



# ac.care

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

---

ANNUAL REPORT | fy 2019 - 2020

---





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.

Anglican Community Care Inc  
ABN 53 440 436 445  
Charity Licence CCP2565  
DGR 900 153 951

**A member of the Anglicare Australia network**

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

Designer: Astyn Reid, Kinship Productions

Environmental Commitment:

ac.care is committed to reducing our ecological footprint and this publication has been printed on 99% recycled FSC certified paper and in reduced print quantities.

This report is available electronically at [accare.org.au](http://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
- Residential care homes
- Homelessness programs
- Community and learning initiatives
- Aboriginal services
- Family, child and youth services and support
- Financial counselling and support



## Table of Contents

---

Our Mission   Our Values	3	Walk raises awareness of homelessness	34
About us	4	Food relief connects clients to services	35
Snapshot 2019 - 2020	6	Unique wine partnership raises funds	36
Board convenor's report	8	Agency enhances cultural awareness	37
CEO's report	9	Partnerships create opportunities for children	38
Rick to lead board	10	Child designs logo for Aboriginal program	40
Home and employment helps teenager secure opportunities	11	Volunteers a vital part of diverse team	42
Services continue amid pandemic	12	Community support increases impact	44
From sleeping rough to a brighter future	13	Fashion initiative raises creativity and funds	46
Family grows through foster care	14	Diversity of services benefits clients	47
Thirty years of caring and connecting young people to culture	16	Staff dedication continues through decades	48
Innovative project to build a future for vulnerable youth	18	Treasurer's report	50
Services consolidated in heart of Murray Bridge	20	Financials	51
Art demonstrates commitment to culture	22	Carbon accounting	55
Walking together	24	ac.care Services Directory	56
Support helps single mother secure a brighter future	25	Community Networks	58
Aboriginal leaders guide organisation	26	Funding partners	62
ac.care joins cultural celebrations	29	How you can help create opportunities for life	66
A side of dignity served with roast lunch	32		



*Snapshot 2019 - 2020*

We get in early and know our impact

---





**278 people**

avoided homelessness with early intervention support

**1304 people**

accessed our homelessness service

**866 people**

moved from homelessness into stable accommodation

**208 families**

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

**372 children**

found homes with local foster carers

**37 children**

were supported in our 24/7 residential care homes

**722 people**

in the Limestone Coast were supported with family mediation and post-separation support

**2029 people**

were supported in a crisis with financial help and food assistance

**412 people**

managed a difficult financial situation with the support of financial counselling

**282 activity sessions**

were delivered by Communities for Children Murraylands, ranging from loss and grief and social and emotional resilience building, through to parenting programs

# Board convenor's report

---



OVER the past financial year, ac.care has lived up to its evolving reputation of being there when needed by country people. This has been well demonstrated through the genuinely challenging times of the COVID-19 pandemic since March 2020.

Support for our communities during this plight has been provided to those in need of assistance through increased activity and funding. The overall response by our very loyal and capable staff has led to innovative and often remote support for clients. The challenges related to working from home and remaining connected with co-workers have been extraordinary. A classic example of how the pandemic has led to new approaches is the beneficial response that resulted from a different tactic for foster care recruitment through webinars. Our earlier investment and advances in information technology and video

conferencing across the organisation has also served us extremely well, given the unforeseen circumstances.

The opening of our new combined office in the main street of Murray Bridge has brought new focus, opportunity and local awareness to our Murraylands service delivery. It brings together staff who were previously scattered in various locations. The conversion of the building into a welcoming place with wonderful artwork and décor has been a major financial investment, but worthwhile exercise.

A particular focus that has gained ground this year is that of Aboriginal recruitment and leadership. This is showing the way to more culturally responsive support for the significant proportion of our clients that are of Aboriginal heritage and to broadening of agency-wide cultural awareness.

In recent months, significant effort by board members has been put into clarifying exactly what we mean by our mission statement so that our staff, clients, stakeholders and partners can have confidence in our current direction and the path ahead.

After a quarter of a century of chairing the board of ac.care, this is my final report as convenor.

Our present board is a group of highly dedicated individuals who are committed to the purpose of the organisation and who give freely of their time and expertise to achieve sound governance.

**Michael Bleby OAM**  
Convenor, Board of Directors



# CEO's report

---

OUR agency ac.care began in 1986 – over 34 years ago. During that time, Michael Bleby OAM has been Convenor of the board of Anglican Community Care Incorporated (ac.care) for 25 years. Mike has announced his retirement effective from the 2020 annual general meeting.

The contribution that Mike has made to country communities through his leadership of ac.care cannot be measured. He has steered ac.care through significant changes and substantial growth of the organisation that now has over 250 staff working across the Limestone Coast, Murraylands, Riverland, Adelaide Hills and Fleurieu Peninsula.

I am personally very grateful for his guidance, wisdom and mentoring over the last three years. I am also pleased that while Mike is stepping down from the role of convenor, he will be continuing to contribute to our work through his ongoing involvement in the care governance sub-committee of the board.

The 2019/20 year has seen ac.care continuing to focus on providing terrific services to country people to help ensure they have a safe home, enough money to live on and strong positive relationships. We are strong financially and have staff and volunteers that demonstrate their incredible commitment to country people every day and who clearly exhibit the behaviours associated with our values of compassion, adaptability, relationships and excellence.

It is impossible to reflect on the past year without acknowledging the impact of the global COVID-19 coronavirus pandemic. This has had a devastating impact on our communities and they will take many years to recover. The resilience of ac.care and its people has shone through this time. Our team quickly adapted to new ways of working whilst remaining focussed on supporting our clients. Ensuring our people were safe was our first priority, however we were able to keep the doors open at our sites and maintain service delivery even though it looked quite different in many



ways. The use of technology has been critical in remaining connected with each other and we are working hard to identify opportunities to continue to use new skills and ways of working for multiple benefits into the future. However, we have welcomed recent opportunities to return to being able to see clients face to face and look forward to sharing meals, shaking hands and giving the hugs so often desperately needed. My sincere thanks to our board, staff, volunteers and supporters for your contribution to the work of ac.care over the past year. I hope you will continue to be part of the ac.care family for many more years to come.

**Shane Maddocks**  
Chief Executive Officer

# Rick to lead board

---



IT IS an honour and privilege to have been nominated by Bishop Keith Dalby and for the board to affirm its support of my appointment as the incoming convenor of the ac.care board. I look forward to serving our great organisation to the best of my ability. I have big shoes to fill and take this opportunity to thank and congratulate Mike Bleby. For over 25 years, Mike has carefully, calmly and skilfully nurtured ac.care from small beginnings into the large, professional and well-administered operation of today.

Lynn and I have been members of the Anglican Parish of Mount Gambier since moving here in 1985. I served on the original board and helped draft our first constitution. Lynn was an ac.care employee

for 24 years until retirement in 2011, after which I returned to the board. So ac.care has been a close part of our lives for a long time. We shared the vision and hopes of the founders and believe firmly that through ac.care we meet God's call to serve his people in need to our very best ability.

Today, ac.care is considered the caring arm of the Diocese of The Murray. I have a great passion to contribute to its ongoing development as it serves the complex and diverse needs of people in new ways, focusing on their individual circumstances. I am also keen to keep growing ac.care as a rural and regional specialist, overcoming our inherent difficulties with access and distance.

In 2019, with the support of ac.care, I graduated from The Australian Institute of Company Directors. This was a great help in preparation for this position. I still have a lot to learn, but am clear about my role and responsibilities. I know the board will be supportive as my skills and knowledge grow.

As the incoming convenor, I am very keen to continue gathering the best people - board members with passion, skills and experience, and great staff, bringing capacity, innovation and enthusiasm. I want to talk with our people and listen to their issues and aspirations on how they live our culture, to see our brand throughout our communities and to hear people using our name. I want us all to uphold our values of excellence in care, adaptability and relationship building among leaders and workers, within and between teams and across our organisation.

My greatest aim is for us to confidently know that we connect people with their communities, guide children towards safe and fulfilling lives, support families and help reduce need in regional areas.

**Rick Fisher**  
Incoming Convenor, Board of Directors

# *Home and employment* helps teenager secure opportunities

---



HAYLIE is only 16, but a lack of family support has left her homeless at times. However, she has secured employment and is moving towards gaining stable independent accommodation with the support of ac.care's Reconnect program. Due to her mother's drug and alcohol issues, Haylie was left to support and provide food for her younger siblings at times, but otherwise left the family home to stay with friends. Working out where she would sleep each night had become part of her daily routine, in addition to other commitments, such as schooling. Unable to live the lifestyle expected in childhood due to the lack of family support and associated issues, she has sought assistance for her mental health and anger management issues after facing the impacts of trauma due to domestic violence. With ac.care's support, Haylie continues to maintain engagement with various services, connect with her Aboriginal culture and achieve her goals. Our Reconnect program also continues to support Haylie to ensure she maintains her tenancy into the future to continue to create stability and opportunities.

# Services continue amid pandemic

---

OUR agency was not immune to the impact of COVID-19, which disrupted organisations, businesses and our way of life across South Australia and the rest of the world in 2020.

Implementation of government restrictions prompted regular management meetings to ensure ac.care continued to comply with all measures to limit the spread of the coronavirus, with regular communications distributed to all staff as the situation unfolded.

We also kept the public and clients informed through social media, our website and other channels.

But our mission to support country people, particularly when they may have needed us most, did not change.

Our public sites remained open at Murray Bridge, Berri, Mount Gambier and Millicent, with social distancing and other measures in place, as well as many staff working from home as the number of people at our sites was reduced to comply with regulations.

People in need of support were still able to visit our sites, along with other visitors,

provided they complied with restrictions, such as answering questions about their potential exposure to COVID-19, along with social distancing and hygiene measures.

Video conferencing and other new technology was used to continue services, support and ongoing contact with clients, while some group activities moved to online platforms and webinars proved successful in engaging with potential new foster carers.

Information was regularly updated on our website regarding the impact on delivery of specific services.

We also used our information channels to update people in our communities on how they could access other government support beyond ac.care services if COVID-19 affected their income or created other hardships.

Extra government funding was provided to ac.care to provide additional emergency support in our community and to support clients, both existing and new, as they faced unexpected challenges.

"The teamwork and innovation demonstrated by all ac.care staff was inspiring as people continued to fulfil their roles with flexibility and dedication in an uncertain period as government restrictions continued to change, sometimes on a weekly basis," chief executive officer Shane Maddocks said.

"We were proud to maintain our services and support to clients and our communities, including one another, as staff adjusted to working from home and communicating in new ways."

The situation led to cancellation and postponement of some events, with the sold-out Support Homeless People Luncheon to be held at The Barn Palais near Mount Gambier rescheduled from April 2020 until early in 2021.

# From sleeping rough to a brighter future



MARIE has progressed from sleeping rough to private accommodation with the support of ac.care's homelessness services. Through the personal support of our team, she is now seeking assistance to address her drug use and debts in the hope of a better future. Marie continues to have back issues after sleeping rough and not seeking medical help sooner, but has now engaged with appropriate services and also taken steps to manage her mental health issues.

She sought assistance through the ac.care Murraylands Homelessness Service after couch surfing in Adelaide and moving to the area to be closer to family. Past family breakdowns left Marie with few people to turn to and she faced additional barriers to overcoming her methamphetamine use as debts built up and she faced driving-related court matters, along with other obstacles.

However, after speaking to ac.care, she was supported to secure a private probationary rental arrangement that has progressed to a six month extension of her tenancy, providing stability to start overcoming her challenges. The agency's broad services, including financial counselling, have also helped her address other issues in her life and develop hope for a better future.

# Family grows through foster care

---

FOUR sons might make for a full house for most people, but Mount Gambier couple Nicole and Ian decided more than six years ago they had love to share with more children in the Limestone Coast.

As foster carers with ac.care, they have welcomed 16 children into their home for various periods of time.

Now two pre-school aged girls call their house a home and have been in the couple's long-term care since soon after birth.

Nicole shared the family's story in webinars presented by ac.care in May to encourage people considering foster care to learn more about what is involved in joining the organisation's network of carers.

Despite the family growing to accommodate six children, Nicole said foster care had brought them all closer together.

"We've been able to have really open discussions with our boys about life and empathy because of their experiences with children coming into our home," Nicole said

Before taking the two girls into their long-term care, the couple welcomed foster children for a day or week through to a month or longer after becoming aware of the need for more foster carers in the region.

"With each child, you just value that time you have with them and know you could be changing their lives, whether you're just providing safety for a while or giving them some respite from issues in their own lives," Ian said.

He said the couple was not alone facing challenges that came with foster care, thanks to the support of a broad care team.

"There's great support with ac.care and their staff share the journey with you, plus the Department for Child Protection has some amazing people - it's really a team thing," he said.

"It's just nice to come home from work and feel you're making a difference, but also seeing how kids grow, develop and being part of their life."

**COMMITTED TO CARING: Limestone Coast foster carers Nicole and Ian shared their story in the lead-up to Nicole featuring in ac.care's webinars held in May. The webinars were introduced due to COVID-19 restrictions preventing in-person foster care information sessions at community venues.**

Scan the QR code with a smartphone camera or code reader to see our video of Nicole and Ian.



# *Thirty years of* caring and connecting young people to culture

---

WHEN baby Eddie needed a safe home thirty years ago, his Auntie Angie decided to take him in.

Three decades on, her door has remained open to vulnerable young people in need of stability and a nurturing environment.

This year she was recognised for contributing as an ac.care foster carer for 30 years, over which she has welcomed more than 40 children for varying lengths of time, with a focus on Aboriginal young people and keeping the next generation connected to their culture.

"It makes you feel really good to make a difference in young lives," Angie explained.

Although Eddie now lives on the Eyre Peninsula, Angie remains the first person he calls when he needs someone to talk to after he remained in her care from the age of four months to 18 years.

"Every time something happens, I'm still the first person to get a phone call," Angie explains.

Angie has always lived in the Murray Bridge and Mannum areas and it was 1990 when her nephew came into her care.

"Eddie stayed with me and then I started taking in other kids as well over the years, as well as having five of my own children," Angie explains.

"My life would have been a lot different without those kids coming into my life and it would have been different for my children as well - the foster children would always fit in with my children like they were brothers and sisters, which was really great for everyone."

Angie is among more than 200 foster cares in ac.care's network across eastern regional South Australia and she feels a family-based home environment provides the best possible opportunities for young people in state care.

"Even if I can only take them in for a few days or weeks until they can find an ongoing placement, it makes a difference, but my goal is always for children in foster care to stay in one place if possible," Angie said.

She said this was particularly important for Aboriginal children, who should be placed with people from their own culture if possible when they cannot live with their biological parents.



"I've seen kids who have been brought up in non-Aboriginal families and it can lead to them ending up confused and not knowing where they belong in some cases," Angie said.

"It is really important to engage in keeping the cultural connections of young Aboriginal people alive and I try to let them know where they are from and who they are related to just to help maintain their identity."

She urged other Aboriginal people to consider becoming foster carers to help ensure culturally-appropriate support was available for young people.

"It really does make a difference and sadly there are never enough carers," Angie said.

Staff at ac.care support a diverse range of new and existing carers across the Murraylands, Riverland, Limestone Coast and beyond to welcome children into their care on short and long-term placements.

"The main support for me over all those years that I've been fostering has been ac.care," Angie said.

"Over the years I've always had a good support worker, which makes it easier for me to face challenges as there is always someone I can call."

**CARE AND CONNECTION: Murraylands foster carer Angie has been welcoming young people into her home and keeping them connected to culture for thirty years.**



# *Innovative project* to build a future for vulnerable youth

---

A BOLD cross-agency initiative is being led by ac.care to deliver accommodation and support for young people at risk of homelessness in Murray Bridge.

Significant funds have been raised to make the vision a reality with a vacant property secured, partnerships formalised and a broad program designed to address the needs of young people.

The community, along with individuals and businesses in the construction sector, is being urged to support the initiative to convert a disused South Australian Housing Authority building into four self-contained and fully-furnished units for short-term lease by youths aged 15-21.

The Studio Purpose project extends beyond accommodation to include broad support to help vulnerable young people reach their potential.

South Australia's branch of international non-profit organisation Habitat for Humanity is driving the construction phase of the project to convert the building from a duplex to units.

"The project is aimed at addressing a shortage of safe accommodation for young people in the area, but is about much more than a warm bed and welcoming space, with a focus on health and wellbeing, education, development, connection and engagement," ac.care Murraylands homelessness program manager Thanuja Hiripitiyage said.

She said the project was developed through cooperation with other organisations and government agencies after ac.care identified an issue with young people being unable to find suitable and affordable accommodation in the Murray Bridge area.

"This has contributed to some young people sleeping rough in inappropriate living conditions, adding further risk in the lives of vulnerable youths," Ms Hiripitiyage said.

The partnership also involves AnglicareSA, South Australian Housing Authority, headspace Murray Bridge and Rural City of Murray Bridge.

"We want to reduce youth homelessness in the region by building on our existing services and creating positive partnerships with key stakeholders to provide holistic support to youth who are homeless or at risk of homelessness," Ms Hiripitiyage said.

Project partners will deliver services to tenants via agreements either through home visits or with external priority appointments and develop exit strategies to help youths transition from the units to reunification with families, private rental arrangements or other housing options.

To contribute to the construction phase of the project, call local Habitat for Humanity representative Bob Martin on 0423 497 706, email [martinrj@internode.on.net](mailto:martinrj@internode.on.net) or visit [accare.org.au/studiopurpose](http://accare.org.au/studiopurpose)

To see a video featuring project partners expressing why they are committed to the Studio Purpose project, visit [accare.org.au/studiopurpose](http://accare.org.au/studiopurpose) or scan the QR code.



**UNITED:** Studio Purpose project partner representatives Rural City of Murray Bridge deputy mayor Wayne Thorley, draftsman Steve Brown, Murray Bridge Habitat for Humanity representative Bob Martin, Habitat for Humanity South Australian executive director Ben Sarre, AnglicareSA housing assets and maintenance manager Garry Spurling, ac.care homelessness and community services senior manager Trish Spark, SA Housing Authority Southern Country regional manager Kerrie McCann, ac.care Murraylands homelessness program manager Thanuja Hiripitiyage, SA Housing Authority Southern Country maintenance field manager Scott Wells and ac.care chief executive officer Shane Maddocks at the vacant property in Murray Bridge that will be converted to four units for vulnerable youth.

# Services consolidated in heart of Murray Bridge

---

IT WAS a milestone year for ac.care with access for clients greatly enhanced when three Murraylands offices were consolidated at one site in the heart of Murray Bridge.

Opening of the ac.care Murraylands Centre in December brought staff together at the central Murray Bridge location.

"The major project for ac.care in Murray Bridge has made it easier for clients to access our services and connect with our diverse programs at one location, including foster care, services for people who are homeless or at risk of homelessness, family support, Aboriginal programs, financial counselling, emergency relief and other initiatives," ac.care chief executive Shane Maddocks said.

He said ac.care's main previous site for Murray Bridge on Kennett Road had long posed challenges, including for clients without vehicles who struggled to access the premises for appointments or to collect emergency food relief packages.

"There have been many more people dropping by the new office in central Murray Bridge," Mr Maddocks said.

"Having all staff based at one easily accessible, central location makes ac.care more visible so clients know support is available and has enhanced our holistic approach by allowing people to more easily access services from across our range of programs to better meet their needs."

A key feature of the new Murray Bridge office is a community space where people can seek support and information in a welcoming and non-judgemental area.

"Similar centres in Mount Gambier and Berri have long provided a safe place for people to get out of the elements, mix with other people and have the opportunity to become familiar with our staff to not only feel comfortable when finding out more about services, but also gain a sense of connection," Mr Maddocks said.

The area includes access to toilets, food and hot drinks, WiFi, phone charging and communal computer facilities to allow clients to access essential services while visiting the centre.

Mr Maddocks said the large office space on Bridge Street also provided flexibility for growth into the future and potential for expanded service delivery to meet growing community needs.

The building branding also celebrates the region's rich Ngarrindjeri heritage and is designed to provide a welcoming space for people of all cultures and abilities.



NEW LOOK: The welcoming entrance to the new ac.care Murraylands Centre.

# Art demonstrates commitment to culture



**LIVING LANGUAGE:** Ngarrindjeri animal words feature as room names with accompanying images throughout the ac.care Murraylands Centre, helping keep traditional language of the area alive.

OUR new site in the heart of Murray Bridge has been designed to reflect our respect for Ngarrindjeri culture.

We are passionate about acknowledging the land on which we work always was and always will be Aboriginal land.

Respect for elders past, present and future and the ongoing connection to country of Aboriginal people is central to our activities and service delivery.

Design of the new building at 29 Bridge Street focuses on acknowledging the Murraylands as Ngarrindjeri country through remarkable imagery created by Ngarrindjeri artists, such as Nellie Rankine's Pondi image and animal designs created by Jordan Lovegrove.

The Pondi image featured in ac.care's first reconciliation action plan document and now adorns the front of the new premises in bold mural style.

Our reconciliation action plan artwork from other regions features in the foyer on the walls and welcome counter, demonstrating our commitment to Aboriginal people across our service areas.

But we want to go beyond acknowledgement to helping keep these rich cultures alive through sharing of language.

Traditional language features in our Murraylands centre with examples including Ngarrindjeri animal words selected as room names staff and visitors are encouraged to learn.



Words used throughout the building, including traditional welcomes and farewells, were included in consultation with Ngarrindjeri elders.

We hope encouraging visitors to learn and share language builds respect for the culture of the traditional custodians of the land, who have lived in the area for many thousands of years.

**STRIKING:** The largescale recreation of the Pondi artwork created by Ngarrindjeri artist Nellie Rankine provides a striking and bold statement at the front of our Murray Bridge site.

## Walking together



YOUNG Ngarrindjeri artist Jordan Lovegrove designed striking emblematic artwork for our new Murraylands premises, including banner-style images used across external and internal windows featuring traditional-style representations of animals. This work prompted a further partnership with the young artist and his graphic design business Karko Creations, which was also commissioned to develop our Walking Together logo. This was created to feature on polo shirts provided to ac.care staff and volunteers to enhance our presence at community events and other activities. However, the logo, along with banners created for the Murray Bridge building, have been proudly adopted by ac.care as part of our broader branding of the agency, including for this annual report, and as a demonstration of our respect for Aboriginal cultures and people.

The banner shows the journey of ac.care with Aboriginal communities and people across South Australia to ensure all country people have a safe home, enough money to live on and strong positive relationships. ac.care is represented by the large blue and orange meeting places at either side of the artwork, while the different Aboriginal communities and people are represented by the smaller meeting places and their journey is shown by the dotted pathway connecting them. The various patterns show the different places and environments across South Australia.



**SUPPORTING ARTISTS:**  
Ngarrindjeri artist Jordan Lovegrove created animal banners for our Murray Bridge site and the Walking Together logo to feature on polo shirts worn by ac.care employees, acknowledging our respect for First Nations people of the lands on which we work.



**207 FAMILIES WERE UNDER LESS PRESSURE AFTER ENGAGING  
WITH A PARENTS UNDER PRESSURE PRACTITIONER**

## Support helps single mother secure a brighter future

SINGLE mother Caitlin claims ac.care's family support services "made her a better mum" and helped her move forward after she was left injured from an accident, alone after the end of a long-term relationship and struggling to cope with parenting.

Through early home visits, an ac.care staff member was able to build rapport and trust which enabled Caitlin to share her mental health struggles and talk about her previous experiences of domestic violence.

Caitlin went on to discuss her lack of self-confidence and worth, explaining she felt isolated, but had a strong desire to provide a positive future for her children.

In fortnightly meetings with her family support worker, Caitlin initially said she felt things would not improve, but slowly over time Caitlin started to view her future in a more positive way.

By incorporating strategies from the Parents Under Pressure program undertaken with ac.care into her daily life, Caitlin was able to remain calm, connect with her children, manage her emotions and confidently parent.

After 12 months of intervention, Caitlyn stated she was better at managing her anxiety, had friends she could rely on and felt more confident.

**65 PEOPLE WERE SUPPORTED BY OUR MOUNT GAMBIER  
COUNSELLING TEAM'S FAMILY VIOLENCE SPECIALISTS**

**749 PEOPLE IMPROVED THEIR FAMILY RELATIONSHIPS  
THROUGH COUNSELLING AND GROUP PROGRAMS**

# Aboriginal leaders guide organisation

---

ENCOURAGING fellow Aboriginal people to lead and take ownership of social services in their communities is a passion of Ngarrindjeri man Robin Wright.

His promotion to become ac.care's Aboriginal services senior program manager was among significant appointments in 2019 as the agency continues recruitment and support for Aboriginal employees, including in leadership positions.

Kathy Rigney was also appointed during the year as the agency's senior Aboriginal advisor.

Ms Rigney is an Aboriginal descendant of the Ngarrindjeri and Boandik (Bunganditj) language groups of the Murraylands and Limestone Coast regions.

She is a familiar face to many households in the Murraylands after having spent 28 years working in the child protection sector, including as a principal Aboriginal consultant and in Aboriginal community capacity building with the Department for Child Protection.

"After seeing the numbers of Aboriginal kids coming into care, I wanted to play a bigger part in

strengthening and empowering families, walking side by side with people and giving them the tools that they need to improve their current situation," she said.

"Whatever issue they are facing at the time, if you can deal with that and empower them with services, they can understand what they need to do, even if you have to guide them, but it's not a matter of doing it for them - they've got to do it for themselves and you just support them and as they gain knowledge and skills, they can share that with their family connections and friends."

Ms Rigney has many years of experience in not only child protection, but also youth work.

She is passionate about sharing her knowledge and experience with the ac.care team and has already proven a strong advocate for children in care.

Ms Rigney is working on a range of projects alongside the foster care team, contributing to enhancing culturally responsive and safe care for Aboriginal children.

"I value the work that foster carers do," Ms Rigney said.

"They open up their homes and their families to take in other children, helping to make them feel that they belong."

Meanwhile, Mr Wright's role involves leading staff in the Murraylands and Riverland to make a difference in the lives of vulnerable people.

Rob started with ac.care in the Commonwealth-funded Home Interaction Program for Parents and Youngsters, known affectionately as HIPPY, after a career change, helping deliver the service in the Riverland.

He moved from the early learning and parenting initiative to the Opening Doors Aboriginal youth program before progressing to leading ac.care's Riverland Aboriginal services team and then took on the agency-wide role.

Rob said he continued to witness first-hand the hardships faced by Aboriginal people, but that he remained optimistic, partly by focusing on the positive impact of not-for-profit organisations.

"Programs like Opening Doors have been really successful and don't force anyone to do anything, but gently guide the guys to opportunities," he said.

"Some of these youths face real barriers doing things many of us take for granted, like attending school and getting a job or your driver's licence, especially with the requirement to complete driving hours."

He said the programs worked because of the focus on engaging the community to lead development of services.

"It's about creating ownership with the young people leading the stuff themselves to the point where we have a client that became a volunteer with us and went on to lead some of the dance stuff with the youth group out at the mission," Rob said.

"Stuff like that is just a really big step when you look at where people have come from in their lives to what they have gone on to achieve."

Rob has since progressed to a human resources role within ac.care.

**LEADERSHIP: Robin Wright was promoted to our Aboriginal services senior program manager in 2019/20, before progressing to an ac.care human resources role later in 2020, while Kathy Rigney was recruited as the agency's senior Aboriginal advisor.**



**7.4% OF AC.CARE'S EMPLOYEES  
IDENTIFY AS ABORIGINAL**



RECOGNISED: 2019 Ngarrindjeri  
Aboriginal Worker of the Year  
Anthony Wilson was recognised  
for his dedication to connecting  
people to culture through his work  
at ac.care and headspace.

AWARDED: Riverland NAIDOC  
Week Awards Non-Aboriginal  
Worker of the Year Nicole Honey of  
ac.care with community member  
Kayleen and a new member of the  
Aboriginal community.



## ac.care joins cultural celebrations

---

WE ARE passionate about working with Aboriginal communities across our service areas throughout eastern regional South Australia, including the Murraylands, Limestone Coast, Riverland and beyond.

We partnered with Aboriginal organisations throughout NAIDOC Week 2019 to celebrate the rich cultures across these regions, support events, highlight Aboriginal staff in leadership positions within our organisation and promote our programs to assist First Nations communities and people of all cultures.

Riverland staff participated in a march to open the NAIDOC festivities in their community and worked with South Australian Police to provide a Blue Light Disco during the week.

Meanwhile, staff and volunteers in Mount Gambier joined hundreds of people marching along the main street from the Cave Gardens to Pangula Mannamurna Aboriginal Corporation, where awards were

presented and our team contributed to a family fun day focused on history, culture and achievements.

In Murray Bridge, staff participated in the community bridge walk and contributed to the family fun day at Moorundi Aboriginal Community Controlled Health Service, including hosting activities for children.

Two of our staff received NAIDOC Week awards - Ngarrindjeri Aboriginal Worker of the Year Anthony Wilson and Riverland non-Aboriginal Worker of the Year Nicole Honey.

Anthony now works at headspace and was recognised for connecting people to culture.

He said it was an honour to be acknowledged within his community and said his work was a team effort.

Nicole said she felt privileged to work with Aboriginal communities and the award had special significance for her due to being presented on behalf of the Aboriginal community.

While ac.care participates in and contributes to NAIDOC Week and National Reconciliation Week events annually, celebrating culture and advocating for Aboriginal people to have a greater say in decision-making in Australia, as well as supporting individuals and communities, is something we are passionate about year-round.

UNITED: ac.care staff join with community members in Mount Gambier ahead of the NAIDOC Week march.



Scan to see a video of ac.care's involvement in NAIDOC Week activities across the regions.

CROSSING THE BRIDGE: ac.care staff proudly participate in the Murray Bridge NAIDOC Week walk across the town's iconic bridge.





40 FAMILIES, INCLUDING  
33 ABORIGINAL CHILDREN,  
ATTENDED THE MINYA  
PORLAR CRECHE

FAMILY DAY: Minya Porlar Crèche staff member Cara Holt supervises Luca while he meets a rabbit as part of the NAIDOC Week family fun day in Murray Bridge supported by ac.care.



COMMUNITY EFFORT:  
ac.care and South  
Australia Police worked  
together to organise a  
Blue Light Disco in Berri  
as part of the NAIDOC  
Week events calendar.

# A side of dignity served with roast lunch

---

WHEN an ac.care staff member was heating up her lunch of leftover roast in the communal area at the Mount Gambier Community Centre, a client said "I can't remember the last time I had a roast meal." This overheard remark prompted ac.care's inaugural "CEO's Lunch".

Staff overhauled the multi-purpose training room to become a pop-up gourmet restaurant and 30 clients who were in ac.care's housing program or regular visitors to the centre were sent personal invitations to a roast lunch function.

The August luncheon was prepared and cooked by the staff at the centre and served by chief executive officer Shane Maddocks, homelessness and community services manager Trish Spark and other staff, who also served as waiters.

"It was so heart-warming to see the clients' reactions when they saw the effort we had gone to for them and they were blown away that they had the opportunity to choose what

they would like for their main course and dessert," Ms Spark said.

The luncheon was not only welcomed by the 30 invitees, but also more than 10 additional people who dropped by the centre on the day and were treated to a roast meal.

Mr Maddocks fondly recalls a couple talking to him about the experience and the fact they had never been waited on and given the opportunity to sit down to a three course meal with all the trimmings.

Meanwhile, broader feedback was expressed for the centre by clients, such as the statement "if it wasn't for the centre, I would be out on the streets".

News of the luncheon led to people in the community making contact with ac.care to support future events and offer to volunteer or make donations, including food, to provide additional ongoing support for clients.

"The positive publicity around the event helped generate community goodwill, allowing us to continue to provide support and experiences for our clients beyond services funded through our contracts and fundraising," Ms Spark said.

"The small team banded together to not only provide a meal, but dining experience with a welcome serve of dignity for vulnerable people who often miss what others take for granted, while also encouraging social inclusion and engagement, which is so important for wellbeing."



## 218 PEOPLE WERE ABLE TO GET OVER A CRISIS WITH ACCESS TO EMERGENCY OR SHORT-TERM ACCOMMODATION

TRANSFORMATION: The Mount Gambier Community Centre training room was converted into a restaurant-style dining area for clients invited to the inaugural ac.care CEO's lunch.

Scan the QR code to see a video from our first ac.care CEO's lunch.



# Walk raises awareness of homelessness



Watch our video of the community event by scanning the QR code.



PEOPLE marched through the heart of Mount Gambier for the Pride in Your Stride Walk to mark National Homelessness Week in August.

The event symbolised the daily walk people without a home are forced to make to access food and basic services.

We partnered with Uniting Communities' Ruby's Therapeutic Youth Services team for the event, which concluded at ac.care's Mount Gambier Community Centre on Ferrers Street, where our Limestone Coast Homelessness Service team is based.

The Mount Gambier Rapid Relief Team provided a barbecue at the centre for participants and clients, shoes were donated by the public and Twisted Threads placed donated knitted items around the premises for people to collect if they felt they needed them to help endure cold winter conditions.

Tenison Woods College joined the walk, with other schools also supporting our Homelessness Week initiatives.

Australian Red Cross provided buses to help transport walkers back to their cars.

"It was inspiring to see the community come together to support homelessness services and walk in solidarity with people doing it tough," ac.care Limestone Coast homelessness service manager Jill Pulleine said.

**14375 PEOPLE VISITED THE MOUNT GAMBIER  
COMMUNITY CENTRE FOR A VARIETY OF SERVICES**

# Food relief connects clients to services

---

FOOD relief for clients at the Mount Gambier Community Centre stepped up under an ongoing partnership with national non-profit organisation SecondBite in 2019.

SecondBite provides access to fresh, nutritious food for people in need across Australia by partnering with retailers to divert surplus items from landfill to more than 1300 charities around the country providing food relief to people in need.

Under a partnership with SecondBite, ac.care 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 asking for help through the agency's broader services.

"The food is very popular with clients visiting our centre and for many it makes the difference of having fresh food or in some cases any food at all," community services program manager Sue Watt said.

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, Ms Watt said the availability of produce was vital to support community members who had lost employment or were struggling financially during the uncertain times.

"It also encouraged people to engage with ac.care so they could learn about our services and how we could help create opportunities to improve their situation," she said.

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

# Unique wine partnership raises funds

---

GRAPES picked by ac.care volunteers in Coonawarra are now raising funds for the organisation through online wine sales.

VinoMofo's Homeless Grapes initiative involves fruit deemed surplus to the needs of wineries being picked by teams of volunteers to create special wines to be sold to support homelessness services, with ac.care being the beneficiary of a Coonawarra cabernet.

Grapes were picked at Raidis, Penley and Hollick estates, Redman and Jim Brand wines and Patrick of Coonawarra early in 2019, with winemakers also joining the cause and donating their time to create an appealing blend.

ac.care client Matty was selected to feature on the bottle label, with an artist creating a striking image from a photograph and words selected from his handwritten story about how the organisation had helped him overcome a crisis and create a better future.

The first Homeless Grapes Project started in 2015 with a Facebook post from Jock Harvey at Chalk Hill Wines stating he had a surplus block of grapes and anyone was welcome to them if they made a donation to a charity.

VinoMofo saw an opportunity to create a shiraz as a meaningful fundraiser, with the online wine retailer since expanding the initiative to the Yarra Valley, Coonawarra and McLaren Vale to support local charities in each area.

The 2018 Homeless Grapes Coonawarra Cabernet Sauvignon can now be purchased online for \$25 per bottle or \$150 per six pack, with all proceeds going to ac.care.

**BUY ONLINE:** [www.vinomof.com/wines/red-wine/homeless-grapes-project-cabernet-sauvignon-2018](http://www.vinomof.com/wines/red-wine/homeless-grapes-project-cabernet-sauvignon-2018)



# Agency enhances cultural awareness

WE are passionate about reducing disadvantage among Aboriginal communities as well as recognising the rich and significant knowledge, skills and experiences which Aboriginal people can offer all Australians.

Sadly, there remain significant gaps between the life expectancy, child mortality, educational achievements and employment outcomes of Aboriginal people when compared to other Australians.

We recognise this is a result of generations of disadvantage, institutionalised racism and dispossession and are aware of the resulting impact of inter-generational trauma among people we work with.

Aboriginal people remain highly represented among our client groups and we want to work more closely together on co-design of services, support and providing opportunities for a better shared future.

However, we recognise a key step is developing cultural awareness of all staff, which forms the basis to build and strengthen relationships to enable us to work more closely together, meaningfully progressing our commitment to reconciliation and appropriate delivery of services

Aboriginal cultural awareness training continues to be rolled out to all ac.care staff via South Australian Aboriginal consultancy Bookabee Australia, with a focus on the diversity of Aboriginal cultures, our shared history and how past policies impact on people today.

This training is also being extended to our foster carers as part of a range of initiatives to ensure culturally-appropriate care of Aboriginal young people.

Meanwhile, more than 85pc of our Murraylands staff, along with employees from other regions, also participated in cultural awareness development days on country at the Raukkan Aboriginal community,



**LEARNING: ac.care staff explore the Raukkan Aboriginal community and hear about its history from manager Clyde Rigney Snr.**

where they toured the historic site, learnt about Ngarrindjeri culture and discussed how ac.care could work more closely with Aboriginal communities.

This provided unique insight into the local culture and people for staff in the area.

Cultural awareness and responsiveness remains a priority across the organisation and a focus of our reconciliation action plan.

# Partnerships create opportunities for children

DIVERSE activities to encourage childhood development and bonding with carers have complemented service delivery in Murray Bridge as part of a new Communities for Children Murraylands partnership.

The Murray Bridge Community Centre became a new community partner delivering activities through the program, which is facilitated in the region by ac.care.

Weekly activities added to the centre program focus on music, yoga, play and forming connections to help strengthen bonds and wellbeing for children and adults alike.

Sessions were facilitated by Tina Bambury, who moved to the Murraylands a few years ago after working in the child development and early intervention fields in Sydney, where she had a focus on vulnerable people, including children of young parents and refugees.

Ms Bambury said yoga was particularly beneficial for children, especially those with special needs.

"It can really help children's social and emotional wellbeing," she said.

The centre's community development officer Jade Porter welcomed the partnership with ac.care.

"Being able to offer programs for children has really extended what we can offer and is needed here in Murray Bridge and we could not provide these programs without the agency's support," she said.

Communities for Children Murraylands senior program manager Teresa O'Brien said the program delivered with funding through the Australian Government Department of Social Services was helping build healthier and better-connected communities across the region.

"Communities for Children works in collaboration with community partners and key stakeholders to deliver positive and sustainable outcomes for children and families in the regions," she said.

"Through supporting community partners, we aim to improve the health and well-being of families and the development of young children to help create strong, child-friendly communities."

Unfortunately, COVID-19 led to some Communities for Children activities being moved to online delivery through video streaming and other techniques in 2020, however most programs managed to continue in some form under temporary restrictions.

**1133 PARENTS AND CHILDREN WERE SUPPORTED BY COMMUNITIES FOR CHILDREN MURRAYLANDS PROGRAMS AND ACTIVITIES**



UNITED: Murray Bridge Community Centre community development officer Jade Porter, ac.care's Karen Parker, activity facilitator Tina Bambury and ac.care Communities for Children Murraylands senior program manager Teresa O'Brien celebrate a new partnership to expand activities for children and their carers in Murray Bridge.

# Child designs logo for Aboriginal program

---

A RIVERLAND child contributed to creation of a new logo for an ac.care support service for Aboriginal youths in the region.

The STAY (Service To Aboriginal Youth) program provides opportunities for young people aged 12 to 18.

Participants contributed entries in a competition to create the program's new logo, with 12-year-old Jocelyn Garbutt welcoming the creative outlet.

Her drawing was selected as the winner and converted into a striking logo by ac.care staff member Sally Smith.

Jocelyn said she was "happy and excited" when told she had lodged the winning entry for the competition.

"I was really proud of myself," she said, explaining she was inspired by the colours of the Aboriginal flag and "being an Aboriginal person".

Jocelyn said she was proud of the final result when her colourful piece was converted into a logo for reuse on brochures and other materials.

The STAY program involves youths working individually and in groups with ac.care staff to strengthen cultural identity and sense of self, work towards goals and learn health and wellbeing life skills.

Clients are also supported with case management and advocacy to ensure their needs are met through existing services.

ac.care also delivers the HIPPY and Opening Doors initiatives as part of its Aboriginal services program.

HIPPY (Home Interaction Program for Parents and Youngsters) is a two-year, home-based, early learning and parenting program to help Riverland and Murray Bridge families prepare young children to achieve at school.

The Opening Doors program is for Aboriginal people aged 15 to 25 living in the Riverland in need of support.

Opening Doors provides support with health care management, motivation, behaviour, communication, self-esteem, daily living skills and community activities.

The program also focuses on nurturing family and personal relationships and social networks, along with support to undertake educational and vocational activities.

ac.care also operates the Minya Porlar Crèche in Murray Bridge, which models best-practice in Aboriginal specific childcare, including opportunities for children to experience local language, a nutrition program, natural play environments, links with other community based programs and connection to broader family networks, including visits by elders.

The crèche is provided in partnership with the Department for Education.





47 FAMILIES WERE SUPPORTED THROUGH THE HIPPY PROGRAM TO BE STRONG ROLE MODELS AS THEIR CHILDREN'S FIRST TEACHERS

REBRANDING: The digital version of the new logo, which will feature on material to promote the STAY (Service To Aboriginal Youth) program in the Riverland.

CREATIVE OPPORTUNITY: Jocelyn Garbutt, aged 12, with her winning entry in ac.care's design competition for the new logo for the STAY (Service To Aboriginal Youth) program in the Riverland.



60 YOUNG PEOPLE WERE SUPPORTED THROUGH THE STAY PROGRAM

24 YOUNG PEOPLE WERE SUPPORTED THROUGH THE OPENING DOORS PROGRAM, WITH 16 IN STABLE ACCOMMODATION AND 7 LIVING INDEPENDENTLY

# Volunteers a vital part of diverse team

---

VOLUNTEERS are at the heart of the diverse work of ac.care.

The organisation's largest group of volunteers are the individuals, couples and families across more than 180 households in regional South Australia who welcome children with nowhere else safe to call home into their lives.

But volunteers are also pivotal in a broad range of other services delivered by ac.care.

"Thank you to our volunteers, who all make a wonderful contribution to supporting our mission, helping deliver services and caring for people in regional communities," ac.care chief executive Shane Maddocks said.

The homelessness programs delivered through the Mount Gambier Community Centre are backed by volunteers who help pack and distribute emergency relief hampers.

Meanwhile, other volunteers share skills and knowledge through Adult Community Education (ACE) courses, providing opportunities for social engagement and empowering community members to maintain tenancies or develop 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.

Community member Rose Pilven was asked 15 years ago whether she would like to volunteer at the community centre after previously serving as an employee.

"I thought it would be a challenge - it certainly was and still is," she said, explaining the multi-purpose nature of the centre prompted her to learn diverse skills.

"Volunteering has given me confidence and provides a sense of purpose - I enjoy assisting people, listening and showing kindness and understanding," Rose said.

"When someone's situation is solved, they are so thankful and to see their smile and happiness gives me so much pleasure."

Meanwhile, Jenny Morris has been an ac.care volunteer for 14 years after being impressed with the small but dedicated team at the centre.

"Everyone was friendly, helpful, understood me and encouraged me," she said.

"I was a very shy and nervous person, but volunteering brought me out of myself and gave me skills and confidence - I am able to communicate with others, help people and know I am doing a good job."

**27 VOLUNTEERS CONTRIBUTED TO AC.CARE'S SERVICES**  
**9137 PEOPLE VISITED THE MILLICENT COMMUNITY CENTRE**  
**211 PEOPLE ENGAGED IN ADULT LEARNING COURSES**

Volunteers are also active at Kingston South East distributing emergency relief packages, as well as coordinating a second-hand shop to raise funds to support ac.care.

**COMMITTED TO COMMUNITY:** Jenny Morris and Rose Pilven continue to contribute to ac.care as valued volunteers at the Millicent Community Centre. The centre provides a Millicent base for ac.care's emergency and family support programs, while also acting as a Service SA and Services Australia agent for the town.



# Community support increases impact

THE impact of ac.care in supporting vulnerable country people is increased by the generous support we receive from the communities in which we operate.

While COVID-19 restrictions created new challenges for public events and other activities which support ac.care, we still received many donations and gestures of support.

The Mount Gambier Truck Show delivered a significant financial boost of \$4500, along with an additional \$1200 raised by the Lions Club of Mount Gambier at the event.

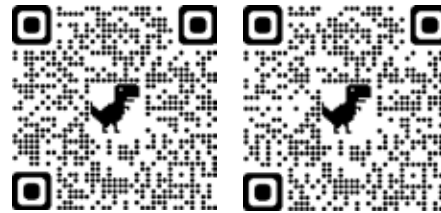
Meanwhile, the TripleM and Hit 96.1FM Limestone Coast 2020 blanket appeal delivered more than 200 blankets and quilts to the Mount Gambier Community Centre as winter weather set in.

Craft organisations in all regions also used their skills to support ac.care, with members creating various hand-made items to support clients, including quilts to donate to children in care.

Meanwhile, appeals were held across all regions in the lead-up to Christmas, including multi-agency and council-led campaigns, while some businesses established giving trees to support ac.care's clients, including young people in care.

These examples are just a few of the many ways the community and businesses have united behind events to support ac.care.

**TEAM EFFORT:** Volunteers from ac.care and other agencies united to distribute gifts for families after the Murray Bridge cross-agency Christmas appeal.



Scan the QR codes to see videos focused on our appeals in Murray Bridge (left) and Mount Gambier (right).





**CRAFTY CONTRIBUTION:** The Refresh and Bloom group in the Riverland was among community craft organisations to support ac.care, donating hand-made gender and age specific quilts for children in care.

**EVENT RAISES FUNDS:**  
The 2019 Mount Gambier Family Truck Show committee donated \$4500 to ac.care to support emergency accommodation services and boost our Christmas appeal after the successful community event.



## Fashion initiative raises creativity and funds

---



**INNOVATIVE SUPPORT:** ac.care marketing manager Jason Wallace accepts a \$4000 donation from Recycled Runway committee representative Trudy-Anne Doyle.

THE 2019 Recycled Runway event not only concluded with a stellar showcase of fashion designs created from Anglican Belltower Op-Shop items, but resulted in a \$4000 donation to ac.care.

The Anglican Church initiative encourages people to recycle, reuse and repurpose second-hand clothing while raising money for ac.care to support foster care programs and people dealing with or at risk of homelessness.

Designers created stunning new outfits from bags of second-hand items for the parade.

Many local businesses and community members supported the event, which was held in August at Grant High School.



## Diversity of services benefits clients

---

LIFE stories we hear from people entering our sites in need of support can be heartbreaking, but we pride ourselves on providing rapid responses to crisis and long-term opportunities for a better life.

A Murray Bridge support worker on a home visit was touched by the story of a single father who had been the victim of a scam and was left with nothing to feed his family.

She soon learnt this was only the latest challenge he had faced after experiencing the death of a child, significant injuries from a farming accident and family breakdown. Upon returning to the office, the support worker was able to arrange immediate food support and financial assistance for the father.

He was provided with a \$200 grocery hamper to help him through the crisis and expressed gratitude at how quickly this assistance was provided to him. Shortly after, he also met with the financial counselling team for advice to plan for a better future over the longer term, as well as connecting with the broader ac.care team for further connection and support.



## Staff dedication continues through decades

---



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

Mount Gambier-based family support, preservation and reunification senior program manager Brooke Wilson and Berri-based family support, preservation and reunification program manager Gail Knott were both recognised for a remarkable 15 years of service.

Ms Wilson has worked across multiple sites and programs over the years with ac.care and said the organisation had evolved considerably over this time.

"I am passionate about truly making a difference in the community and for families, children and individuals to feel safe and connected," she said.

"I love supporting staff to make this happen."

Meanwhile, Ms Knott began working with ac.care later in life after beginning study around the age of 50.

"They took a chance on me, which is something I will always be thankful for," Ms Knott said.

"It gave me the chance to do something I had always wanted to do - help others."



Ms Knott said she worked with inspiring people who supported her throughout challenges in her work and personal life and the organisation's values aligned with her own.

"For many families, a little support, an increase in self-confidence and a person to listen to their problems and help work out a plan for change can make an incredible difference to the children in the family, as well as the adults," Ms Knott said.

"To see the adults we work with at ac.care then want to help others is even more satisfying after so many have had such difficult childhoods themselves."

In the broader ac.care team, ten staff were acknowledged for a decade of service each. These included:

**Murray Bridge:**

Residential care home supervisor Amanda Schellen  
Financial inclusion program manager Meredith Nelson  
Minya Porlar Creche childcare educator Amanda Robinson  
Minya Porlar Creche childcare educator Julie Wingard  
Childcare services assistant director Sherryn Carlton  
Residential care home worker Michael Allen

**Mount Gambier:**

Limestone Coast Homelessness Service program manager Jill Pulleine  
Mount Gambier Family Relationship Centre family dispute resolution practitioner Tammie Scott  
Mount Gambier Family Relationship Centre family dispute resolution program manager Rachael Barrett

**Berri:**

Family preservation and reunification worker Connie Leckie

# Treasurer's report

---



FIRSTLY, I would like to start by thanking Robyn Ashby, her team and my fellow members of the audit committee for their support and efforts throughout my tenure as treasurer of this truly amazing organisation.

Despite the many challenges presented, I am pleased to report it has been another successful year for ac.care. We can be proud that as an organisation we have ensured the continuous delivery of our services, while at the same time meeting our financial goals.

I am pleased to present the audited financial statements for the year ended 30th June 2020 with a reported surplus of \$733,032. Additionally, targets for financial sustainability and stability have also been met and the organisation is well positioned to move forward with confidence.

The building of a strong financial base has enabled ac.care to invest in a new office space in Murray Bridge. Moving into the central business district of Murray Bridge will ensure greater accessibility of our services for those in need. The large office space on Bridge Street also provides for growth into the future, giving ac.care the potential for expanded service delivery to meet community needs.

With strong governance from our board, chief executive officer Shane Maddocks and his team effectively navigating the organisation in an environment that is changing on almost a daily basis, ac.care is well placed to provide country people with a safe home, enough money to live on and strong, positive relationships well into the future.

**Craig Nisbet,**  
Treasurer

**ANGLICAN COMMUNITY CARE INCORPORATED**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**For the year ended 30 June 2020**

	Note	2020 \$	2019 \$
<b>Income</b>			
Revenues from fees and charges	3	220,875	253,279
Grants and contributions	4	19,765,467	18,181,948
Rent revenue	5	-	1,748
Interest revenue	6	66,902	91,082
Other income	8	235,670	238,593
<b>Total income</b>		<b>20,288,914</b>	<b>18,766,650</b>
<b>Expenses</b>			
Staff benefit expenses	9	14,841,994	13,384,927
Supplies and services	10	3,660,189	4,602,924
Depreciation and amortisation	11	876,255	140,046
Finance costs	12	126,109	-
Net loss from the disposal of non-current assets	7	6,500	8,769
Other expenses	13	44,835	3,680
<b>Total expenses</b>		<b>19,555,882</b>	<b>18,140,346</b>
<b>Net result</b>		<b>733,032</b>	<b>626,304</b>
<b>Total comprehensive result</b>		<b>733,032</b>	<b>626,304</b>

The full versions of these statements are available from our website [accare.org.au](http://accare.org.au)

ANGLICAN COMMUNITY CARE INCORPORATED

STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Note	2020 \$	2019 \$
<b>Current assets</b>			
Cash and cash equivalents	14	6,479,762	5,366,018
Receivables	15	12,811	15,691
Other current assets	16	274,353	313,628
<b>Total current assets</b>		<b>6,766,926</b>	<b>5,695,337</b>
<b>Non-current assets</b>			
Property, plant and equipment	17	3,865,645	550,753
Intangible assets	18	133,656	117,284
Other noncurrent assets	19	4,660	4,660
<b>Total non-current assets</b>		<b>4,003,961</b>	<b>672,697</b>
<b>Total assets</b>		<b>10,770,887</b>	<b>6,368,034</b>
<b>Current liabilities</b>			
Payables	20	551,308	693,331
Lease liabilities	21	685,244	-
Staff benefits	22	1,761,552	1,345,109
Other current liabilities	23	858,475	506,743
<b>Total current liabilities</b>		<b>3,856,579</b>	<b>2,545,183</b>
<b>Non-current liabilities</b>			
Lease Liabilities	21	2,417,362	-
Staff benefits	22	335,002	335,891
<b>Total non-current liabilities</b>		<b>2,752,364</b>	<b>335,891</b>
<b>Total liabilities</b>		<b>6,608,943</b>	<b>2,881,074</b>
<b>Net assets</b>		<b>4,161,944</b>	<b>3,486,960</b>
<b>Equity</b>			
Other reserves		842,777	643,692
Retained earnings		3,319,167	2,843,268
<b>Total equity</b>		<b>4,161,944</b>	<b>3,486,960</b>

Contingencies

24

The full versions of these statements are available from our website [accare.org.au](http://accare.org.au)

**ANGLICAN COMMUNITY CARE INCORPORATED**  
**STATEMENT OF CHANGES IN EQUITY**  
**For the year ended 30 June 2020**

	Note	Other reserves \$	Retained earnings \$	Total \$
<b>Balance at 30 June 2018</b>		<b>592,863</b>	<b>2,267,793</b>	<b>2,860,656</b>
<b>Net result for 2018-19</b>		-	<b>626,304</b>	<b>626,304</b>
Transfer to / (from) reserves		50,828	(50,828)	-
<b>Total comprehensive result for 2018-19</b>		<b>50,828</b>	<b>575,476</b>	<b>626,304</b>
<b>Balance at 30 June 2019</b>		<b>643,692</b>	<b>2,843,269</b>	<b>3,486,960</b>
Cummulative adjustment upon adoption of new accounting standards AASB 16 Leases		-	(58,048)	-
<b>Adjusted balance at 1 July 2019</b>		<b>643,692</b>	<b>2,785,221</b>	<b>3,428,913</b>
<b>Net result for 2019-20</b>		-	<b>733,031</b>	<b>733,031</b>
Transfer to / (from) reserves		199,085	(199,085)	-
<b>Total comprehensive result for 2019-20</b>		<b>199,085</b>	<b>533,946</b>	<b>733,031</b>
<b>Balance at 30 June 2020</b>		<b>842,777</b>	<b>3,319,167</b>	<b>4,161,944</b>

The above statement should be read in conjunction with the accompanying notes.

ANGLICAN COMMUNITY CARE INCORPORATED

STATEMENT OF CASH FLOWS

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
<b>Cash flows from operating activities</b>			
<b>Cash inflows</b>			
Receipts from fees, charges and grants		22,614,669	20,473,828
GST recovered from the ATO		461,019	429,514
Interest received		75,626	91,082
<b>Cash generated from operations</b>		<b>23,151,314</b>	<b>20,994,424</b>
<b>Cash outflows</b>			
Payments to suppliers and employees		(18,775,728)	(18,001,324)
GST remitted to ATO		(1,960,633)	(1,834,817)
<b>Cash used in operations</b>		<b>(20,736,361)</b>	<b>(19,836,141)</b>
<b>Net cash provided by / (used in) operating activities</b>		<b>2,414,953</b>	<b>1,158,283</b>
<b>Cash flows from investing activities</b>			
<b>Cash inflows</b>			
Proceeds from sale of property, plant and equipment		9,500	5,406
<b>Cash generated from investing activities</b>		<b>9,500</b>	<b>5,406</b>
<b>Cash outflows</b>			
Purchase of property, plant and equipment		(568,844)	(187,034)
<b>Cash used in investing activities</b>		<b>(568,844)</b>	<b>(187,034)</b>
<b>Net cash provided by / (used in) investing activities</b>		<b>(559,344)</b>	<b>(181,628)</b>
<b>Cash flows from financing activities</b>			
<b>Cash outflows</b>			
Payment of lease liabilities		(741,865)	-
<b>Cash used in financing activities</b>		<b>(741,865)</b>	<b>-</b>
<b>Net cash provided by / (used in) financing activities</b>		<b>(741,865)</b>	<b>-</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>1,113,744</b>	<b>976,655</b>
Cash and cash equivalents at the beginning of the period		5,366,018	4,389,363
<b>Cash and cash equivalents at the end of the period</b>	14	<b>6,479,762</b>	<b>5,366,018</b>

The full versions of these statements are available from our website [accare.org.au](http://accare.org.au)

**Inventory Summary - ac.care (Period 2019-2020 Financial Year)**

<b>Emissions Source</b>	<b>Consumption Units</b>	<b>Consumption</b>	<b>BASE YEAR 2010-2011 CO<sub>2</sub>-e (tonnes)</b>	<b>2019-2020 CO<sub>2</sub>-e (tonnes)</b>	<b>Proportion of total inventory (%)</b>	<b>Reduction from Base year (%)</b>
<b>Direct Emissions (Scope 1)</b>						
Petrol - vans and company cars	kL	49.49	215.69	114.46	28.59%	
Diesel - company cars	kL	5.33	0.51	14.51	3.62%	
Distributed Natural Gas	GJ	233.78	8.31	12.05	3.01%	
LPG - Bulk heating	GJ	65.53	0.04	3.97	0.99%	
Autogas - vans and company cars	GJ	7.14	5.98	0.43	0.11%	
<b>Total Scope 1</b>			<b>230.53</b>	<b>145.42</b>	<b>36.33%</b>	<b>-36.92%</b>
<b>Indirect Emissions (Scope 2)</b>						
Electricity usage	kWh	358,178.00	216.84	157.60	39.37%	
<b>Total Scope 2</b>			<b>216.84</b>	<b>157.60</b>	<b>39.37%</b>	<b>-27.32%</b>
<b>Optional Emissions (Scope 3)</b>						
Electricity (distribution losses etc.)	kWh	358,178.00	41.45	35.82	8.95%	
Waste (municipal collection)	m3	143.92	18.65	28.21	7.05%	
Flights (staff travel)	km	77,530.00	35.34	19.01	4.75%	
Petrol (extraction, production etc)	kL	49.49	17.08	6.09	1.52%	
Water - reticulated supply	kL	3,838.00	2.58	4.76	1.19%	
Natural gas (extraction, production etc)	GJ	233.78	1.65	2.41	0.60%	
Diesel - (extraction, production etc)	kL	5.33	0.04	0.74	0.19%	
LPG -Bulk heating (extraction, production etc)	GJ	65.53	0.00	0.24	0.06%	
Autogas (extraction,production etc)	GJ	7.14	0.53	0.03	0.01%	
<b>Total Scope 3</b>			<b>117.33</b>	<b>97.30</b>	<b>24.31%</b>	<b>-17.07%</b>
<b>Total Scope 1 + 2</b>			<b>447.37</b>	<b>303.02</b>	<b>75.69%</b>	
<b>Total Scope 1+2+3</b>			<b>564.69</b>	<b>400.32</b>	<b>100.00%</b>	
<b>Reduction Measures &amp; Offsets</b>						
Carbon Credits			0.00	0.00		
<b>FINAL TOTAL</b>			<b>564.69</b>	<b>400.32</b>		<b>-29.11%</b>

<b>FTE</b>	<b>136.00</b>	<b>178.50</b>
<b>tCO<sub>2</sub>-e / FTE</b>	<b>4.15</b>	<b>2.24</b>

**The Greenhouse Gas Protocol:**

Note that in preparing this inventory reference has been made to the accounting standards and principles identified in the Greenhouse Gas Protocol, produced by the World Business Council for Sustainable Development and the World Resources Institute. Also used were the National Greenhouse Account (NGA) Factors August 2019. These resources are available from the Australian Government climate change website [www.climatechange.gov.au](http://www.climatechange.gov.au).

Direct emissions (scope 1) are as a result of the organisations activities within its organisational boundaries. Indirect emissions are generated in the wider economy as a consequence of the organisations activities, and are physically produced by the activities of another organisation. Electricity consumption is designated scope 2 and all other indirect emissions as scope 3.

# ac.care 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

## Community and Learning

ACE Adult Community Education  
ac.care Berri  
ac.care Murraylands Centre  
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

## 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

## Out of home care

Foster carer recruitment, assessment and training  
Occasional, 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  
Bringing Up Great Kids Parenting Program  
Children in Focus Information Sessions  
Children's Contact Service, providing a safe, neutral place for changeovers and supervised contact  
Circle of Security  
Communities for Children Murraylands  
Drumbeat  
Family Advocacy and Support Services  
Family and Relationship Counselling  
Family Dispute Resolution for parenting and property matters

Family Preservation and Reunification  
Minya Porlar Crèche Murray Bridge  
Mount Gambier Family Relationship Centre  
Parent Child Mother Goose  
Parenting After Separation (Post Separation Cooperative Parenting)  
Seasons for Growth  
Specialised Community Referral Service  
Specialised Family Violence Service  
Storm Birds extension to Seasons for Growth  
Tuning In To Kids  
Tuning In To Teens  
Youth Resilience Scholarship



# Community Networks

---

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

## National

Anglicare Australia  
Anglicare Australia Financial Assistance Network  
Australian Institute of Company Directors  
Australian Institute of Family Studies  
Families Australia  
Family Relationship Services Australia  
Institute of Community Directors  
National Aboriginal and Islander Day Observance Committee  
Our Community  
Reconciliation Australia  
Secretariat of National Aboriginal and Islander Child Care  
Share the Dignity  
SNAICC – National Voice For Our Children  
South Australian Council of Social Services

## State

AnglicareSA  
Child Adolescent Mental Health Service  
Child and Family Focus SA  
Communities for Children State Network  
Community Centres SA  
Connecting Foster and Kinship Carers SA  
CREATE Foundation SA  
Department for Community Corrections  
Department for Education and Child Development  
Department of Industry and Skills  
Family Based Care Provider Forum  
Family Safety Framework  
Generic Homelessness Services Network  
Generic Youth Homelessness Services Network  
headspace  
Homelessness SA

---

Job Network agencies  
No Interest Loan Scheme Network  
OARS Community Transitions  
Office of the Guardian for Children and Young People  
Reconciliation SA  
Reconnect State Network  
Red Cross SA  
Regional Development Australia  
SA Aboriginal Child Care Conferences  
SA Anglicare Network  
SA Council of Social Services  
SA Emergency Relief Network  
SA Family Law Pathways Network

SA Financial Counsellors Association  
SA Homelessness Strategic Advisory Group  
SA Homelessness Supportive Housing Reference Group  
SA Housing Authority  
SA Police  
SA Rural and Remote BBF Teleconference network  
Salvation Army SA  
Shelter SA  
Therapeutic Residential Care Network Group  
Uniting Communities SA  
Vinnies SA



# Community Networks

## Adelaide Hills

Adelaide Hills Community Services Forum  
Adelaide Hills Community Action Group  
Adelaide Hills Youth Sector Network  
Mount Barker District Interagency on Homelessness

## Limestone Coast

Australian Early Development Census Action Group  
Child Family Assessment and Referral Network  
Children's Services Network  
Community Assistance Network  
Limestone Coast Family Safety Framework  
Limestone Coast Family Violence Action Group  
Limestone Coast Community Services Roundtable  
Limestone Coast Local Service Area Drug Action Team  
Limestone Coast Suicide Prevention Network  
Limestone Coast Training  
Melaleuca Primary School Community Hub  
Millicent and Surrounds Food Network  
Mount Gambier Early Childhood Services Network  
Mount Gambier Police Station Local Liaison Group  
Mount Gambier Prison  
Mount Gambier Vulnerable Youth Network  
Pangula Mannamurna Aboriginal Corporation  
Support Homeless People Luncheon Committee  
Uniting Communities  
Violence Against Women Collaboration  
Wattle Range Council Social Issues subcommittee  
Women in Business and Regional Development  
Youth Homelessness Reference Group



## **Murraylands**

Aboriginal Sobriety Group  
Aboriginal Youth and Family Network  
Habitat for Humanity South Australia  
Headspace Consortium  
High Risk Infant Group  
House of Hope  
Mental Health Interagency Network  
Mid Murray Family Connections Network  
Moorundi Aboriginal Community Controlled Health Service  
Murray Bridge Reconciliation Week Committee  
Murray Bridge Regional Collaboration on Violence Against Women and Children  
Murray Bridge SAFE Network  
Murray Bridge Suicide Prevention Network  
Murray Bridge White Ribbon Action Group  
Murraylands Family Safety Framework  
Murraylands Housing Protocol  
Murraylands Multi-Cultural Migrant Settlement Committee  
Murraylands Skills and Employment Regional Network  
Murraylands Youth Sector Network  
Murray Mallee Children and Families Network

Murray Bridge NAIDOC Committee  
Nanko-walun Porlar Nomawi Team  
Ngarrindjeri Regional Authority  
Rural City of Murray Bridge  
Vulnerable and Domestic Squalor Interagency Meeting  
Vulnerable Persons Framework

## **Riverland**

Aboriginal Sobriety Group  
Riverland Aboriginal Men's Support Group  
Riverland Child and Family Safety Network  
Riverland Community Services Alliance  
Riverland Domestic Violence Action Group  
Riverland Emergency Relief Network  
Riverland High Risk Infants Group  
Riverland NAHA Operations Meeting  
Riverland Vulnerable Persons Framework



## Funding partners

---

Brotherhood of St Laurence

Department for Child Protection SA

Department for Communities and Social Inclusion 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

Uniting Communities

Wyatt Benevolent Institution

# Thank you to all our supporters

---

Creating opportunities for country people involves many organisations and individuals.

We sincerely thank you for your time, donations and care. To respect the privacy of individual donors, including staff and family trusts, we have not identified them.

We thank our foster families for their care and commitment.

We thank our volunteers for their time and energy.

We thank our staff and board members for their dedication.

## **Business Community**

Absolute Cleaning Riverland

Adelaide Sunday Mail Foundation

ALDI

Arrow Pharmaceuticals

Athlete's Foot Mount Gambier

Auld Property Management

Aussie Disposals

Autograph

Baker's Delight

Bank SA Murray Bridge

Barry Maney Group

Baxter Hire

Bella Lavender Estate

Big W

Blue Lake Real Estate

Bottega MBS

Bunnings

Coles

Commonwealth Bank

Dear Lyla

DiGiorgio Family Wines

Eco-Tech Services

Elders Real Estate - Mount Gambier

Exchange Printers Mount Gambier

Foster's Foodland

Futurity Investment Group

Frank Kaiser Real Estate

G4S

Go Transit

Hawkins Medical Clinic

HelloFriday

Inner Soul Gym

Jacqui Mason Art

Jeans West

Johnston Withers Lawyers

Kinship Productions

Kmart

Malseed's Real Estate

Marketplace

McCue's Bakery

Mini Jumbuk

Mount Gambier & District Community Bank®

Branch of Bendigo Bank

Mount Glass and Glazing

My Health Haven

Oatmill Cinema

Office National Mount Gambier

Ray White - Berri

Re/Max

Red Carpet Inn Motel

River Doc's ED

Riverland Boxing Club

Royal Oak Hotel

SAL Real Estate

She's Apples Mt Gambier

Sports Power - Murray Bridge

Tanya's Hairworks

The Splendid Egg

UFS Chemist

Vinomofa

Waynes Furniture Removals

Woolworths

# Thank you

---

## **Churches & Auxiliaries**

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

## **Community & Service Organisations**

Bridge Patches and Quilters  
Carols in the Garden  
Coomandook CWA  
Imperial Football Club  
Inner Wheel Club of Mobilong  
Lions Club of District 201C2  
Lions Club of Mount Gambier  
Lions Club of Murray Bridge  
Lions Club of Port MacDonnell  
Mount Gambier Agricultural and Horticultural Society  
Mount Gambier Family Truck Show Committee  
Mount Gambier Men's Shed  
Murray Bridge Christmas Appeal  
Murray Bridge Community Centre  
Murray Bridge Community Club  
Murray Bridge Social Dance Group  
Pine Tree Quilters  
Quilting Medical Mums  
Resthaven Knitting & Crocheting Group  
Robe Knitting Group  
Rotary Club of Mount Gambier  
Rotary Club of Mount Gambier West  
Rotary Club of Murray Bridge  
Stand Like Stone Foundation  
Twisted Threads  
The Men's Shed  
Woodlands Craft Group



## **Government & Agencies**

City of Mount Gambier  
Carers SA  
Chaffey Theatre  
Country Health Connect  
Country Arts SA  
Department of Finance and treasurer  
Dept of Human Services  
District Council Renmark Paringa  
Federal Circuit Court of Australia  
Gerard Community Council  
Mid Murray Council  
Mount Gambier Public Library  
Mount Gambier Mayor's Christmas Appeal  
Renmark Paringa Public Library  
Rural City of Murray Bridge  
Salvation Army  
Tony Pasin - Federal Member for Barker

## **Education**

Berri Out of School Hours Care  
Berri Primary School  
Glenburnie Primary School  
Griffith University  
Melaleuca Park Hub  
Mount Gambier North Community Hub  
Mount Gambier High School

Murray Bridge High School  
Murray Bridge South Primary  
School  
TAFE SA  
Tenison Woods College  
Tinyeri Children's Centre  
Tumbleweed Active Playgroup  
Unity College

## **Media**

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

## **Philanthropic & Not-For-Profit**

CMV Group Foundation  
Foodbank

Good360  
Kiwanis  
Pet Rescue  
Rapid Relief Team Australia  
SecondBite  
Stand Like Stone  
Wyatt Foundation

## **Volunteer Board & Committee Members**

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

## **Sub-Committee Members**


Jane Fetherstonhaugh  
Helen Brown  
Gillian McGinty  
Rosie Schellen  
Ian Millard



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

---





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

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

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

**Donate your time** as a community supporter/volunteer

**Make a gift** in your will

**Hold a fundraising event**

**Like and share** our stories on social media

**Sign up** to receive our newsletters

**[accare.org.au](http://accare.org.au)**



# 1300 ACCARE (1300 222 273)

## LIMESTONE COAST

Mount Gambier - Head Office

Ph: (08) 8724 5400

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

Mount Gambier Community Centre

Ph: (08) 7725 3000

22 - 24 Ferrers Street, Mount Gambier, SA 5290

Mount Gambier Family Relationship Centre

Ph: 1800 880 913 or (08) 8721 3500

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

Millicent Community Centre

Ph: (08) 8735 5700

57-59 George Street, PO Box 378, Millicent SA, 5280

## MURRAY MALLEE & ADELAIDE HILLS

Murray Bridge

Ph: (08) 8531 4900

29 Bridge Street

PO Box 2090, Murray Bridge, SA 5253

## RIVERLAND

Berri

Ph: (08) 8580 5300

5 Kealley Street, PO Box 1345, Berri, SA 5343



[accare.org.au](http://accare.org.au) | [care@accare.org.au](mailto:care@accare.org.au) |