



ac.care

opportunities for life ... for rural people
est. 1986

ANNUAL REPORT

FY 2016-2017

accare.org.au

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Young Adelaide celebrated National Families' Week at the Mannum Park with a picnic.

ABORIGINAL SERVICES
FOSTER CARE AND THERAPEUTIC CARE HOMES
FAMILY AND CHILDREN
COMMUNITY AND LEARNING
HOMELESSNESS AND HOUSING
YOUNG PEOPLE

OUR VISION

Opportunities for life ... for rural people.

OUR MISSION

is to enhance the wellbeing of rural people through positive social change.

OUR VALUES

Compassion

Adaptability

Relationships

Excellence

OUR GOAL

We will effect positive social change for individuals and communities.

OUR STRATEGIES

Applying innovative practices to provide excellent services.

Building diverse relationships to share opportunities, resources and responsibilities.

Operating in a mandate of social, financial and environmental sustainability.

Promoting our role as a Rural Specialist and as a voice of our communities.

Using reliable and valid data to identify opportunities and measure impacts.



Children making mandala magic at Reedy Creek.

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2016 – 2017 snapshot

ac.care's head office is in Mount Gambier where the charity was created. We operate across the Southern country region of South Australia – Adelaide Hills, Limestone Coast, Murray Mallee and the Riverland. ac.care was created by country people for people living in country regions.

A snapshot of outcomes

331 foster children

found homes with local foster carers

161 families

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

119 people

could remain in their homes through early intervention homelessness services

908 people

moved from homelessness into stable accommodation

170 were able to

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

63 children

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

58 separated families

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

A snapshot of what we did

904 counselling

or personal successful coaching sessions were attended across the Limestone Coast

1,397 people

accessed our homelessness services. 501 in the Murray Mallee, 476 in the Limestone Coast and 420 in the Riverland.

12,122 visitors

to the Millicent Community Centre and 2,081 telephone calls

22 volunteers donated 2,387 hours

of their time in Mount Gambier, Millicent and Kingston

319 adults

engaged in adult learning courses at the Mount Gambier Community Centre and 65 at Millicent Community Centre

42 children

were cared for in our Therapeutic Care homes

91 foster carers

attended professional training

255 employees

live and work in our community

5,247 visitors

to the Mount Gambier Community Centre and 8,388 telephone calls

6,629 visitors

to the Waikerie Community Centre and 548 calls

170 were able to

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

5,723 people

attended a Communities for Children partners' event throughout the Murray Mallee. This included 2,634 children.

828 people

were referred to an ac.care service from the Millicent Community Centre

1,955 people

were supported with Emergency Relief Services

462 people

accessed our financial counselling services

446 individuals

were provided with information and referral to strengthen their family relationships

149 parents

learnt about the effects of separation on children through our Parenting After Separation workshop

140 families

were visited by a family support worker

78 Aboriginal children

accessed early learning programs through Minya Porlar and Gerard Creche and the Playgroup in the Park. 78 were Aboriginal.

69 media interviews

and published articles informed our communities on social justice issues.

64 separated families

attended a mediation session with a family dispute resolution practitioner

63 people

took on a No Interest Loan (Nils®)

59 parents

gained new skills and knowledge at parenting workshops

39 families

were supported by our family preservation and reunification service

Convenor report

Our reason to exist

"Why do we exist"? It is such a fundamental question, and we have been reaffirming our answer which is "to build resilience and opportunities with people in rural communities". It is a time when we need to be very clear about this as we consider and deliver the wide range of social programs in the communities in which we operate. It will guide us on the journey ahead with its many looming changes and challenges.

Speaking of change, this year's big news has been the retirement of Rob Foggo. As our founding CEO, he has overseen and led the organisation from those early beginnings through amazing growth, to the well respected and effective organisation it has become. We owe Rob a great debt of gratitude for his dedication to the cause of people in need, his hard working leadership of many teams of talented caring staff for over 25 years, and for making ac.care what it is today. We wish him and his very supportive understanding wife Denise, all the best for the future. As a result we have been faced with the task

of finding a new CEO and the Board is pleased to announce that Shane Maddocks has been appointed to lead ac.care as we continue on our journey for a sustainable future, as a prominent participant working with others to build up community, and to show that ac.care and the Anglican Church, has a deep commitment to serve people in need.

Michael Bleby
Convenor, Board
of Directors



CEO report

This annual report spans a time of transition for ac.care, with Rob Foggo retiring after 25 years as CEO and the successful recruitment of Shane Maddocks as the incoming CEO. In his last few days of work, Rob sent an email to all staff to share his personal reflections of his time as CEO. We share this here with you.

It seems like the last 25 years have come and gone very quickly, but over that time I have gathered a lot of great memories. From those early days, at our then only office, Acacia St. where our staff of 5 used to meet over a shared lunch, a culture of care for each other, and compassion for those with whom we worked, was strong. Now, all these years later, I am very proud that the same care and compassion still is strong amongst our 250 staff, working out of 9 offices and 6 Therapeutic Strength Based Care houses. We have grown from a small NGO operating out of Mount Gambier, to the largest NGO operating out of the southern country region of South Australia. But this growth would have been for nought, if it wasn't supported by that culture of care and compassion.

As we grew as an organisation, so did the support we received from the communities in which we worked. The business community, local government, service clubs, Aboriginal leaders, other non-government organisations and government departments, a number of volunteers (including over 150 foster families who open their homes and hearts to our children), all joined with us in strengthening and supporting those in need living in our regional communities. Together we have been able to make a significant positive difference.

I would like to thank everyone that has worked with me over the last 25 years, especially our wonderful staff, foster families and Board Directors. I would like to give a special mention to my family who have made many sacrifices over the years and provided me with unlimited support, without which I could not have done as much, or lasted as long as I did. It is now their turn.

Many, many thanks.
Rob



Rob Foggo



Rick Fisher, Rob Foggo, Michael Bleby and Craig Nisbet



Gail Walker, Hannah Childs, Simon Livingstone, Kareh Petersen, Ute Herrmann-Bullock, Peter Mitchell, Bernadette Douglas, Amanda McKinnon, Rob Foggo, Tony Ross, Mandy Shelton, Kat Hopgood and Erin Rowley

Executive Leadership Team update

The start of the 2016-2017 financial year marked the formation of the Executive Leadership Team (ELT) – a new part of ac.care's structure, and a key enabler for a smooth transition to a new CEO.

The ELT brings a well-qualified, broad range of perspectives to ac.care's governance and ensures informed and strategic decision-making.

Its members share their expertise in service delivery, governance, strategy, finance, people and culture and risk management. Collectively, they explore possible futures and solve current challenges to build an adaptive and innovative organisation.

The ELT provides the solid base for compassionate and impactful approaches to client and community issues – to build resilience and opportunities with country people for a great future.

The track record for its first year of operation include:

- Formalised decision-making processes for strategic partnerships for the dis/continuation of specific services and for grant funding applications
- An in-depth analysis of the current challenges and opportunities for the sustainability of ac.care
- A commitment to professional development put into practice – with ELT members trained in Lean leadership and in company directorship
- The establishment of the Community Services Leadership team and the Operational Leadership team. These senior management groups share their collective expertise and resources to find innovative solutions to maximise opportunities for and with people in our communities.
- The re-accreditation of ac.care under the Australian Service Excellence Standards at both Certificate and Award level

We are deeply grateful for the support, passion and trust from our colleagues. It is you who change plans into reality for country people.

Doug Hicks, Kirsty Barnett, Robert Foggo, Robyn Ashby, Ute Herrmann-Bullock

Mount Gambier fire service donations to the Truck
Convoy a project initiated by Adam and Julie Smith



No wrong door

We have a philosophy of 'no wrong door'. This means when someone comes to us we only ask their story once, so they do not have to keep telling it over and over again to different people. We share these client stories to give examples of why people use our services and how we are able to assist them.

Naomi holds the keys to her freedom

Naomi lives in one of our properties. These are Naomi's words and she asked that her picture be captioned 'Naomi holds the keys to her freedom'



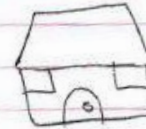
What Home Means To Me: ^{Fridays} ^{16th June} ²⁰²³ date:

What home means to me is I get to have the independence of having freedom and making my own choices.

It is a place where I feel comfortable and achieving my dreams. I feel so happy knowing I have a home and that I can be an independent person.

Thanks to my recent AC Care Worker Cassie for getting me into my new place and giving me the opportunity to have this place that I now call home.

That is what home means to me and I also thank the AC Care people for supporting me throughout my independent journey.



Opening doors leads to home

Opening Doors provides individual support services for Aboriginal young people aged 15 to 25. It operates from our Berri office and is funded by Country Health SA Local Health Network Inc.

"It's a place you can always go to. You are always welcome, and you are always safe. You can't do anything wrong at home. It's a place to make your memories. Home is what you make it."

Stability had been really important to Etho and knowing he had a bed every night was one of a number of things that helped his confidence grow.

"I find myself speaking much more intelligently. I used to be very quiet and not say much because I didn't think I was smart enough."

"Opening Doors has helped me in so many ways. From getting my L's to schooling, and of course living here. You guys have really helped to keep me staying on the right track. The service has really helped me to work out that I need to help myself."

"I am so much more independent which helps me with my confidence. I speak to people a lot more now than I used to. I am handling my money so much better."

Our worker Robin asked him what we could do to improve the program

"I really can't say – you guys have done so much for me. But, I guess you could increase awareness of the program and what is possible."



Best Thing I Ever Did

We wanted to better support fathers who used our Children's Contact Service.

Our family services team trialed a specific Circle of Security parenting program for these parents to give them the skills and knowledge to build more positive relationships with their children. The course was offered to current non-residential fathers who were having either supervision or change-overs with their children. The fathers who participated were at varying levels, some were moving from supervised contact to change-overs and others had only just been to court and were waiting for contact to commence. The program was run over six sessions and we had 100% attendance. All the participants interacted, some were very quiet at the beginning but once the trust was built, the conversations were rich and reflective. In their participants' surveys everyone reported their relationships with their children had improved and that they now felt confident in meeting their children's needs. This was further highlighted by a dad who disclosed that during his most recent supervision, and through applying what he had been learning at Circle of Security, his son hugged him for the first time in years.

“This Circle of Security course was very beneficial for the stage of my parenting at this present time. The way the course was taught it was very easy to put the teaching into practice. Being an all-male course made it comfortable to talk about personal situations. I would recommend this course to every parent as the result in such a short time is remarkable.”

“I really enjoyed the program. I am eager to improve my skills as a parent and this course has done just that. It benefited me most meeting other parents going through the same thing and talking about what was happening and knowing it is going to get better. Everything we spoke about was relevant to me being a first time dad. I found it most helpful and it has changed my parenting approach for the better”.

“I was unsure at the start of the program but now I have learnt a lot about myself and what my son’s going through.”

“This is the best thing I ever did for us (my son and I). It’s opened my eyes to be a better parent for me and my child.”



“A HOME IS SOMEWHERE SAFE
FOR ME AND MY CHILDREN. I ALSO
LOVE THE RURAL AREA AS IT IS A
SLOWER PACE AND RELAXING AND
THE COMMUNITY IS FRIENDLY.”

Left: Cheryl and her children in front of their new home.

Parenting between cultures

ac.care believes collaborating with other organisations is the best way to achieve outcomes for the community. As an example we partnered with the Mount Gambier Migrant Resource Centre (MRC) and Mount Gambier North School to offer the Parenting Between Cultures course to refugee families from Karen and Karenni backgrounds. The refugees had identified a need to develop parenting skills and confidence was identified by the community themselves. Developed by the Marymead Child and Family Centre, the Parenting Between Cultures course is aimed at parents from culturally and linguistically diverse communities. The course was offered over six weeks at the MRC.

Although nine parents were initially invited to attend, news quickly spread about the course in the community and more individuals asked to be included. A total of 19 mothers and fathers registered and actively took part throughout the whole six weeks.

The parents had the chance to talk about their culture and how their parents raised them. It did not only give presenters valuable insight into the parents' culture and beliefs, but also helped participants to measure their traditions against Australian methods of parenting. All participants expressed an eagerness to learn about parenting in Australia and asked for more support into the future after this course. They saw the chance to improve their parenting skills as a rare opportunity.

In their feedback survey all parents requested to do different courses in order to learn more about parenting and other areas that they are not familiar about (how to use a computer, how to keep children healthy, safety, raising teenagers). Most parents noted that the course taught them to be better parents and how to raise better children.

One mum said after the first session:

"I have put my hand-out on the fridge – this was so I can remind myself of different things to try."





CONTACT

Tragic loss of loved ones led to homelessness

Cowen found himself homeless after a series of tragedies which took its toll on his family over a number of years. Cowen told us that his life went spiralling downwards and out of control with the grief he experienced after losing loved ones in a tragic accident. He was using alcohol as relief but this started to take over and he began having health issues.

"It took a great deal of courage to climb out of the dark place I was in" said Cowen. He acknowledges the support he received from ac.care staff and in particular his case manager Jenn who went "far beyond" anything he could have hoped for. He is proud of how far he has come.

ac.care supported Cowen with basic living skills and assisted him to get his finances and health back on track, and after several months in ac.care's transitional housing, he moved into a private rental property.

Cowen has now restored relationships with his family and they are very supportive of each other, time and space allowing them to be a family again.

One of the difficulties Cowen experienced living in a small rural area was the discrimination he felt while experiencing homelessness. Cowen says he felt that many people blamed him for the situation he found himself in, and that he somehow deserved it.

To Cowen, home means stability, safety and the opportunity to enjoy the simple daily pleasures many of us take for granted, such as cooking and gardening. He loves the independence it brings him. Cowen continues to drop in regularly to ac.care's Community Centre where he has found acceptance and a sense of belonging.

500 meals

Our strong partnership with Mount Gambier North R-7 School continued and a significant project we initiated brought in another partner, the Sunset Community Kitchen in Mount Gambier.

One of ac.care's role at the Mount Gambier North R-7 School is to meet the needs of and engage with the school community. We noticed that a number of families were struggling financially. Our worker, Bernadette, knew that the Sunset Community Kitchen provided meals to families in need and approached them, who were happy to assist with cooking the meals. Various service providers work at the school, and any worker, as well as school staff, were able to offer meals to families. This gave us an opportunity to provide information on ac.care services, such as financial counselling and emergency relief support and it also gave parents the opportunity to chat informally with a worker about their worries and be offered support. Five hundred meals were provided, all meals are single adult serve (or 2 child's serves) and are frozen and pre-prepared, only needing re-heating.

Brooke Wilson, Manager Family Services said "an example of the outcomes of this initiative were a family that had been very hesitant to accept any support from local services became engaged, as the meals provided a soft entry point. Another example was a family that staff had been concerned about had shown noticeable improvement in their reading and their overall engagement in class."

Making Mandala Magic

Our Hippy Parent Group, Making Mandala Magic, offered an opportunity for parents and children to collaborate in making natural designs with found objects in Reedy Creek. This activity focused on one of the key learning outcomes; Everywhere Learning. It was a beautiful opportunity for the children to connect with their parents, each other and more broadly, our environment. The activity set the tone for children to engage in cooperative and imaginative play and demonstrates the strength of the Hippy parent groups. As one of the supportive frameworks that brings our participating families together.



Reading, animals, sport and dancing

One of our major projects was the doubling of the number of Therapeutic Strength Based Care (TSBC) Homes. The Limestone Coast now has three additional TSBC Houses. Two houses can cater for three children and one house for four children. The additional houses making a total of six provided the opportunity to keep the siblings together rather than them having to be split up across different programs/agencies.

The children and young people in our Therapeutic Strength Based Care homes are given opportunities for new experiences and support with the schooling and hobbies. Whilst often we refer to the TSBC homes as 'our homes', they are the homes of the children and young people. We come to their home, they do not come to our workplace.

One of the children was in Year 3 but his reading ability was at reception level when he came to us. He worked his way up to a year two level in one year and is confidently reading to staff at night. This child has grown in confidence. Our staff work very closely with the primary school to assist his educational outcomes.

All the children have a story read at night, even the 16 year old who finds this a positive experience.

Other young people in the homes have made the SAPSASA team, graduated from their school based program, been fostered by a family, reunited with family, gone horse riding on a school holiday camp. All children in the homes are engaged in school. Some special activities included:

- Visiting a dairy farm to look at how food was processed
- Visiting the Halls Gap Zoo with the day being a great success.
- The local airport was where they had a look in a plane and many had never been in a plane before.
- All the children are engaged in tending to the house vegetable garden and show a great interest in the produce.
- We have a young child engaged in dancing, calisthenics and swimming.
- A teenage girl was a member of a local disability bowling group, she was supported by a carer at these games. She also attended the local disability netball club and travels into Victoria for tournaments supported by a carer.



Christmas Truck Convoy for Kids toy donations

Collaborations

ac.care believes that the way to create opportunities for life ... for rural people is through collaborations. The complexities people are presenting with and social justice issues cannot be solved by working in isolation. It is through the whole of community coming together that we can make a difference.



Rebecca Haggett, Michelle Storry, Trish Spark, Krystyna Moore, Kirsty Pearson and Linda Noble from the Homelessness team

Support Homeless People Luncheon funds support award winning service

The Tenancy Education Program (TED) is a homelessness prevention strategy. The pilot program in Mount Gambier was established with the funds from the Support Homeless People Luncheon. It achieved positive outcomes and we were able to continue to run it. Through other funding sources we have been able to run the successful service in Berri and Murray Bridge.

In 2016 there were 130 participants from our three regions – Limestone Coast, Murray Mallee, Riverland. Of these participants 80% were successful in sourcing and/or maintaining a sustainable tenancy.

Topics included in the program are; maintaining wellness, presentation skills, tips about energy consumption, budgeting goal setting, employers expectations, maintaining a sustainable tenancy and local support networks available. These topics are delivered by local businesses, organisations and ac.care staff.

TED won the 2017 Australasian Housing Institute - Leading Community Engagement Practice Award.

Stand Like Stone Foundation

A significant educational scholarship has been established in an effort to support young people with a connection to the Limestone Coast who have experienced foster care.

Founding donors Kaye and Bob Dalgarno approached the Stand Like Stone Foundation with a desire to enable opportunities for young people who have experienced foster care, kinship care or government care.

The LE and NC Myers' educational scholarship will support young people, under the guardianship of the Minister or who have exited the guardianship of the Minister, to achieve their goals in vocational and tertiary education.

Kay Dalgarno, Stand Like Stone Chairman Bill DeGaris, ac.care Marketing and Communications Manager Anne Hinkly-Tyler. Photo courtesy Stand Like Stone Foundation



New optimism and a brighter future

"I spent the day with the client last Friday helping him move into his new HSA accommodation. I just wanted to thank you for the great work that you have done with him in supporting him to get stable accommodation and, more importantly, the hope that you have instilled in him for a better future. I know that he has greatly appreciated the effort and support you have provided him over the past months and it is wonderful to see the optimism that he has for his new house, his family, and his ongoing projects. You should be very proud of the rapport that you have been able to develop and outcomes that you have achieved in fostering a bright future for him. Well done!"

Email to one of our homelessness service staff from Matthew, Mental Health Social Worker, Integrated Mental Health Team (South East)

Impacts on children living in an Ice Household

ac.care hosted a family law information evening at the ac.care White Avenue conference centre for over 50 professionals who work in the family law sector in the Limestone Coast region.

The Hon. Judge Peter Cole of the Federal Circuit Court presented a paper by Judge Turner titled "Possible Impacts on Children Living in an ICE household". The format for the evening was a panel discussion with Judge Cole, Nicola Atchison (Independent Children's Lawyer), Lisa Ransom (Department for Child Protection) and Jean Kerslake (DASSA - Drug and Alcohol Services SA). The panel offered important insights into the topic.

When this event was suggested, Judge Cole asked that a small attendance fee be charged, with the proceeds going to our service. This contribution was used to purchase new equipment for our site – a great benefit to the many children who use our service.

Pictured: Judge Cole, Jean Kerslake (DASSA), Nicola Atchison (ICL), Lisa Ransom (DCP)



Cops for Kids

Cops for Kids donated \$20,000 for our Youth Resilience Scholarship fund. This donation supports primary and secondary school children living in the Limestone Coast, Murray Mallee and Riverland regions of South Australia who use ac.care's services.

The aim of this scholarship is to provide encouragement, financial assistance and support to the most disadvantaged primary and secondary students so they have the best chance of succeeding in their education. Children who use ac.care's services, either individually or through their families/guardian, can be nominated for the scholarship.

Cops for Kids Committee member and Millicent Police Officer, Senior Constable Nick Patterson said, *"Whilst we support many charities across the State, we are particularly pleased to help charities who provide specialised support services to country regions who generally do not have these essential services available. We live and work in these areas and want to help the local communities where we can"*.

Our successful partnership with Cops with Kids in establishing the foster carer resource library in Berri, Mount Gambier and Murray Bridge was pivotal in being able to continue to fund this scholarship. We are so pleased we are able to provide extra supports to the most disadvantaged in our community.



Anne Hinkly-Tyler accepted a \$20,000 cheque from Senior Constable Nick Patterson on behalf of Cops for Kids. Pictured also are Simmonette Thompson from our Finance team and Mount Gambier members of Cops for Kids. Picture courtesy The Border Watch



Simon Pasfield, Simon Livingstone, Steve Smith, Peter Mitchell, Ian Jensen and Tony Ross

Shout winners

Congratulations to Simon, Simon, Steve, Peter, Ian and Tony for winning Australia's Loudest Shout at the Cave Gardens Mount Gambier in November on White Ribbon Day.

The first Shout was held at the Blue Lake in Mount Gambier in 2007. This White Ribbon Day event was created by Anne Hinkly-Tyler (ac.care) and Susie Smith (Limestone Coast Domestic Violence Service) and now has communities around Australia performing the shout 'no' to violence against women and children.

This is the first time the ac.care team has won - well done guys!

Wyatt – funding for financial counselling

Our partnership with the Wyatt Benevolent Institution Inc (Wyatt) has been in place since 2010. The Wyatt Trust grants are targeted to meet specific needs of eligible South Australians and their families. Our partnership with the Wyatt Trust has added value to our financial counselling services since inception.

The object of the program is to enable people on low incomes, who are experiencing personal financial difficulties to receive financial counselling, support, information about money management and advocacy. It helps individuals and families to navigate financial crisis through the provision of an appropriate, free and confidential service.

Services are provided in our three regions on an appointment basis and we endeavour to see our clients within two weeks of initial contact.



W Y A T T

Community partners for early learning

ac.care in Murray Bridge auspices federal funds through the Communities for Children program and works with other organisations – our community partners - to deliver the services to families. These activities and programs are designed to assist with early learning in literacy, numeracy and social skills for children aged 0 - 12 years who live in the Murray Mallee region. The Communities for Children funding means country children have access to evidenced based parenting programs, play groups and school term holiday activities.

The community partners are:

- Aspire – offering parenting programs, playgroup and professional development opportunities for people working with young children.
- Centacare - delivering programs through Fathers and Families' program, including Antenatal and First Year Families, Beyond Kayaking, School Holiday Kayaking and more.
- Mid Murray Support Services – Mannum Community Hub - parenting programs, playgroup, Seasons for Growth program, Kids' Club and school holiday activities.
- Schools Ministry Group – offering the Wellbeing Classroom
- Tailem Bend Community Centre - deliver activities for children in the Coorong district and also delivering School Holiday activities in Murray Bridge and Callington.

Naracoorte Mental Health Festival

Michelle Probert from our family support program and Dianne Doll from personal success coaching and counselling programs represented ac.care at the Naracoorte Mental Health Festival Expo.

This event was a success with over 1,000 students and community members visiting the marquee to learn about local services. ac.care was one of 35 services to attend and provide interactive activities.

ac.care encouraged people to think about their strengths and write one of their strengths on a banner. There was also information about services, hints and tips for building resilience and managing stress and promotional give-aways.

The expo gave community members the opportunity to find information about organisations that service the Upper South East, as well as work towards breaking down the stigma of mental health and promote positive wellbeing. The day also included two presentations from youth motivational speaker, Nathan Hulls.



Pictured L-R: Dianne Doll and Michelle Probert



Foodbank helps keep fridges full

The generous donations of Foodbank and the community have filled up our fridges at our Berri office and our Mount Gambier Community Centre. The food is available for our clients and other community members.

Pictured: Kelly McGuinness from Limestone Coast Homelessness team

Men's Shed cook up a storm

Members of the Waikerie Men's Shed cooked up a storm as part of ac.care's country education program. The Workshop focused on developing cooking skills and health and well-being, tying in nicely with Men's Health Week.



“Close the Gap” Health Day

Pangula Mannamurna in Mount Gambier held their “Close the Gap” health day and invited various agencies in the community to showcase their services.

ac.care attended and pictured are:

L-R: Vonnie Douglas (Financial Counsellor), Lynette Heiming (Community Referral Worker), Krystyna Moore (Community Liaison Case Manager), Pam Judge (Financial Counsellor)

Buckets of donations

The women parishioners at the Anglican Church in Renmark regularly donate cleaning buckets to our homelessness service. These are given to clients when they find a home. The buckets are to help the clients maintain a successful tenancy while assisting with the cleanliness of a property.

Pictured: Antonietta Recchia (Community Liaison Support Worker) and Ruth Daws (Anglican Church Renmark and ac.care Board member)



New Berri Office

ac.care Berri moved to new offices at 5 Kealley Street.

After 10 years ac.care needed to move to new offices to meet the community's needs. The previous offices served ac.care and their clients well but the organisation has outgrown these. The new offices provide more space to allow for client meetings, training rooms for foster carer and staff training. We now also have the ability to host meetings of community interest such as the Riverland Community Services Alliance. The move means there is easier car parking for clients.

Services located at new address include:

- Aboriginal Youth Development
- ac.care Housing
- Emergency Relief
- Family Support, Reunification and Preservation
- Financial Counselling

- Foster carer recruitment, support and training
- HIPPY
- NLS loans
- Opening Doors
- Riverland Homelessness Service

Senior management working from Kealley Street office and living in the Riverland include:

- General Manager Community Services
- Manager Foster Care Support Services
- Program Manager Family Services Riverland
- Program Manager Foster Care Support Riverland
- Program Manager Riverland Homelessness Service



Staff Stories

Cathy Risely Retires

Cathy Risely from the Limestone Coast Homelessness Service has retired after over 20 years of service with ac.care.

An afternoon tea was held for Cathy to say goodbye with many of her former and current colleagues attending.

Cathy joined ac.care in 1995 as a trainee and soon moved into the homelessness service. Cathy has witnessed many changes, from different names for our organisation as we have grown, to various moves to new office locations and policy changes for the homelessness sector. Most importantly she has supported generations of people when they have found themselves homeless or at risk of homelessness.

Thank you Cathy for all your hard work, compassion and dedication.



Cathy Risely



Cathy Risely and Sharon Rothall



Jenn Cowling, Trish Spark, Cathy Risely, Kelly McGuinness, Rebecca Hog, Jull Pulliène, and Rebecca Haggett



Adam and Julie Smith (centre) with Sue Watt Community Program Manager Community Centres, Irish Spark Manager Homlessness and Aboriginal Services and Rob Foggo at the Xmas Truck Convoy for Kids.

Women's Leadership Institute Scholarship

Amanda McKinnon, Executive Assistant to CEO, received a Women's Leadership Institute Australia and Institute of Community Directors Australia scholarship to undertake the highly valued **Diploma of Business (Governance) qualification**.

'Recently I came to realise that I would like to be a greater support to the ELT (Executive Leadership Team) and Board when it came to governance.

When I researched available courses the Diploma in Governance through the Institute of Community Directors Australia seemed to be the best fit for ac.care, as well as my needs. Then I saw that a scholarship was available and with the full support of Rob, the Board and the ELT I applied. Doug (our General Manager People and Culture) was very helpful too in advising how to proceed and less than a fortnight later I was informed I was successful.



State recognition for Lisa

Lisa Fry received the prestigious Australian Association of Social Workers' Award.

This statewide award acknowledges the best identification of an ethical dilemma in a university placement by a dedicated social worker that has made a significant difference to the lives of South Australians. Congratulations to Lisa who works in our Therapeutic Strength Based Care program in Mount Gambier.

Lisa is pictured with University of South Australia representatives, Denise Meredyth Pro- Vice-Chancellor for the division of education, arts and social sciences, Professor Kurt Lushington, head of psychology, social work and social policy, Vice-Chancellor David Lloyd, Dr Sue Mutton social work lecturer and Deirdre Tedmanson associate head of psychology, social work and social policy . Photo courtesy The Border Watch



Louise graduates and thesis published

In 2016 Louise completed her Bachelor of Arts Psychology Honours degree through the University of New England and became a registered Provisional Psychologist.

Louise is now completing her Masters in Clinical Psychology in order to become a Registered Psychologist (this is a requirement to practice as a psychologist).

In addition to this, Louise was notified that **a paper she co-authored as part of her Honours' Thesis is was to be published in a professional psychology journal.** This is an impressive achievement and we congratulate Louise on her graduation and her forthcoming published article.

“Louise has put in a lot of time, commitment and hard work into gaining this qualification and into her study. I am really proud of what Louise has achieved and wish her luck with the rest of her study” said Rachael Barrett, Program Manager FRC, FARS and PAS



10 years + service to ac.care

We thank and congratulate the following staff for their decade or more of service to ac.care.



Meri Daniels has been working with ac.care for 15 years. Meri is the program manager for early childhood education and care. She is based in Murray Bridge and is responsible for the Minya Porlar and Gerard Crèches.



Rebecca Haggett works in the Limestone Coast homelessness program. She celebrated 10 years working with us. Pictured: Trish Spark (Manager Homelessness and Aboriginal Services) and Rebecca Haggett



Tony Ross celebrated 10 years working with ac.care. Tony is our manager for people and culture located at our head office at White Avenue in Mount Gambier. Pictured: Doug Hicks (General Manager People and Culture) Tony Ross (Manager People and Culture) and Lyn Masters (People and Culture Officer)



Janette Stringer 10 years working with ac.care. Janette works from the Millicent office as a NILS officer and Centrelink Agent.



Jenny Morris from our Millicent office celebrated 10 years of service with ac.care.

Pictured L-R: Jenny Morris and Evonne Lambert



Anne Hinkly-Tyler, Marketing and Communications Manager 10 years of service with ac.care.

Pictured L-R: Ute Herrmann-Bullock, Anne Hinkly-Tyler and Doug Hicks

Treasurer's Report

ac.care's operating result for the year ended 30 June 2017 was a deficit of \$76,384 (2016 surplus \$429,915 (after adjustment for housing merger and asset recognition), 2015 \$182,551). The budget for the 2017/18 financial year also indicates that achieving the targeted 1.5% surplus is going to be a significant challenge for the organisation. On a positive note, the targets for financial sustainability and stability continue to be met, an indication of the underlying strength of the organisation.

ac.care has been building the foundations for long-term success. As a board we have explored issues of organisational culture, values and purpose. As in previous years, financial sustainability continues to be a major concern. With these building blocks now in place we are well positioned to take on this challenge.

There will however be more challenging times ahead. Both management and the audit team have identified the following emerging trends that are likely to impact on the organisation into the future.

- Governments moving away from block funding models
- Trending toward activity based funding models that places control with the consumer i.e. NDIS, aged care changes.
- Increased focus on ensuring quality of activity costing, budgeting processes and financial reporting

While the exact details of these changes are currently unclear what is evident is that we will need to be adaptable to new funding models.

I would like to conclude by thanking Robyn, her team and my fellow members of the Audit Committee for their support and efforts throughout the year.

Craig Nisbet
Treasurer



ANGLICAN COMMUNITY CARE INCORPORATED
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
For the year ended 30 June 2017

		Anglican Community Care Incorporated	Consolidated
	Note	2017	2016
		\$	\$
Income			
Revenues from fees and charges	3	230,802	238,926
Grants and contributions	4	15,317,205	12,951,852
Rent revenue	5	1,411,997	1,411,862
Interest revenue	6	94,592	105,142
Net gain from the disposal of non-current assets	7	3,000	-
Property Contribution	28	-	10,306,000
Gain on Anglican Community Care Housing Association Merger	27	-	1,203,833
Other income	8	362,023	487,932
Total income		17,419,619	26,705,547
Expenses			
Staff benefit expenses	9	11,595,484	9,740,387
Supplies and services	10	5,364,487	4,391,032
Depreciation and amortisation	11	84,118	90,851
Capital contribution to Renewal SA	12	399,796	411,812
Net loss from the disposal of non-current assets	7	-	19,538
Other expenses	13	52,118	112,579
Total expenses		17,496,003	14,766,199
Net result		(76,384)	11,939,348
Other comprehensive income			
Changes in asset revaluation surplus		134,000	-
Prior period adjustment		-	-
Total comprehensive result		57,616	11,939,348

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

ANGLICAN COMMUNITY CARE INCORPORATED

STATEMENT OF FINANCIAL POSITION

As at 30 June 2017

		Anglican Community Care Incorporated	Consolidated
	Note	2017	2016
		\$	\$
Current assets			
Cash and cash equivalents	14	6,084,891	5,764,580
Receivables	15	187,228	186,522
Other current assets	16	317,941	228,824
Total current assets		6,590,060	6,179,926
Non-current assets			
Property, plant and equipment	17	10,770,431	10,571,152
Intangible assets	18	41,780	37,973
Other noncurrent assets	19	2,140	520
Total non-current assets		10,814,351	10,609,645
Total assets		17,404,411	16,789,571
Current liabilities			
Payables	20	985,456	669,126
Staff benefits	21	1,284,814	1,025,846
Other current liabilities	22	461,298	497,166
Total current liabilities		2,731,568	2,192,138
Non-current liabilities			
Staff benefits	21	268,125	250,331
Total non-current liabilities		268,125	250,331
Total liabilities		2,999,693	2,442,469
Net assets		14,404,718	14,347,102
Equity			
Property Contribution Reserve		10,306,000	10,306,000
Asset Revaluation Reserve		134,000	-
Maintenance Reserve		1,461,777	1,435,783
Other reserves		475,272	522,784
Retained earnings		2,027,669	2,082,535
Total equity		14,404,718	14,347,102
Commitments	23		
Contingencies	24		

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

ANGLICAN COMMUNITY CARE INCORPORATED
STATEMENT OF CHANGES IN EQUITY
For the year ended 30 June 2017

	Note	Other reserves \$	Retained earnings \$	Total \$
Balance at 30 June 2015 (Anglican Community Care Incorporated Parent Only)		373,820	1,425,569	1,799,389
Net result for 2015-16		-	12,544,213	12,544,213
Transfer to / (from) reserves		11,890,747	(11,890,747)	-
Total comprehensive result for 2015-16		11,890,747	653,466	12,544,213
Balance at 30 June 2016 (Anglican Community Care Incorporated Parent Only)		12,264,567	2,079,035	14,343,602
Net result for 2016-17		-	57,616	57,616
Transfer Final Equity Balance from Anglican Community Care Housing Association	27	-	3,500	3,500
Transfer to / (from) reserves		112,482	(112,482)	-
Total comprehensive result for 2016-17		112,482	(51,366)	61,116
Balance at 30 June 2017		12,377,049	2,027,669	14,404,718

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 2017

	Note	Anglican Community Care Incorporated 2017 \$	Consolidated 2016 \$
Cash flows from operating activities			
Cash inflows			
Receipts from fees, charges and grants		18,810,814	16,424,158
GST recovered from the ATO		481,710	396,500
Interest received		102,530	121,856
Cash generated from operations		<u>19,395,054</u>	<u>16,942,514</u>
Cash outflows			
Payments to suppliers and employees		(17,338,968)	(14,454,525)
GST remitted to ATO		(1,582,072)	(1,361,133)
Cash used in operations		<u>(18,921,040)</u>	<u>(15,815,658)</u>
Net cash provided by / (used in) operating activities		<u>474,014</u>	<u>1,126,856</u>
Cash flows from investing activities			
Cash inflows			
Proceeds from sale of property, plant and equipment		16,000	112,500
Transfer from Anglican Community Housing Association Inc.		-	-
Cash generated from investing activities		<u>16,000</u>	<u>112,500</u>
Cash outflows			
Purchase of property, plant and equipment		(166,204)	(96,806)
Cash used in investing activities		<u>(166,204)</u>	<u>(96,806)</u>
Net cash provided by / (used in) investing activities		<u>(150,204)</u>	<u>15,694</u>
Net increase/(decrease) in cash and cash equivalents		323,810	1,142,550
Cash and cash equivalents at the beginning of the period		5,761,080	4,622,030
Cash and cash equivalents at the end of the period	14	<u>6,084,890</u>	<u>5,764,580</u>

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

Carbon Accounting

Inventory Summary - ac.care (Period 2016-2017 Financial Year)						
Emissions Source	Consumption Units	Consumption	BASE YEAR 2010-2011 CO ₂ -e (tonnes)	2016-2017 CO ₂ -e (tonnes)	Proportion of total inventory (%)	Reduction from Base year (%)
Direct Emissions (Scope 1)						
Petrol - vans and company cars	kL	80.99	215.69	187.30	34.38%	
Diesel - company cars	kL	15.28	0.51	41.60	7.64%	
Distributed Natural Gas	GJ	166.22	8.31	8.57	1.57%	
Autogas - vans and company cars	GJ	22.45	5.98	1.37	0.25%	
LPG - Bulk heating	GJ	48.44	0.04	2.94	0.54%	
Total Scope 1			230.53	241.77	44.38%	4.87%
Indirect Emissions (Scope 2)						
Electricity usage	kWh	353,698.00	216.84	173.31	31.81%	
Total Scope 2			216.84	173.31	31.81%	-20.07%
Optional Emissions (Scope 3)						
Electricity (distribution losses etc.)	kWh	353,698.00	41.45	31.83	5.84%	
Flights (staff travel)	km	173,078.00	35.34	42.05	7.72%	
Waste (municipal collection)	m ³	128.10	18.65	25.11	4.61%	
Petrol (extraction, production etc)	kL	80.99	17.08	9.97	1.83%	
Diesel - (extraction, production etc)	kL	15.28	0.04	2.12	0.39%	
Water - reticulated supply	kL	7,130.40	2.58	16.69	3.06%	
Natural gas (extraction, production etc)	GJ	166.22	1.65	1.71	0.31%	
Autogas (extraction, production etc)	GJ	22.45	0.53	0.08	0.01%	
LPG - Bulk heating (extraction, production etc)	GJ	48.44	0.00	0.17	0.03%	
Total Scope 3			117.33	129.73	23.81%	10.58%
Total Scope 1 + 2			447.37	415.08	76.19%	
Total Scope 1+2+3			564.69	544.81	100.00%	
Reduction Measures & Offsets						
Carbon Credits			0.00	0.00		
FINAL TOTAL			564.69	544.81		-3.52%
FTE			136.00	159.66		
tCO₂-e / FTE			4.15	3.41		

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 July 2017. 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.

Thank you!

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

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

Businesses

ABC Auto Solutions and Bike Bling
AJ Furniture, Murray Bridge
Bakers' Delight, Mount Gambier & Murray Bridge
Barry Maney Group, Mount Gambier
Bartons of Barmera
Berean Equation Pty Ltd
Berri Riverside Caravan Park
Big W, Mount Gambier & Murray Bridge
Blinghood
Bottega MBS
Branstrans Pty Ltd
Bridge Bargain, Murray Bridge
Bunnings Warehouse Mount Gambier
Career Development Centre
Cheap as Chips
CJM Transport
Coles, Mount Gambier
Coles, Murray Bridge

Complete Real Estate Partners, Mount Gambier
Commonwealth Bank Mount Gambier
CMV Group Foundation
Elders Real Estate, Loxton
Echo Farm
EON Property SA
Exchange Printers
Flanagan's Irish Pub
Fresh Food Market, Murray Bridge
Gambier Seeds
Goodstart Early Learning Centre – Mount Gambier
Harvey Norman Mount Barker
Headspace
Herbert's Real Estate, Mount Gambier
It's a Celebration
Kinship Productions, Mount Gambier
L & B Livestock
Let it Bean Mobile Coffee
Linksvew Bar & Bistro

MADEC Employment Agency
McCue's Bakery, Murray Bridge
Mini Jumbuck
Moreland Holdings P/L
Mount Barker Farmers Market
Muffin Break
NAB Bank
OGR Trucks
Ray White Berri
Ray White Keatley, Berri
Ray White Keatley, Mount Gambier
Rick Jordan and Associates, Mount Gambier
Plants on Sturt
Power Force
Prestige Truck Detailing
Radio Rentals
River Murray Removalists - Murray Bridge
SAL Real Estate
She's Apples

South East Alternative Foods
The Splendid Egg
Spotlight
Stitch 'N' Knit
Tasman Trading
The Athlete's Foot
The Balcony Cafe
Thomas Foods International, Murray
Bridge
UFS Chemist, Mount Gambier
Woolworths, Murray Bridge

Churches & Auxiliaries

Anglican Diocese of the Murray
Anglican Parish of Kingston-Robe
Anglican Parish of Mount Gambier
Anglican Parish of Mount Gambier -
Christ Church Mothers Union
Anglican Charish of Mount Gambier - Knit
and Chat group
Anglican Parish of Onkaparinga Valley
Anglican Parish of Southern Vales
Anglican Parish of the Murraylands
Anglican Parish of Victor Harbor
Anglican Parish of Victor Harbor - St Moni-
ca's Fellowship
Anglican Pastoral District of The Riverland
Berri Churches Welfare Group
Care & Concern - Mount Gambier Pres-
byterian Church
St Paul's Chat & Craft
Uniting Church Southern Pastorate

Charities/Community Organisations/ NGOS/Philanthropic/Service clubs

Adam Smith and Julie Smith, Truck Convoy
Adelaide Sunday Mail Foundation Inc
Allanah and Madeline Foundation
Anglicare SA
Aspire Children's Development
Baptist Care
Barmera Mens' Shed
Berri Pacemakers Bingo Club Inc
Berri Regional Hospital
Bridge Clinic Murray Bridge
Bridge Patches & Quilters
Brotherhood of St Laurence
Career Kickstart Murray Bridge
Centacare
Chaffey Theatre
Communities for Children Governing
Committee
Community Living Australia
Coomandook Country Women's Associ-
ation
Cops for Kids
Foodbank Mount Gambier
Funflight
Good Shepherd Microfinance
John and Margaret Berridge
KNIT4CHARITIES
Lioness Club of Millicent
Lioness Club of Mount Gambier
Lions Club of Beachport
Lions Club of Kalangadoo and District

Lions Club - Gambier City
Lions Club of Mount Gambier
Lions Club of Murray Bridge
Lions Club of Port MacDonnell and
District
Lions Club of Waikerie
Mannum Community Hub
Mid Murray Support Services
Migrant Resource Centre
Mount Barker Farmers' Market
Murray Mallee GP Network
Pine Tree Quilters
Refresh and Bloom Quilters
Renmark Paringa Carols in the Garden
Committee
Riverland Christmas Appeal
Rotary Club of Barmera
Rotary Club Mobilong
Rotary Club of Mount Gambier
Rotary Club of Mount Gambier West
Share the Dignity
St Vinnies Mount Barker
Sunset Community Kitchen
Tailem Bend Community Centre
The Salvation Army
Twisted Threads
Uniting Care Wesley Bowden Inc
Uniting Care Wesley Country SA
Uniting Care Wesley Port Adelaide
Wyatt Trust
Wyatt Housing Packages

Education

Australian Centre for Child Protection at the University of South Australia
Callington Primary School
Compton Primary School
Concordia Kindergarten
Coomandook Area School
Dr Yvonne Parry
Flinders University
Flinders University Indigenous Students
Glencoe Primary School
Glossop High School
Griffith University
Independent Learning Centres, Murray Bridge
Mac Park Primary School
Meningie Area School
Millel Primary School
Millicent Primary School
Mission Australia – Independent Learning Centres Riverland

Murray Bridge High School
Murray Bridge North School
Murray Bridge Soldiers Memorial Hospital
Murray Bridge South Primary School
Murray Bridge South School
Mypolonga Primary School
Naracoorte South Primary School
Learning Together Murray Bridge
Raukkan School
Renmark West Primary School
Schools Ministry Group
Tailem Bend Primary School
Tenison Woods College
Tintinara Area School
Tinyeri Children's Centre - Murray Bridge
Tyndale Christian School
UniSA
Unity College Murray Bridge
Waikerie High School
Mount Gambier North School
Melaleuca Park Primary School
Grant High School

Government & Agencies

Attorney General's Department
Australian Governments Expert Panel
Industry List Members
Berri Barmera Council
Carers SA CROCC
Centrelink
Child and Youth Health Murray Bridge
City of Mount Gambier
Community Benefits SA
Community Housing Council SA
Coorong Council
Country Health SA
Department of Education, Employment and Workplace Relations
Department of Communities and Social Inclusion
Department for Child Protection
Department for Education and Child Development
Department of Corrections

Department of Further Education, Employment, Science and Technology
Department of Social Services
Disability SA
Housing SA
Junction Housing
Karoonda East Murray District Council
Loxton Waikerie District Council
Mayor's Christmas Appeal, Mount Gambier
Murray Mallee Community Health Service
Naracoorte Lucindale Council
Prison Program (G4S)
Renmark Paringa Council
Rural City of Murray Bridge
SA Health
Southern Mallee District Council
Unity Housing
Wattle Range Council

Media

Lifestyle1
Radio 5MU & PowerFM Murray Bridge
Radio 5RM & MagicFM Riverland
Radio 5SE Star FM Southern Cross Austereo
Limestone Coast
Radio ABC Riverland and Mallee
Radio ABC South East
The Border Watch
The Murray Anglican
The Murray Pioneer
The Murray Valley Standard
Win TV

Volunteer Board and Committee Members

Craig Nisbet (Treasurer)
Dominic Testoni
Dr Ken Pidgeon
Glenn Brown
Ian Millard
Jane Featherstonhaugh
Julienne Feast
Madalena Vellotti
Michelle Grey
Mike Bleby (Convenor)
Rick Fisher
Robert Dewell
Ruth Daws

ac.care's Housing Advisory Members

Support Homeless People Luncheon
Committee - Barry Stafford, Robin Reid,
Di Ind, Astyn Reid

Community Networks

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

National

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

State

Child and Family Welfare Association of South Australia
Community Centres SA
Communities for Children State Meeting
Family Based Care and Family Support Provider Forum
Generic Homelessness Services Network
Homelessness SA
Homelessness Strategic Advisory Group
Homelessness Supportive Housing Reference Group
Human Services Peaks Forum
Low Income Support Network
No Interest Loan Scheme Network
SA Council of Social Services Essential Services Advisory

Group

SA Aboriginal Childcare Conferences
SA Council of Social Services
SA Emergency Relief Network
SA Family Law Pathways Network
SA Financial Counsellors Association
SA Financial Counsellors Network
SA Rural and Remote BBF Teleconference Network
Shelter SA
The Council for the Care of Children
Therapeutic Residential Care Network Group (TRCN)
Together SA

Regional

Aboriginal and Islander Health Advisory Group (Riverland)
Adelaide Hills Community Services Forum/Hills Community Action Group
Riverland Aboriginal Mens' Group
Adelaide Hills Youth Services Network
Aboriginal Youth and Family Network (Murraylands)

Career Development Network (Limestone Coast)	Bank	The Riverland Community Services Alliance
Community and Capacity Building Committee, Murray Bridge Council	Mount Gambier City Council Community Engagement and Social Inclusion Sub-Committee	Wattle Range Council Social Issues Sub-Committee
Community Assistance Network (Limestone Coast)	Mount Gambier Prison	White Ribbon Day Ambassadors
Childhood Services Network (Limestone Coast)	Mount Gambier Police Station Local Liaison Group	Women in Business and Regional Development
Family Safety Network, Limestone Coast	Mobilong Prison	Youth Homelessness Reference Group
Family Safety Network, Murray Bridge and Mount Barker	Murraylands Anti-Poverty Forum	
Family Safety Network Riverland	Murraylands Youth Sector Network	
Family Violence Action Group (Limestone Coast)	Murraylands Multicultural Migrant Settlement Committee	
Headspace Berri Consortium	Murray Mallee General Practice Network ¹	
Holistic Empowerment Aboriginal Regional Integrated	Murray Mallee Children and Families Network	
Networking Gathering (Riverland)	NAIDOC Committee	
Housing Advisory Team (Limestone Coast)	Regional Development Australia - Limestone Coast	
Limestone Coast Community Services Roundtable	Regional Development Australia – Murray Mallee	
Limestone Coast Local Service Area Drug Action Team	Regional Foodbank Mount Gambier	
Limestone Coast Migrant Settlement Committee	Riverland Aboriginal Youth Services Network	
Limestone Coast Suicide Prevention Network	Riverland Emergency Relief Network	
Mental Health Advisory Committee (Riverland)	Riverland High Risk Infants Group	
Mid Murray Family Connections Network	Riverland NAHA Operations Meeting	
Mount Gambier and District Community	Skills for All in Regions - Limestone Coast	
	Support Homeless People Luncheon committee - Limestone Coast	
	Tatiara Services Roundtable	

ac.care's services

Aboriginal Services

Aboriginal Foster Carer Recruitment and Support

Aboriginal Youth and Family Network

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

formal schooling

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

system

Minya Porlar and Gerard crèches

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

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

Riverland

Communities and Learning

Adult Community Education

Community Foodies

Millicent Community Centre

Mount Gambier Community Centre

Personal Success Coaching

Waikerie Community Centre

Foster Care

Emergency Foster Care

Foster Carer Recruitment, Assessment and Training

Foster Carer Support

Long Term Care

Respite Care

Short Term Care

Therapeutic Care Homes

Homelessness Service

Homeless Youth Resilience Scholarships

Limestone Coast Education Accommodation program

Limestone Coast Homelessness Service

Murraylands Education Accommodation program

Murraylands Homelessness Service

Reconnect

Riverland Education Accommodation program

Riverland Homelessness Service

Tenancy Education (TED)

Families and Children

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

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

Children's Contact Service - a safe, neutral place for changeovers and contact

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

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

Communities for Children Murraylands delivers Evidence based programs such as:

Bringing up great Kids

Tuning in to Kids

Drumbeat

123 Magic and Emotion Coaching

Parent Child Mother Goose

PUP – Parents Under Pressure

Seasons for Growth

Family and Relationship Counselling Services

Family Relationship Centre;

> Information and Referral

> Child-Focussed Family Dispute Resolution

Family Preservation and Reunification

Family Support

Parenting After Separation

Parenting Teenagers

Specialised Family Violence Service

Financial Inclusion

Emergency Relief - financial help and food in a crisis

Financial Counselling

Low Income Support Program

No Interest Loans Scheme (NILS®)

ACNC Charity Tick

The Australian Charities and Not-for-Profits Commission (ACNC) Tick of Charity Registration that you see on ac.care's website and other communications gives 'reassurance to the public that the charity is transparent and accountable by highlighting its presence on the ACNC Charity Register.'

To review ac.care's status as a registered charity or to check the status of any organisation that requests donations please visit the ACNC Charity Register



Service Excellence accreditation

We undertook the rigorous journey for renewal of our Service Excellence accreditation receiving Certificate and Award levels. This is an internationally accredited standards via ISQua accreditation.

When choosing a community service look for this star...



then you can be confident that this organisation has successfully met rigorous standards for Community Services

Australian Service
Excellence Standards

Being accredited in the Australian Service Excellence Standards

Means this organisation will be:

- Well managed
- Welcoming
- Following safe practices
- Informing you of your options
- Seeking your feedback for improvement

For more information:

- You can ask any organisation that has this Star or
- Visit the Australian Service Excellence Standards website www.dcsi.sa.gov.au/ASES or
- phone 08 8413 9036

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

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

Donate cash via credit card, EFT, cheque or online. Please visit our www.accare.org.au for all the options

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 provision in your will.

Hold a fundraising event

Keep informed

Like and share our stories on social media

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

www.accare.org.au

Limestone Coast

Mount Gambier - Head Office

Ph: (08) 8724 9211
Fax: (08) 8725 5087
70 - 72 White Avenue
PO Box 1842
Mount Gambier
SA 5290

Community Centre - Mt Gambier

Ph: (08) 8723 0540
Fax (08) 8723 5870
22 - 24 Ferrers Street
Mount Gambier
SA 5290

Family Relationship Centre - Mt Gambier

Ph: 1800 880 913 or (08) 8721 3500
Fax: (08) 8723 5124
1 Helen Street (cnr Helen Street
and Bay Road)
Mount Gambier
SA 5290

Millicent Community Centre

Ph: (08) 8733 4720
Fax: (08) 8733 3045
57-59 George Street
PO Box 378
Millicent SA, 5280

Naracoorte

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

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

Murray Mallee | Adelaide Hills

Murray Bridge

Ph: (08) 8532 6303
Fax: (08) 8532 1823
11-21 Kennett Road
PO Box 2090
Murray Bridge SA 5253

Riverland

Berri

Ph: (08) 8582 2344
Fax: (08) 8582 2355
7 Wilson Street
PO Box 1345
Berri SA 5343

Waikerie Community Centre

Ph: (08) 8541 2081
Fax: (08) 8541 3590
1 Crush Terrace
PO Box 1038
Waikerie SA, 5330

“AS AN ACCOMMODATION PROVIDER
YOU ARE PROVIDING AN
EXCEPTIONAL SERVICE.
YOUR CARE AND CONSIDERATION
ARE WAY OUT IN FRONT OF THE MARKET.
WE ARE WELL TAKEN CARE OF.
THANK YOU, HOUSING TEAM.”

- PHIL, COMMUNITY HOUSING TENANT
