Family Relationship Centre's new look following the revamp.



A large mural by a Boandik artist will be added as the next stage of the redesign.

Our work at the centre strengthens family relationships, helps families stay together and assists families through separation.

This is achieved through diverse services, such as family dispute resolution, counselling, post separation cooperative parenting programs and more.

Meanwhile, across regional South Australia we provide foster and residential care services, homelessness and tenancy support, financial counselling, emergency relief and more.

We hope you like the new look outside, but encourage you to come inside to meet our friendly staff or visit our website (accare.org.au) to find out more about how we support country people.

The Mount Gambier Family Relationship Centre is funded by the Australian Government Attorney-General's Department, through the Department of Social Services, with additional State Government-funded services also based at the site, which is the hub for our family support services.

positive relationships program encourages men to change track

ac.care has partnered with Baptist Care SA and The South East Junction to deliver a group program for Limestone Coast men to encourage positive relationships and prevent negative behaviour, including domestic violence.

Changing Tracks is a weekly group program encouraging men to learn skills to communicate in a healthy and effective manner, reduce stress and avoid unhealthy coping mechanisms.

Participants can share stories with others in similar situations and access support in a respectful, safe and confidential environment.

Individual counselling is also made available to work through issues and address the source of any unhealthy behaviour.

"Changing Tracks is all about encouraging men to make better choices and learn to communicate in a healthy, effective and safe manner," centre manager Lindy-Lou Badger said.

"Family and domestic violence and abusive or unbalanced relationships are a cycle - Changing Tracks interrupts that cycle and helps prevent it from perpetuating."

The Junction coordinator Nel Jans said the program would help participants identify, establish and maintain healthy, positive relationships.

Baptist Care SA Limestone Coast area manager John Merrett welcomed the partnership between the three agencies to deliver the important men's behaviour program.

"Facilitators hope to motivate change in men's lives and promote compassionate relationships free from abuse," he said.

Staff involved in the program are also extending its impact to youth, with a focus on educating young men about appropriate behaviour to form respectful relationships early in adulthood.

"We are working on implementing a version of the Changing Tracks course tailored to Mount Gambier secondary school



POSITIVE PARTNERSHIP: Changing Tracks co-facilitators Terri Patching and Laurena Byers launch the positive relationships initiative with Baptist Care SA Limestone Coast area manager John Merrett, ac.care Family Relationship Centre manager Lindy-Lou Badger and The South East Junction coordinator Nel Jans.

students, contributing to their South Australian Certificate of Education, as well as the Shark Cage program to empower young women to build positive relationships and self-respect," Ms Badger said.

Changing Tracks has been supported with a Stand Like Stone Foundation grant backed by OneFortyOne Plantations.

Call the ac.care Family Relationship Centre on 1800 880 913 for more information about participating in the group program, one-on-one sessions or for details of school-based services.

Visit www.accare.org.au/changing-tracks for more information and confidential enrolment.

ac.care hosts national research launch

TWO landmark academic studies found a pre-school program delivered in Murray Bridge and the Riverland by ac.care to prepare parents and their youngsters for their educational journey delivered strong outcomes, particularly among Aboriginal people.

National research reports on the Home Interaction Program for Parents and Youngsters (HIPPY) were launched in Murray Bridge at the ac.care Murraylands Centre in February.

The studies showed the HIPPY in-home education program for children aged 4 to 5 and their families living in low income households delivered marked improvements in school readiness, parental engagement in early learning and job readiness for parents.

ac.care chief executive officer Shane Maddocks said the early childhood home learning program provided parents with the tools, knowledge and confidence to take responsibility for their children's learning at home.

Mr Maddocks welcomed the report findings, which he said backed what the organisation had long witnessed – children and their parents becoming more confident in engaging in education.

He said the intake of paid HIPPY tutors from the community into the not-for-profit organisation's staff had also contributed to retention



LANDMARK STUDY: ac.care chief executive Shane Maddocks, Riverland HIPPY coordinator Katisha Jackson and Member for Barker Tony Pasin launch national research into the Home Interaction Program for Parents and Youngsters (HIPPY) in Murray Bridge.

of a strong cohort of Aboriginal employees who had progressed into diverse roles within ac.care in the

Murraylands and Riverland. "HIPPY is an important program within our diverse services mix to

showing strong results of HIPPY

provide opportunities for life for country people, while also being an entry point for many valued staff members," he said.

"It empowers parents and care givers while making a difference in the lives of children, setting them up for better educational outcomes."

Brotherhood of St. Laurence research and policy centre director Shelley Mallett, who co-authored the HIPPY longitudinal study, said HIPPY was life-changing for those involved across Australia.

"These studies, the largest conducted on HIPPY, show what BSL, the Federal Government and all those involved have known for years – that HIPPY makes a real difference," Professor Mallett said.

"HIPPY means better school readiness, with most kids who started out behind their peers finishing the program with literacy and numeracy skills above the Australian average."

"Parents come through HIPPY more confident and engaged in their child's education, while our tutors receive critical job training, transforming their employment aspirations and job opportunities."

BSL's acting executive director Lucia Boxelaar said the program provided strong returns on the Federal Government's investment.

"The program wouldn't be possible without the strong, ongoing support of the Federal Government and we know these studies only add to the proof that HIPPY is a great return on the Commonwealth's long-term investment in children's education and life outcomes," Dr Boxelaar said.

Member for Barker Tony Pasin spoke at the research launch and said HIPPY played an important role in the Murraylands community and was "delivered by locals for locals to tackle intergenerational disadvantage".

"HIPPY is about early intervention with families to assist children and their parents or carers where their circumstances may impede a child's readiness for school and, in Murray Bridge alone, the program has assisted more than 70 people," he said.

"There are dozens of families who are being equipped with the skills to give their kids the best start at life and schooling with the assistance of HIPPY and ac.care."

NURTURING FUTURE GENERATIONS: Murray Bridge HIPPY coordinator Rina Atkinson guides children through activities as the release of national research shows strong results for the early childhood education program.



Creche meets complex needs of children

THERE was an increase in children with additional needs enrolled at our Minya Porlar Creche at Murray Bridge over 2020/21.

This required the team to provide greater support for children around mental and emotional wellbeing, developmental delays and managing diagnoses on the autism spectrum or with other disabilities.

Education spaces were redeveloped in line with new focuses to meet the needs of children and alterations were also required to programming, staffing levels, engagement with therapists or support services and further training or upskilling of staff.

There was also an increase in families struggling with daily challenges and trusting in creche staff to provide extra support, sometimes relating to mental health, food shortages, keeping warm in winter or transport of children to services.

The COVID-19 pandemic led to significant restrictions to regular events that usually enable families and the community to engage with the creche service.

"We have continued to celebrate or acknowledge the events with the children, but on a smaller scale," ac.care children's services director Meredith Daniel said.

"Regardless of the family or community struggles, along with the Covid-19 situation, Minya Porlar remains a safe and happy place for children."

Minya Porlar Crèche is a partnership with the Department of Education and maintains best practice national standards for Aboriginal-specific childcare, providing opportunities for children to experience local language, a nutrition program, natural play environments, links with other community-based programs and to broader family networks, such as regular visits by Elders.



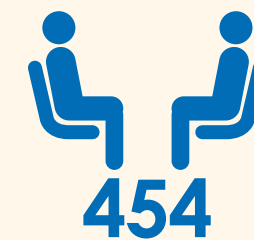
ac.care helps change lives



98
people were supported by our Mount Gambier counselling team's family violence specialists



169
children had safe contact with their parents at our children's contact service in Mount Gambier



454
families in the Limestone Coast were supported through ac.care with mediation



1318
people accessed a range of homelessness services offered at ac.care



20
Aboriginal children accessed early childhood education and care at Minya Porlar creche



8091
rounds of toasted sandwiches were served at the Mount Gambier Community Centre

Community and learning

Supporting social and community wellbeing



HOLIDAY FUN: Meegan loved participating in school holiday workshops as part of ac.care's STAY (Service to Aboriginal Youth) program to transform the Renmark skate park with colour and artwork celebrating the first people of the River Murray and Mallee.

workshops add colour to skate park

A RIVERLAND skate park became the canvas for bold murals created by Aboriginal youth guided by professional and emerging artists over the April school holidays.

Contemporary Aboriginal artist Scott Rathman visited the region from Adelaide to work with 19 local young people aged 10 to 17 in a three-day workshop to create bold street art at the Renmark Skate Park focused on the First People of the Murray River and Mallee.

He was supported by Riverland artists Daniel Giles and Auntie Sheryl Johnson, who helped facilitate the project and ensure it was culturally appropriate to the region, as well as develop their capacity to deliver another public mural as a follow-up initiative.

Regional agency ac.care led the school holiday project after youth worker Nicole Honey identified the mural opportunity with users of the Darnley Taylor Park facility.

She said local Aboriginal young people were key contributors to the project, putting forward design ideas as skate park users and helping create the street art.

"The project created a vibrant mural for the skate park, while providing meaningful activity for local Aboriginal young people over the school holidays, developing their art skills and confidence," Nicole said.

"We hope the project will enhance the sense of belonging young people feel in this community space, feeling more connected with their community and a sense of cultural pride."

Scott is an Arrernte descendant who has lived the majority of his life in Adelaide, but was born in Loxton and



NEW SKILLS:
Leticia learns new artistic skills while helping add colour and artwork celebrating culture at the Renmark skate park.

spent his formative years growing up in Berri, continuing to visit family in the region regularly.

The rich design in his work is a tribute to his grandmother, who was a member of the Stolen Generation, and his curiosity to explore and understand his cultural background is the passion that drives him to continue to look at new ways to combine the traditions of his heritage with designs of the present day.

Scott enjoys creating artworks in public places as a reminder Aboriginal people are still here and their culture is still as important today as it has always been.

The project was made possible by the Australian Government's Regional Arts Fund, which supports the arts in regional and remote Australia, and was the recipient of a Country Arts SA Step Out Grant.

Renmark Paringa Council also supported the project.

Scan to view footage from the Riverland skate park three-day workshop involving local youths.



stories shared and culture embraced through song

CATCHY tunes created by Murraylands children as part of the Stories Through Song project received a strong response online when shared during National NAIDOC Week 2021.

The songs were created by children at St Joseph's and Tyndale Christian schools in Murray Bridge, along with Mannum Community College.

Earlier in the year, children at the schools were joined by members of the Deadly Nannas Ngarrindjeri singing group, Stamp Music and representatives of Moorundi Aboriginal Community Controlled Health Service, plus ac.care's Communities for Children Murraylands staff, for the project.



Stamp Music's Pete and Kerrie led the children through songwriting brainstorming sessions and coached the children to write rhyming lines, creating and recording the upbeat tunes together.

The Deadly Nannas worked with the children to provide Ngarrindjeri translations to share for some of the songs and Ngarrindjeri and Kokatha man Harley Hall also dropped by the session at Mannum Community College to contribute.

Videos for three of the songs were released for NAIDOC Week via ac.care's Facebook page and we plan to produce more clips for the remaining tracks over the coming months.



Stories Through Song is a Communities for Children Murraylands initiative facilitated by ac.care in partnership with Moorundi Aboriginal Community Controlled Health Service, supported by the Deadly Nannas, featuring schools across the region.

The project aims to build relationships between Aboriginal and non-Aboriginal students and the broader Aboriginal community, develop respect for Aboriginal culture, create opportunities for youths and share the voices of children.

Communities for Children is funded by the Australian Government Department of Social Services.

Scan to see video clips released as part of the Stories Through Song initiative to celebrate NAIDOC Week 2021.



shared histories explored

NATIONAL Reconciliation Week is an important time for all at ac.care to learn about our shared histories, cultures and national achievements and explore how each of us can contribute to achieving true reconciliation in Australia.

Staff participated in activities across our regions, including screenings of the documentary Kanyini to enhance our learning.

The film outlines 40,000 years of culture and one philosophy that connects us all.

Thanks to the support of City of Mount Gambier, our Limestone Coast screening was held at the Riddoch Arts and Cultural Centre, with the public invited to join our team for the film and also hear from our special guest, Boandik woman Auntie Michelle Jacquelin-Furr.

Screenings in all three regions were followed by group discussions and Auntie Michelle facilitated a question and answer session at the public Mount Gambier screening.

SHARING CULTURE: Boandik woman Auntie Michelle Jacquelin-Furr speaks at the opening of the screening of Kanyini at the Riddoch Arts and Cultural Centre.

Scan the QR codes to view footage of Auntie Michell Jacquelin-Furr's National Reconciliation Week messages

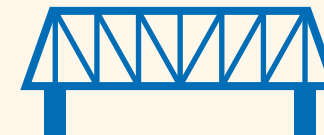


ac.care helps change lives



87

people engaged in our Service to Aboriginal Youth (STAY) program in the Riverland



36

people engaged in our Service to Aboriginal Youth (STAY) program in Murray Bridge



25

people were supported through the Opening Doors flexible individual support service for Aboriginal youths



57

families were supported through the HIPPY program in Murray Bridge and the Riverland



370

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



30,140

total hours of early childhood education and care provided at Minya Porlar Creche

Clients, staff and volunteers unite to

SOME magic was added to the Mount Gambier Community Centre when it was "Fringed Up" in March as a contribution to the city's Fringe festivities.

Clients, staff and volunteers adopted the Fringe Mount Gambier

blue theme, creating an enchanted wonderland for the community to enjoy, with a welcome splash of colour and creativity during the challenges of COVID-19.

A Fringe garden party brought people together to connect at the

centre and enjoy a free community lunch thanks to donations from local businesses that continue to support our vital services.

Anyone was welcome to participate, meet our team and learn more about our services to

bring colour to Mount Gambier

help people avoid or overcome homelessness and build a more sustainable future.

Visitors were greeted by costumed staff and we were impressed when one of our lunchtime visitors, Damien, a friend of the centre who has been assisted into housing by ac.care, showcased his circus skills.

"It was a great opportunity to showcase that we are proudly part of the Limestone Coast community, founded in Mount Gambier and dedicated to country people," ac.care homelessness and community services manager Trish Spark said.

"We loved getting involved in Fringe and sharing the festivities with clients and our community."

The Fringe Up judges selected our decorated Mount Gambier Community Centre as the winner in the business category for the initiative to paint the city blue, resulting in an advertising package prize with The SE Voice newspaper.

SKILL SHOWCASE: A friend of the Mount Gambier Community Centre, Damien showcases his circus skills at our Fringe garden party.



SERVICE WITH A SMILE: Kelly and Becc welcome the community to the Fringe garden party at the Mount Gambier Community Centre.



CONNECTING COMMUNITY: ac.care homelessness and community services manager Trish Spark was a fairy for the day, serving visitors at the garden party.



Our people and culture

ac.care promotes respect and inclusion



UNITED: Murraylands staff Sally Smith and Kathy Rigney participate in the smoking ceremony at the Murray Bridge Embracing Difference staff development day.

ac.care staff statistics



196

full-time equivalent staff



38

volunteers



12%

of staff identify as Aboriginal or Torres Strait Islander



34

new starters recruited

staff share commitment to care

Our 243 staff and numerous volunteers work across more than 40 programs and services, but share a common mission and uphold the values of The ac.care Way.

The ac.care Way, endorsed by the agency in 2020, focuses on showing compassion and adaptability, embracing excellence and building relationships.

Distribution of The ac.care Way statement ensures all staff are familiar with our shared vision and focus on exceptional, values-based services every day to clients.

The strength and dedication of our employees and volunteers was proven through their continued commitment to serving the thousands of country South Australians who rely on us for care

through the most challenging of times during COVID-19.

We work with clients, including some of the most vulnerable members of our community, in their homes, our community centres and other sites.

Staff faced new complications as COVID-19 restrictions changed throughout the year, but adjusted service delivery as required and adapted as alterations were announced.

Our staff continue to be supported with our employee assistance program, providing free counselling to help staff deal with challenging situations, and we gather for our all-staff team building day, bringing people from across our programs and corporate services together in all three regions.

We have also continued to provide development opportunities for staff through our Aboriginal cultural learning plan, leadership development plan and implementation of other human resources strategies, enhancing our reputation and performance as an employer of choice.

Our Workplace internal communication platform continues to allow staff to celebrate our achievements, recognise each other's contributions, support one another and share stories of the difference we make in people's lives.

Working with vulnerable people to help clients secure a brighter future leads to unique challenges on a daily basis, but together our team support one another while striving to deliver on our mission.

Aboriginal staff contribution increases

Our Aboriginal and Torres Strait Islander employees represented 12pc of our staff team in 2021, up from 8pc in 2020.

ac.care's reputation as a culturally safe organisation has been boosted by the growing representation of Aboriginal and Torres Strait Islander staff, along with public acknowledgements of respect, such as through social media campaigns, and participation in NAIDOC and National Reconciliation Week events.

We are an increasingly appealing employer for Aboriginal

and Torres Strait Islander peoples as our achievements in Aboriginal services and other programs are promoted extensively online and in the media, building trust and credibility within the communities in which we operate.

Meanwhile, our ongoing recruitment actions include engaging with the community directly to raise awareness of employment opportunities, while our internal Aboriginal Employee Network provides support to staff and guidance to our agency.

young people receive start in sector through traineeships

FOUR Aboriginal trainees joined the ac.care staff team as part of an annual program launched in 2021 to provide opportunities for young people to develop skills to succeed in the workplace.

Among the new recruits is Marni, who is undertaking her traineeship at the Mount Gambier Community Centre while studying a Certificate III in Business.

"I have always wanted to work with disadvantaged people and help make a difference in my community and ac.care provided that opportunity," she said.

"I assist people however I can whether over the phone or when they visit the centre, referring to the various programs within ac.care and listening to their concerns."

Marni said she valued helping others and contributing to providing a safe place where vulnerable people are treated with respect.

"I like working at the community centre because I love the people I work with - I get along with everyone I work with and feel like I can talk to them about anything," she said.

"I feel like I am an important part of my team and I believe we make an important difference in the community."



RECRUIT: Kye is one of four Aboriginal youth trainees recruited by ac.care and answers calls at the ac.care Murraylands Centre as part of his role.

Meanwhile, young Ngarrindjeri man Kye joined the team at the ac.care Murraylands Centre following experience in conservation and land management with Monarto Safari Park and contributing as a young carer for his father for six years while completing schooling.

"My responsibilities are to answer calls and greet people that come into the office, as well as helping maintain the



PART OF THE TEAM: Marni is a valued member of the Mount Gambier Community Centre staff as an ac.care trainee.

community space and other duties," he said.

"I like being able to help people with their needs and making them feel better."

Kye said he valued seeing the difference ac.care made in people's lives and had gained insight into the struggles faced by vulnerable people and how organisations and caring individuals could assist.

celebrating culture and connection to country



29

members of our staff identify as Aboriginal or Torres Strait Islander

RIVERLAND staff member Aaron McArthur (pictured) encourages other Aboriginal men to seek support if they face challenges in their life that they struggle to cope with alone, explaining there is strength in working together with others.

He once faced the threat of being homeless with his sons, but sought support from ac.care in the Riverland, where he now works supporting other people in the community.

Aaron shared his story at Berri, along with his passion for maintaining and sharing connection with his culture, for our special NAIDOC Week 2020 message.

Unfortunately, COVID-19 impacted on events across the regions to mark NAIDOC Week.

Staff participated in and contributed to events where possible, but we found celebrating the achievements of Aboriginal people, including among our staff, via our social media channels was an effective way to highlight this important week on the ac.care calendar.

Scan the QR code to view Aaron McArthur's video message



Thank you to our dedicated volunteers

 **1331** volunteer hours contributed

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.

Formed in Mount Gambier 35 years ago, the "country specialist" 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 around us as part of their community, 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.

"Thank you to our volunteers, who all make a wonderful contribution to expanding our capacity to make a difference."

The agency's volunteers include more than 200 remarkable individuals, couples and families who share their homes with over 370 children as foster carers across eastern regional South Australia, supported by ac.care staff.

"These dedicated volunteers, who open their hearts and homes to vulnerable children in need of positive relationships truly transform



DEDICATED: Mount Gambier Community Centre volunteers Annette Cassidy, Cheryl Tilley and Cathy Mangan help with various duties to support vulnerable people.

young lives," Mr Maddocks said.

"Sadly, we always need more volunteers to accommodate the growing number of children and young people in state care, but are forever grateful for the efforts of our valued network of carers and the commitment they make."

Volunteers also contribute to ac.care in many ways beyond

foster care, supporting financial counselling and relief services across the regions.

The homelessness programs delivered out of the Mount Gambier Community Centre are backed by a dedicated support team.

Some volunteers gather weekly at the centre to help pack and distribute emergency food relief



SUPPORTING THE COMMUNITY: Mount Gambier Community Centre volunteers Annette Ford and Cassie Gill.

hampers to assist people doing it tough in Mount Gambier.

Meanwhile, other volunteers share their skills and knowledge, providing opportunities for social engagement and empowering community members to secure tenancies 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 and Services Australia agent for the town.

A further team of volunteers at Kingston South East also distribute



HERE TO HELP: Volunteer Trish McQuade.

emergency relief packages, as well as coordinating a second-hand shop to raise funds to support ac.care's valued programs.

"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," Mr Maddocks said.

staff unite to celebrate diversity

OUR 2020 ac.care and connect day brought staff from our diverse programs and sites together at three regional locations in the Riverland, Murray Bridge and Mount Gambier.

The event began with a Welcome to Country by local elders and other representatives of the local Aboriginal community, an address by chief executive officer Shane Maddocks reflecting on the agency's achievements and development over the past year and introduction of the "Embracing Difference" event theme of diversity and inclusion.

A specially produced video was shared featuring Aboriginal/Chinese cultural educator Dana Shen, who supports organisations to improve human services, particularly with Aboriginal people and communities. Her presentation addressed how the organisation can embrace diversity and be inclusive in service delivery and team building, with a focus on individuals recognising their positions of power and privilege so they can be aware of opportunities to provide space for others to thrive.

The video was followed by group activities and learning experiences focused on diversity and incorporating inclusive approaches in the work of ac.care.



Networking and team-building continued into the afternoon with games and other activities and regional wrap-ups shared via large-screen video conferencing, which was in place throughout the day to connect the three sites and encourage interaction between the regions.

Conversations around diversity, inclusion and other topics highlighted through the staff development event did not end on the day, but continued online across the regions, including through ac.care's internal Workplace communications platform.

"What a fantastic day yesterday

was," board chairman Rick Fisher posted on Workplace.

"I shared the day with people who live inclusivity and model 'The ac.care Way'. So proud to have the privilege of being associated with such positive and caring people."

Scan the QR code to see our video of Dana Shen discussing diversity and inclusion with ac.care



TEAM BUILDING: Abbey Meinck enjoys the activities at the Mount Gambier Golf Club for the 2020 ac.care and connect day with the theme of Embracing Difference.



TASTY TREATS: Teresa shares some sweet treats with staff at the staff development day in Murray Bridge while embracing the spirit of the day.



SHARING CULTURE: ac.care staff member Aaron McArthur shared his pride in culture at the Riverland staff development day at Banrock Station.



long-serving staff members recognised

SEVENTY years of service has been dedicated to ac.care by six staff who marked 10 and 15 year milestones for long-term employment during the financial year.

Millicent-based family support worker Cheryl Brennan and client support officer Jenny Morris were both recognised for a remarkable 15 years of service.

Ms Brennan said she valued the positive relationships she had formed with families in the region as a family support worker.

"Observing and supporting family members to develop self-esteem, confidence and achieve and maintain personal goals that have a positive benefit for all family members has been very rewarding," she said.

"It has also been very gratifying to see families increasingly feeling part of the community and providing a safe, nurturing and happy environment for their children."

Ms Brennan said she hoped to continue to develop her knowledge to promote and deliver the unique and valuable program to families and the wider community with an informative and positive approach.

Meanwhile, Ms Morris first became involved with ac.care as a volunteer.

"I assisted out the back with shredding and lots of small jobs, as well as helping with a playgroup with the family support worker at the time," she explained.

"I would get through my jobs and wanted to help more so (Millicent Community Centre coordinator) Evonne Lambert asked whether I would like to assist in the office area out the front and that is how I started serving customers."

Ms Morris then became involved in ac.care's children's contact service to provide supervised contact for parents after her experience with the playgroup service.

"I have enjoyed every minute here helping where I can and it has given me the inner strength to live life and do things I would not have even dreamed of doing," she said.

"The staff here are supportive and did not push me into



ENDURING DEDICATION: Jenny Morris and Cheryl Brennan have both contributed 15 years of service to the Millicent Community Centre.

roles, but guided me respectfully and if it were not for them I would still be struggling with depression and uncertainty about myself."

Across the broader ac.care team, four staff were acknowledged for a decade of service each, including:

- Riverland foster care manager Tenille Chartres
- Senior finance project officer Robyn Ashby
- Strategic knowledge coordinator Amanda McKinnon
- Homelessness and community services senior manager Trish Spark

A further 11 staff were recognised for five years of service milestones.

ac.care board listens, learns and connects on country during Ngarrindjeri cultural experience

THE ac.care board was privileged to hear direct from Aboriginal people about their experiences, cultures and views about service delivery during the organisation's board development cultural event in April.

The event began with a question and answer panel session featuring inspiring Aboriginal people, including Traditional Yankunytatjara Elder Jack Crombie OAM, his wife Gwen Crombie OAM, foster carer Ray Love, young woman Shakirra and youth worker Teena Franey.

Scan the QR code to see a video of the cultural experience produced to share the learning and valued voices of Aboriginal people



This was followed by an opportunity to connect on country along the Coorong, hosted by senior Aboriginal

advisor Kathy Rigney and her extended family, with participants spending the evening with Ngarrindjeri people and sharing in culture, food, dance, song and stories around a campfire.

Cultural sharing around the campfire was led by Rita Lindsay Junior and Michael Lindsay.

Participants in the cultural experience also toured Camp Coorong to continue to learn about Ngarrindjeri people and their connection to The Coorong and surrounding lands.



LEARNING: ac.care board members and support staff heard from Aboriginal people, including youth worker Teena Franey (middle back) and Traditional Yankunytatjara Elder Jack Crombie OAM (front centre) and his wife Gwen Crombie OAM.



SHARING CULTURE: Ngarrindjeri people, including ac.care senior Aboriginal advisor Kathy Rigney's extended family, spent time around the campfire with ac.care board members and support staff, sharing culture and life experiences.



EXPLORING THE COORONG: ac.care board members visited Camp Coorong, meeting with elders and Ngarrindjeri community members as part of their cultural development program.

ac.care community networks

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

We are passionate about the work we undertake across various service areas, with many employees going beyond their regular duties to represent ac.care and the interests of clients on advisory groups, multiple-agency networks and other collaborative committees.

From national and state groups, such as Anglicare national and South Australian bodies, through to regional roundtables on topics ranging from community building to youth resilience,

domestic violence and emergency relief, our team is committed to advocating for positive outcomes for vulnerable country people.

Partnering with Aboriginal-controlled organisations and other agencies with missions that align with our own, as well as peak bodies such as the South Australian Council of Social Services, increases our joint impact.

We are proud to be part of and support NAIDOC committees and other organisations dedicated to fostering reconciliation and provide the expertise of our staff to contributing across the community, beyond our diverse programs.

volunteer's guide governance

Board Members

Rick Fisher (Convener)
Emma-Kate Griffiths (Limestone Coast Representative)
Paul Duka (Treasurer)
Tony Wright (Local Government Representative)
Madalena Velotti (Community Representative)
Dr Ken Pidgeon (Fleurieu Peninsula Representative)
Ruth Daws (Riverland Representative)
Karen Eckermann (Murraylands Representative)
David Hill (Anglican Parish Council Representative)
Shane Maddocks (CEO, Non-Voting Member)

Sub-Committee Members

Mike Bleby OAM
Craig Nisbet
Jane Fetherstonhaugh
Gillian McGinty
Rosie Schellen



DECADES OF SERVICE:
Former ac.care chief executive Rob Foggo (second from left) and former board convener Michael Bleby OAM (right) will be presented with life membership for their decades of service to ac.care. They are pictured at a gratitude dinner to thank Michael for his service, alongside new convener Rick Fisher, outgoing treasurer Craig Nisbet and chief executive officer Shane Maddocks.

ac.care helps change lives



722

evidence-based sessions
delivered through Communities
for Children Murraylands



9%

of Communities for Children
Murraylands clients identified
as Aboriginal



14,683

people visited the Mount Gambier
Community Centre for a
variety of services



40

children accessed early
childhood education and care
at Minya Porlar Creche

Community support increases our impact

Donations, events and partnerships
help us achieve more together



DIVERSE SUPPORT: One of the many supporters of our work is the Pine Tree Quilters, with the group's Kaye Dalgarno presenting handmade face masks and quilts to ac.care to assist through the COVID-19 pandemic and provide warm and colourful comforters for children in care.

thank you to all our supporters

CREATING opportunities for vulnerable country people requires a community effort and we are grateful to be supported by many organisations, businesses and individuals.

We sincerely thank you for your time, donations and care.

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.

And we sincerely thank our supporters, from financial donors to those contributing valued goods, for increasing our impact in providing opportunities for life for country people.

We are lucky to have a broad pool of supporters, which includes businesses across the Limestone Coast, Riverland, Murraylands and beyond.

Our foundations are in the Anglican church and many churches and auxiliaries across the Diocese of The Murray, along with church and religious groups of other denominations and faiths, are proud and pivotal supporters of our work.

Many community and service clubs and organisations have made diverse contributions throughout the year, along with government bodies and other agencies, schools and other education facilities, the media, individuals, not-for-profit bodies and philanthropic trusts.

Together, your contributions increase our impact so we can do more to ensure country people have safe homes,



positive relationships and enough money to live one.

While we have not listed all sponsors, we hope the stories in this report provide a snapshot of the diverse ways the community has supported our work.

With your help, we can continue to provide vulnerable South Australians with immediate crisis support, such as short-term accommodation, nutritious meals, clothes, blankets and other basic essentials when they need your support the most.

Your contributions also enable us to help these individuals and families secure long-term solutions to avoid being in crisis again.

Thank you for your contributions, care and support.

Christmas cheer spread across the Murraylands

YOUNG people shared the festive spirit by taking part in the Communities for Children Murraylands Christmas tree decorating challenge facilitated by ac.care.

Students from schools and kindergartens decorated white Christmas trees with themes of their choice, celebrating the festive season while being encouraged to practice team work, creativity and planning.

"The ac.care Communities for Children Murraylands team loved seeing the creativity of the decorated trees," senior program manager Teresa O'Brien said.

"A big thank you to all of the children, teachers and support staff involved."

Decorating of the trees allowed activities to continue across the community despite COVID-19 restrictions and one particular contribution and the story behind its creation was a highlight for ac.care.

The year 4/5 class at Meningie Area School wrote letters and made cards and gifts for

residents of the local aged care accommodation facility Jallarah Homes throughout the year.

They had been unable to visit due to COVID-19 restrictions, but were able to learn about differences and similarities between the generations, as well as exploring kindness and gratitude, through correspondence.

Their tree was decorated with special messages written by the students, as well as homemade recycled items, which were presented to the residents.

The year 4/5 students received a prize pack of board games they planned to share and play with the residents in 2021.

Christmas trees used for the campaign were donated by Big W through ac.care's partnership with national charity Good360, which facilitates redirection of surplus goods from retailers to not-for-profit organisations.

Communities for Children Murraylands is facilitated by ac.care and funded by the Australian Government Department of Social Services.



CHRISTMAS SPIRIT: Anne at Concordia Kindergarten reflects on the meaning of Christmas while decorating a tree as part of the ac.care Murraylands Communities for Children initiative.



WORKING TOGETHER: Daniel and Alexis at the Tyndale Christian School enjoyed decorating a Christmas tree with other children as part of the ac.care Murraylands Communities for Children initiative.

food supplies help ease budget pressure

FOOD relief became increasingly important for vulnerable clients during the COVID-19 pandemic, with our sites offering free supplies of fresh produce, baked goods and other groceries.

An ongoing partnership with national non-profit organisation SecondBite continued to result in significant weekly supplies to the Mount Gambier Community Centre.

Meanwhile, connections with businesses across the regions, including the Riverland and Murray Bridge, led to donated food being regularly available to support clients.

Under the partnership with SecondBite, ac.care Mount Gambier Community Centre team members, along with students from Tenison Woods College, collect food from ALDI and Coles outlets in Mount Gambier on a daily basis.

Items include bread, dairy products, meat, fruit and vegetables, which are made available for visitors to the centre to collect at no charge and with no obligation.

Many of these people are clients of ac.care's homelessness and financial support programs, while others are in vulnerable situations and sometimes visit to collect food a few times before becoming familiar with staff and engaging with the agency's broader services.

Donated food is also used by staff to prepare meals for clients and was delivered to vulnerable people in temporary emergency housing during COVID-19 lockdowns.

Bread supplied through the daily collections has also been used for making toasted sandwiches at the centre, which have long proven popular with clients who connect with staff and other visitors while pausing for a snack.

While special measures were put in place around providing food in line with COVID-19 restrictions, the availability of produce was vital to support community members who had lost employment or were struggling financially during uncertain times.



FIGHTING HUNGER: ac.care's Sue Watt prepares meals from donated food supplies for a National Homelessness Week event at the Mount Gambier Community Centre.

Collection of donated produce through the SecondBite partnership builds on existing supplies of food, including non-perishable items, provided through ongoing arrangements with FoodbankSA.

SecondBite provides access to fresh, nutritious food for people in need across Australia by partnering with retailers to divert surplus items from landfill to charities around the country providing food relief to people in need.

blanket drive delivers winter warmth

MORE than 120 blankets and other winter warmers were donated to ac.care to support vulnerable people coping with cold conditions thanks to the TripleM and SAFM 96.1FM Limestone Coast 2021 blanket appeal.

Community members and businesses dropped off items at the Mount Gambier and Millicent community centres, while the campaign also led to donations in the Riverland and Murraylands.

The Rotary Club of Murray Bridge was among the significant financial

supporters to back the campaign and help increase our support for country people at a challenging time of the year as the appeal extended across our regions.

The appeal also attracted significant donations in Millicent this year, including contributions from South East Property Sales, delivering more than \$250 worth of new blankets to the Millicent Community Centre, extending benefits of the appeal to people in the Wattle Range Council area.

Mayor Des Noll also dropped into

the centre to make a generous donation of \$400 on behalf of Wattle Range Council to help us keep vulnerable people in the Millicent and surrounding communities warm in winter.

We are grateful for the partnership with Southern Cross Austereo, including SAFM 96.1 and TripleM Limestone Coast, promoting our winter blanket appeal and the resulting broad support from the community, allowing us to ensure vital supplies were available to people in need.

BROAD SUPPORT: Wattle Range Mayor Des Noll drops off new blankets and a \$400 contribution on behalf of Wattle Range Council to support ac.care's winter blanket appeal in Millicent.



Mount Gambier Recycled Runway

CONGRATULATIONS to the team behind Recycled Runway, which won the 2021 award for South Australian Community Event of the Year.

Since its inception eight years ago, Recycled Runway has grown to become not only a key social event for the Mount Gambier community, but played an instrumental role in highlighting the important issue of textile waste, one of the largest contributors to landfill.

It is also a wonderful annual fundraiser for ac.care, inspiring creativity and skills development across the community.

Recycled Runway is an opportunity for people to showcase their fashion and sewing flair while demonstrating how this can be achieved using recycled items from the Anglican Bell Tower Op-Shop.

Designers create stunning new outfits from random bags of second-hand items for the parade, often completely dismantling garments to make use of the materials.

Despite a year of uncertainty in 2020, the committee hosted a successful COVID-19 safe event Recycled Runway – Art Deco, inspired by Agatha Christie and showcasing local talent, encouraging recycling and raising a record amount of more than \$7000, with \$4500 of proceeds donated to



ac.care

"The 2020 event really brought the community together and the design and construction phase of the competition gave participants something to focus on during lockdown," Recycled Runway



committee member Leanne Dunn said.

Entries came from further afield than in any other year and included entrants from as far away as Adelaide. "A local mother collected a bag of clothes in the open category as a way of helping her daughter to learn to

fashion showcase raises vital funds



sew," Leanne said.

"She came back the next day as her other three children all wanted to take part as designers, sewers and models - it was a real family affair."

The decision to proceed with an event during the pandemic presented



its challenges, but the committee ensured the event adhered to all government requirements, including social distancing.

"Food was served in compostable containers and drinks were served in glassware sourced from second-hand

stores," Ms Dunn said.

"Despite having over 200 guests at a catered event, there was only one small garbage bag of waste that wasn't compostable or recyclable."

The 2020 event was held at the St Martin's Lutheran College gymnasium after growing significantly from the first instalment in 2013 as a one-off event at the Mount Gambier Library during Environment Month.

Many local businesses and community members supported the function, contributing to the fundraising result.

"The event has evolved into a year-round affair incorporating a sustainable fashion scholarship, upcycling workshops, fashion parade and participation in the annual Christmas parade," Ms Dunn said.

The event was also a key to Mount Gambier's success in the Sustainable Communities Awards and formed part of City of Mount Gambier's winning entry in the 2019 KESAB Sustainable Communities Tidy Towns Awards.

"Following the success of the state awards, the Recycled Runway committee made a presentation to the national judges, which was instrumental in the city taking out the national resource recovery and waste management category," Ms Dunn said.

Broad community support spreads

WE saw the generosity of regional communities at the end of a challenging 2020, with strong support for our Christmas appeals.

Diverse donors, from church groups to service clubs, businesses, schools and individuals across our regions contributed, allowing us to spread some Christmas cheer to hundreds of vulnerable country South Australians.

More than 200 children received toys thanks to donations to our appeal at the Mount Gambier Community Centre, supporting 97 families at Christmas.

We were able to provide gifts and hampers to 189 families, couples and individuals, thanks to your generous donations to the centre.

Our joint Murray Bridge appeal allowed distribution of 271 toys and 190 hampers and vouchers to families and individuals.

The appeal was coordinated in partnership with The Salvos and St Vinnies, supported by Rural City of Murray Bridge Council.

Meanwhile, donations at our Berri ac.care site also supported the Riverland Christmas Appeal, which allocated toys and food hampers for our clients.

There were many diverse donors and too many to list here, but every contribution was appreciated and we made sure these donations made it to people who needed your support.



VITAL SUPPORT: The Mount Gambier Family Truck Show Committee supported ac.care in time for Christmas, despite COVID-19 restrictions leading to cancellation of the 2020 event. Committee members donated over \$2000 and more than 125 toys to ac.care's Limestone Coast Homelessness Service program manager Jill Pulleine, case manager Rebecca Haggett and communications manager Jason Wallace.

Major contributions included \$7500 to ac.care from the Mount Gambier

Community Mayor's Christmas Appeal, supporting distribution of gifts and other vital support over the festive season.

More than \$2000 was contributed by the Mount Gambier Family Truck Show committee, which facilitated contributions of more than 125 toys from the community, plus \$1200 worth of Oatmill Cinema tickets, matched with free 10-pin bowling for 60 children at Kaboom Entertainment, supported by OG Roberts.

Hundreds of toys were also delivered

Scan the QR code to view video footage showcasing generous support for ac.care's Christmas appeals



Christmas cheer



UNIQUE CONTRIBUTION: Mount Gambier's Pine Tree Quilters donated 100 Santa sacks created by members to assist with ac.care's distribution of donated toys at the Mount Gambier Community Centre. Group representatives Kaye Dalgarno and Ohna Green delivered the donation to ac.care's Rebecca Haggett.

to children thanks to donations from Big W shoppers in Mount Gambier and Murray Bridge, boosted with a contribution from the management of the Marketplace shopping centres.

Good360 was also a major contributor to our Christmas appeal, providing Lego and other valuable goods for distribution, repurposed from surplus stock at major

retailers to support vulnerable people.

Gifts handed out at the Mount Gambier Community Centre were lovingly packed into Christmas sacks made and donated by the Pine Tree Quilters.

Thank you from us all to everyone who helped us spread some festive cheer and supported ac.care throughout the year.



GENEROUS HAUL: Mount Gambier Marketplace marketing executive Paula Creasey, Woolworths Mount Gambier Marketplace store manager Tony Bueti, Big W customer service assistant Melanie Riley, ac.care marketing and communications manager Jason Wallace and ac.care homelessness client support worker Mellany Ritter with donated presents from shoppers.

We couldn't help as many people without your support.

It is easier than ever to become a regular donor or make a one-off donation at any time to support the continued work ac.care performs throughout the year.

Visit accare.org.au/donate for more details.

trampoline donation brings joy to young girls in care

A GROUP of young girls in residential care were thrilled to receive a Vuly Ultra medium-sized trampoline recently when Vuly Play decided to donate one of the products to an ac.care therapeutic strength-based care home.

The homes are staffed 24/7 by ac.care to care for and support children who are unable to live with their biological parents.

ac.care's child and youth residential care service provides medium to long term accommodation and support to young people aged 10 – 18 years under the Guardianship of the Chief Executive of the Department for Child Protection for whom foster or kinship care places are not available.

The service provides young people with a safe therapeutic environment until they are able to transition into a longer term living arrangement, such as foster or kinship care or an independent living program.

A trampoline had been on the wishlist of the girls living in one of our Mount Gambier homes, who were excited when the donation arrived and was set up in the yard for them to enjoy.

"It was wonderful to receive this donation to provide something special for the girls living in our residential care home and they have been regularly enjoying the fun provided by the trampoline after school and at weekends," therapeutic strength-based care clinical manager Sandra Manser said.

Support from businesses such as Vuly Play, which donated and delivered the item, increases our impact at a time when people in our community need our care more than ever.



Limestone Coast Support Homeless People Luncheon postponed

THE 2020 Limestone Coast Support Homeless People Luncheon was postponed until 2022 due to uncertainty around public events as a result of COVID-19.

Luncheon committee chairman Barry Stafford said the event remained "sold out" with 500 bookings carried over to a date to be set in 2022 for what is one of the region's largest charity events and a key business networking occasion for the Limestone Coast.

"Everything that makes this event so special will remain the same, including our keynote speaker Melanie Cooper OAM, emcee Rupert McCall AM and the interstate tables committing to return," he said.

Bookings for the luncheon, initially planned for 2020, will remain valid for the 2022 function.

The first luncheon was held in 2012 and was spearheaded by the late philanthropist Barry Maney OAM and Mr Stafford, who was Barry Maney Group dealer principal at the time.

When they learnt of the work of ac.care to support people experiencing or at risk of homelessness in the region, they wanted to create an event to raise awareness and funds to help.



Held every two years and with the amount raised growing each time, the 2020 event was to be the fourth luncheon and Mr Stafford praised businesses and supporters who continued to make the fundraiser a success.

"On behalf of my committee, I thank the management of The Barn Palais, our speaker Melanie Cooper OAM, emcee Rupert McCall AM, our sponsors and the

businesses who have purchased tables, provided auction and raffle donations for their understanding and support," Mr Stafford said.

Although the luncheon has been postponed until 2022, the community can continue to support the work of ac.care in the meantime by making a one-off donation or becoming a regular donor at accare.org.au/donate

ac.care funding partners

Australian Neighbourhood Houses and
Centres Association

Brotherhood of St Laurence

Country Arts SA

Department for Child Protection SA

Department of Education and Training SA

Department of Human Services SA

Department of Industry and Skills SA

Department of Planning, Transport and
Infrastructure SA

Australian Department of Social Services

Good Shepherd

Legal Services Commission

SA Health

South Australian Housing Authority

Uniting Communities

Wyatt Benevolent Institution

treasurer's report

THE 2020/21 financial year was a time of transition for the finance and audit and risk committee.

Firstly, in respect to the finance department, Robyn Ashby began her transition to retirement from full-time work. In preparation for Robyn's transition, ac.care was lucky to recruit Kahli Rolton to the role of finance manager.

On behalf of the committee, I would like to thank Robyn for her work and dedication to ac.care and her assistance in mentoring Kahli into the role.

Equally, I would like to thank Kahli and the finance team for their efforts in their administration of the finances and support to the committee through a challenging transitional year.

Secondly, I would also like to thank Craig Nisbet for his years of service, commitment and leadership as the treasurer of ac.care.

In the latter part of 2020, Craig resigned as treasurer, but fortunately for the organisation, Craig has kindly stayed on as a committee member of the audit and risk committee, which I am appreciative of as the new incumbent treasurer.

In respect to the financial position of ac.care, I am happy to report for the 2020/21 financial year ac.care reported a strong surplus of \$652,129.

Additionally, targets for financial sustainability and stability have also been met and the organisation is well-positioned to move forward with confidence.

A strong focus of the audit and risk committee was to continue to strengthen the financial position of the organisation to allow for further investment and creation of opportunities, such as securing accommodation for delivery of services in the Riverland area.

An equally important focus of the audit and risk committee was to manage the risk of the organisation.



Over the past year, there has been a renewed focus on risk management and mitigation, including review of the risk management framework, which has strengthened the risk management focus across the organisation.

Given the level of change over the past year, I wish to acknowledge the assistance of my fellow committee members over 2020/21 and particularly while I transitioned to the role of treasurer.

Paul Duka,
Treasurer

Applian Community Care Incorporated

Statement of profit or loss and other comprehensive income - Year ended June 30, 2021

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

	Note	2021 \$	2020 \$
INCOME			
Revenues from fees and charges	3	214,054	220,875
Grants and contributions	4	21,087,361	19,765,467
Interest revenue	5	25,115	66,902
Other income	7	199,818	235,670
Total income		21,526,348	20,288,914
EXPENSES			
Staff benefit expenses	8	16,084,712	14,841,994
Supplies and services	9	3,606,842	3,660,189
Depreciation and amortisation	10	993,866	876,255
Finance costs	11	153,751	126,109
Net loss from the disposal of non-current assets	6	27,340	6,500
Other expenses	12	7,708	44,835
Total expenses		20,874,219	19,555,882
NET RESULT		652,129	733,032
TOTAL COMPREHENSIVE RESULT		652,129	733,032

Applian Community Care Incorporated

Statement of financial position as at June 30, 2021

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

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	13	7,723,474	6,479,762
Receivables	14	216,914	12,811
Other current assets	15	150,318	274,353
Total current assets		8,090,706	6,766,926
NON CURRENT ASSETS			
Property, plant and equipment	16	3,379,359	3,865,645
Intangible assets	17	85,734	133,656
Other non-current assets	18	7,360	4,660
Total non-current assets		3,472,453	4,003,961
TOTAL ASSETS		11,563,159	10,770,887
CURRENT LIABILITIES			
Payables	19	436,499	307,391
Lease liabilities	20	671,052	685,244
Staff benefits	21	2,110,230	2,005,469
Other current liabilities	22	1,195,616	858,475
Total current liabilities		4,413,397	3,856,579
NON-CURRENT LIABILITIES			
Lease Liabilities	20	1,990,430	2,417,362
Staff benefits	21	345,259	335,002
Total non-current liabilities		2,335,689	2,752,364
TOTAL LIABILITIES		6,749,086	6,608,943
NET ASSETS		4,814,073	4,161,944
EQUITY			
Other reserves		818,785	842,777
Retained earnings		3,995,288	3,319,167
TOTAL EQUITY		4,814,073	4,161,944
Contingencies	23		

Applian Community Care Incorporated

Statement of changes in equity - Year ended June 30, 2021

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

	Other reserves	Retained earnings	Total
	\$	\$	\$
BALANCE AT JUNE 30, 2019	643,692	2,843,269	3,486,961
Cumulative adjustment upon adoption of new accounting standards AASB 16 Leases		(58,048)	(58,048)
Adjusted balance at July 1, 2019	643,692	2,785,221	3,428,913
Net result for 2019-20	-	733,031	733,031
Transfer to / (from) reserves	199,085	(199,085)	-
Total comprehensive result for 2019-20	199,085	533,946	733,031
BALANCE AT JUNE 30, 2020	842,777	3,319,167	4,161,944
Net result for 2020-21	-	652,129	652,129
Transfer to / (from) reserves	(23,992)	23,992	-
Total comprehensive result for 2020-21	(23,992)	676,121	652,129
BALANCE AT JUNE 30, 2021	818,785	3,995,288	4,814,073

Applian Community Care Incorporated

Statement of cash flows - Year ended June 30, 2021

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

	Note	2021 \$	2020 \$
Cash flows from operating activities			
Cash inflows			
Receipts from fees, charges and grants		23,786,190	22,614,669
GST recovered from the ATO		406,701	461,019
Interest received		32,227	75,626
Cash generated from operations		24,225,118	23,151,314
Cash outflows			
Payments to suppliers and employees		(19,825,065)	(18,775,728)
GST remitted to ATO		(2,140,138)	(1,960,633)
Cash used in operations		(21,965,203)	(20,736,361)
Net cash provided by / (used in) operating activities		2,259,915	2,414,953
Cash flows from investing activities			
Cash inflows			
Proceeds from sale of property, plant and equipment		21,364	9,500
Cash generated from investing activities		21,364	9,500
Cash outflows			
Purchase of property, plant and equipment		(168,171)	(568,844)
Cash used in investing activities		(168,171)	(568,844)
Net cash provided by / (used in) investing activities		(146,807)	(559,344)
Cash flows from financing activities			
Cash outflows			
Payment of lease liabilities		(869,396)	(741,865)
Cash used in financing activities		(869,396)	(741,865)
Net cash provided by / (used in) financing activities		(869,396)	(741,865)
Net increase / (decrease) in cash and cash equivalents		1,243,712	1,113,744
Cash and cash equivalents at the beginning of the period		6,479,762	5,366,018
Cash and cash equivalents at the end of the period	13	7,723,474	6,479,762

Carbon accounting - our environmental commitment (2020-2021 financial year)

Emissions Source	Consumption Units	Consumption	Base Year 2010-11 CO2-e (tonnes)	2020-21 CO2-e (tonnes)	Proportion of total inventory (%)	Reduction from Base year (%)
Direct Emissions (Scope 1)						
Petrol - vans and company cars	kL	48.82	215.69	112.89	30.21%	
Distributed Natural Gas	GJ	238.76	8.31	12.30	3.29%	
Diesel - company cars	kL	4.13	0.51	11.23	3.00%	
LPG - Bulk heating	GJ	72.17	0.04	4.37	1.17%	
Autogas - vans and company cars	GJ	0.00	5.98	0.00	0.00%	
Total Scope 1			230.53	140.80	37.68%	-38.92%
Indirect Emissions (Scope 2)						
Electricity usage	kWh	310,185.00	216.84	133.38	35.69%	
Total Scope 2			216.84	133.38	35.69%	-38.49%
Optional Emissions (Scope 3)						
Waste (municipal collection)	m3	162.65	18.65	36.43	9.75%	
Electricity (distribution losses etc.)	kWh	310,185.00	41.45	27.92	7.47%	
Flights (staff travel)	km	67,595.00	35.34	15.14	4.05%	
Water - reticulated supply	kL	9,429.75	2.58	10.66	2.85%	
Petrol (extraction, production etc)	kL	48.82	17.08	6.01	1.61%	
Natural gas (extraction, production etc)	GJ	238.76	1.65	2.53	0.68%	
Diesel - (extraction, production etc)	kL	4.13	0.04	0.57	0.15%	
LPG -Bulk heating (extraction, production etc)	GJ	72.17	0.00	0.26	0.07%	
Autogas (extraction,production etc)	GJ	0.00	0.53	0.00	0.00%	
Total Scope 3			117.33	99.53	26.63%	-15.17%
Total Scope 1 + 2						
Total Scope 1+2+3			447.37	274.18	73.37%	
			564.69	373.71	100.00%	
Reduction Measures and Offsets						
Carbon Credits			0.00	0.00		
FINAL TOTAL			564.69	373.71		-33.82%
FTE			136.00	183.98		
tCO2-e /FTE			4.15	2.03		

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 October 2020. 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.

you can help increase our impact

DONATIONS to ac.care help increase our impact in ensuring country South Australians have safe homes, enough money to live on and strong, positive relationships.

While many of our core services are funded by government, we deliver other initiatives from our own fundraising to provide further support for vulnerable people.

Our diverse team is uniquely placed to support people when they need your help and can ensure donated funds assist country South Australians to overcome crises and build hope for a better future.

Your donations increase our impact to make a greater difference in the lives of country people.

This can include:

- Support services for people who are homeless or at risk of homelessness, including meals and other basic necessities through to special programs in our community centres.
- Homeless Youth Resilience Scholarship grants to support young people to pursue education and development opportunities.
- Support for young people to avoid or overcome homelessness and build a more hopeful and independent future.
- Financial counselling to help people avoid a crisis.
- Aboriginal creche activities in Murray Bridge.
- Other initiatives to help meet gaps in services identified by our staff and clients.

ac.care projects have been started with generous donations from the community and your support can help ensure they continue.

HOW TO DONATE

- You can make a one-off or ongoing tax deductible donation by visiting accare.org.au/donate.
- Call (08) 8724 5400 from 9am to 5pm Monday to Friday to donate by phone for credit card or electronic funds transfer.
- Nominate ac.care for a bequest in your will so that your legacy supports our work with vulnerable country people.
- Donate by making a cheque payable to "Anglican Community Care Incorporated" and sending to ac.care, PO Box 1842, Mount Gambier, SA, 5290. Please include your name and address so we can send a tax receipt and thank you.

Scan the QR code or visit accare.org.au/donate to learn more or donate online to help ac.care continue to provide vital community support





ac.care

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

LIMESTONE COAST

Mount Gambier Head Office

Phone (08) 8724 5400

70-72 White Avenue, Mount Gambier SA 5290

PO Box 1842, Mount Gambier SA 5290

Mount Gambier Community Centre

Phone (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, Mount Gambier SA 5290

(Cnr Helen Street and Bay Road)

Millicent Community Centre

Phone (08) 8735 5700

57-59 George Street Millicent SA 5280

PO Box 378, Millicent SA 5280

MURRAY MALLEE AND ADELAIDE HILLS

ac.care Murraylands Centre

Phone (08) 8531 4900

29 Bridge Street, Murray Bridge SA 5253

PO Box 2090, Murray Bridge SA 5253

RIVERLAND

Berri

Phone (08) 8580 5300

5 Keadley Street, Berri SA 5343

PO Box 1345, Berri SA 5343

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