



2019/20
ANNUAL REPORT



Acknowledgement of Country

LUTHERAN Community Care celebrates Aboriginal and Torres Strait Islander cultures as the oldest continuing cultures in the world. We recognise Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and respect their deep spiritual connection to land and water. We acknowledge the trauma, grief and loss of both past and present. We recognise and pay our respects to Elders past, present and emerging leaders and descendants.

Artwork: 'Places Lutheran Community Care services in Central Australia and Adelaide and surrounding areas' - by Rachael Swan. Rachael is a proud Pertame (Southern Aranda/Luritja) woman and is a staff member in our office in Alice Springs. She is an active member of our Reconciliation Action Plan Reference Group.



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About Us

For over 50 years, Lutheran Community Care has existed to deliver high quality services to build strong communities. Our values of respect, integrity, compassion, humility, faithfulness and trust guide us as we contribute positively to communities in South Australia and the Northern Territory.

Our Mission

Through God's love for us, we uphold the rights of all people to belong to a community and thrive as individuals. We seek to address poverty and injustice so everyone is empowered to achieve their full potential.

Our Promise

To adopt a client centric approach focused on quality of care, with empathy and compassion.

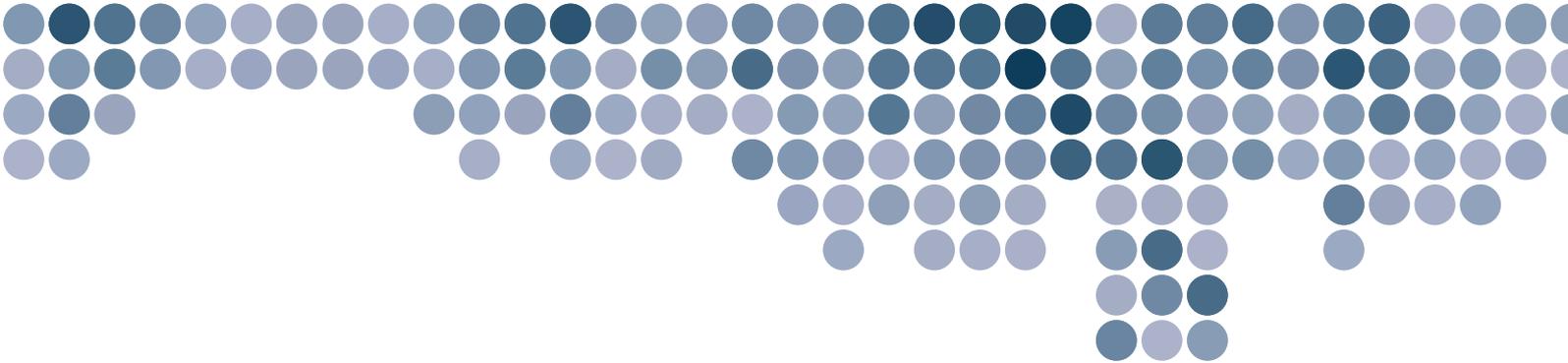
Our Vision

Lutheran Community Care has a vision for building strong caring communities inspired through the love of God.

Our Strategic Priorities

Through our Strategic Plan 2019-2021 we will:

- Support and empower those in need of care with high impact, client-centred services
- Build stronger, active connections with churches, schools and community
- Be recognised for service excellence and as an innovative community services leader
- Invest in workforce planning, training and development, so that we are an employer of choice
- Grow our financial sustainability by identifying and securing new funding opportunities



Chief Executive Officer's Report

OUR vision for building strong, caring communities inspired through the love of God has never been more poignant than over the past year. The year 2019/20 has presented many challenges from the emergency bushfire crisis response to the continuation of service delivery during a global health pandemic and our commitment to service growth.

I am constantly amazed by the dedication and commitment that our staff and volunteers dedicate through their work and service at Lutheran Community Care. In what has been a challenging year from a service delivery perspective, I want to acknowledge the ongoing commitment and dedication from our people to ensuring that Lutheran Community Care was able to continue providing the essential community services needed during this unprecedented time.

I wish to specially acknowledge our incredible volunteers. Volunteering plays a critical role in empowering individuals, in fostering active citizenship and in building inclusive and resilient communities in which we can all flourish. Without this special group of people, the work we do would simply not be possible.

On Friday, 20 December 2019, an uncontrolled bushfire broke out in the Adelaide Hills. Over 25,000 hectares of the district was burned including homes, outbuildings, vehicles and other property. Lutheran Community Care responded promptly with the provision of hundreds of food hampers, support and hygiene packs which were taken to the Lobethal and Birdwood communities for delivery to people in need. A Bushfire Response Project commenced in March with the further provision of counselling and financial counselling services. These services continue today.

I am very proud of how Lutheran Community Care has continued to provide essential services to the

community throughout the rapidly evolving nature of Australia's pandemic response strategies. We have demonstrated a best practice model of service delivery with our people having risen to the challenge of developing agile systems and processes that focus on the safety and wellbeing of staff and volunteers, whilst providing high quality, compassionate service to clients and communities.

This past financial year has seen Lutheran Community Care further its service footprint and reputation by continuing to respond to individuals and communities in need or crisis during this time of pandemic. Some of our key achievements this year have been:

“ I am very proud of how Lutheran Community Care has continued to provide essential services to the community throughout the rapidly evolving nature of Australia's pandemic response strategies ”

- The continued and rapid expansion of Foster Care Services and becoming established as the state's highest performing foster care services agency
- The growth in service footprint as the largest provider of homelessness support services in the south of Adelaide
- The major expansion of our Specialist Family and Domestic Violence Services, helping more women and children in crisis
- The collation and delivery of thousands of Christmas hampers and toys distributed from our sites in the Barossa and at Blair Athol and Alice Springs
- The launch of our Elcies brand and the growth of our Elcies op shops



- The celebration of our 50th anniversary and the success of our gala ball fundraising event
- The establishment of our formal commitment to reconciliation with our First Nations People and the development of our Reconciliation Action Plan

Another key achievement this year has been our commitment to the introduction of NDIS services in an effort to bring our unique brand of person centred support to people living with a disability. In the years ahead, Lutheran Community Care will establish itself as a highly regarded and high performing disability support service agency to complement our expanding suite of community services and person centred supports.

I am filled with excitement and hope for the year ahead as we emerge from this time of pandemic stronger, more resilient and committed to championing the voice of those in need. We will continue to expand our services within the South Australian and Northern Territory communities as we rebuild our economy and way of life to be an even stronger, caring community inspired through the love of God.

Rohan Feegrade
Chief Executive Officer

Board Chair's Report

AT the beginning of the 2019/20 financial year, Lutheran Community Care was poised and ready.

A recent strategic refresh, stabilised leadership and a pending merger with Lutheran Disability Services all bode well for a year where we were confident of being able to help significantly more people and communities in need - God's love in action.

Fast-forward twelve months, the merger, which we felt was in the best interests of the SA-NT District, did not eventuate, and there had been devastating bushfires in South Australia which required urgent response. And if that wasn't enough, there was the impact of a worldwide health pandemic with massive economic and social costs not seen for generations.

I am proud to report that LCC has responded very well to these challenges. Rohan Feegrade's report expands on how we have been able to positively impact more people and communities than ever before in our history and have done so with compassion and commitment that are the hallmarks of our team of staff and volunteers.

Under Rohan's leadership, LCC has also started to build the foundations of a more sustainable organisation

and one which is seeing LCC's voice becoming more recognised and influential in the sector.

It is not always easy though. The broader community services sector seems to be in a constant state of flux with all levels of government grappling with the best way to support and fund an ever-increasing community need.

Like many organisations, LCC is heavily reliant on government support for much of our work and the trend towards funding larger organisations is one we are constantly navigating.

In this context, the support we continue to receive from congregations and donors within the Lutheran community cannot be understated and allocating our resources and funds responsibly is always at the top of our list.

We also believe that being separately incorporated will help us participate in the sector and we expect this to occur during the 2020/21 financial year. We are very grateful for the support of the SA/NT District Church Council as we have addressed this opportunity and our ongoing relationship with the District is highly valued.

Once again, we are indebted to the members of the LCC Board over the last year, all of whom have displayed significant commitment to this important governance role.

Since the end of the financial year, we have farewelled Lisa McIntosh, Julie Goodheart and Pastor Chris Mann, and we thank them for their valuable contribution over several years.

We have recently welcomed new Board members Sylvia Andersons, Karen Pienaar, Emma Hiscock and Doug French. I am very confident we have another great governance team to guide LCC in coming years.

Simon Rodger
LCC Chairperson





Thank you to our valued supporters

THANK YOU to our donors, funding bodies, volunteers and everyone who has supported and worked together with us this year.

A very special thank you to our Lutheran Church of Australia supporters including

- Bishop David Altus and staff at the SA-NT District Office
- The Lutheran Women of South Australia and Northern Territory
- Congregations, pastors and members
- Lutheran congregations that partner with us
- Lutheran Education SA, NT & WA and all Lutheran schools who have worked with us
- Finke River Mission
- LLL Australia
- Lutheran Super

Additional acknowledgements

- Ahrens
- Anglicare SA
- Australian Childhood Foundation
- Australian Refugee Association
- Backpacks for Kids SA
- Barossa Foodland
- Beyond Bank
- CareWorks
- Child and Family Health Services
- Communities for Children
- Community Hubs Australia
- Congress Alice Springs
- Connecting Foster Carers and Kinship Carers SA
- Department for Child Protection

- Department of Human Services
- Department for Innovation and Skills
- Department of Social Services
- Drakes Supermarkets
- Foodbank
- Foundation Barossa
- Gawler Town Hall
- Housing SA
- Intract Australia
- Judy Harrow Property Management
- Junction Australia
- KWW
- MarionLIFE
- Northpoint Toyota
- Onkaparinga Council
- Oz Harvest
- Parmalat
- Relationships Australia
- Safework SA
- Second Bite
- Sharing the Dignity
- South Australian Housing Authority
- Terry Howe Printing
- Two Wells Uniting Church
- Uniting Care Wesley Bowden
- Uniting SA
- Unity Housing
- Voyages Indigenous Tourism
- The Wyatt Benevolent Institution

Our Highlights

50th Anniversary Gala Ball

LUTHERAN Community Care's 50th Anniversary Gala Ball was hailed a great success with 300 people attending and about \$67,000 raised.

Held in November in Adelaide's CBD, people from the Church, government, community services sector and corporations all came together to support the important work LCC does with vulnerable people in SA and NT.

Guest speaker and LCC foster carer Amanda Blair captivated the audience and had them in stitches throughout the night, while many also enjoyed getting involved with the auctions and on the dance floor.

Other 50th anniversary events were also held throughout the year, including a worship service and separate celebrations in the Barossa and Alice Springs.



\$67,000 raised from LCC's
50th Anniversary Gala Ball



Reconciliation Action Plan Launched

LUTHERAN Community Care produced a Reconciliation Action Plan in 2019/20, which was launched at our staff leadership forum in February. This plan represents the growth in our commitment towards reconciliation and walking together to achieve stronger outcomes for Aboriginal and Torres Strait Islander peoples.

We thank our Reconciliation Action Plan reference group and our consultant Craig Rigney, CEO of KWY, who worked closely together to develop this plan. We also thank Central Australia team member Rachael Swan who created our beautiful RAP artwork.

Adelaide Hills Bushfire Response

LUTHERAN Community Care responded immediately to the Cudlee Creek bushfire just before Christmas in December 2019. We provided much-needed hampers filled with food, toys and hygiene packs to those who were affected in Lobethal, Birdwood and Woodside.

In January, LCC launched a Bushfire Appeal so we could provide practical and long-lasting support to this community. The trauma people experience doesn't just last for the weeks following a fire, it lasts for months and years to come.

By March, LCC was offering free personal and financial counselling services for those affected at the Onkaparinga Lutheran Parish Office in Woodside. Many of our clients experienced huge setbacks from the fires and are trying to rebuild their lives while facing financial stress, personal losses, grief and trauma. We continue to work with them on their journey to recovery.

About **60** clients supported
by LCC bushfire services in the
Adelaide Hills

Our Highlights

The Elcies Brand Is Born

LUTHERAN Community Care opened its first Elcies shop on The Parade, Norwood, in October 2019. The attractive new shop stocks a fantastic selection of good-quality, second hand items, including clothing, handbags, shoes, purses, novels, jewellery, furniture and homewares.

The Elcies brand was created to enable Lutheran Community Care to help more people in need, with proceeds from the sales of donated items to go towards our programs and services, including counselling, emergency relief and homelessness support.



COVID-19 Response

LUTHERAN Community Care continued to support thousands of people during the COVID-19 crisis, as the economic fallout left more across the state unemployed, struggling to feed their families or looking for a safe place to shelter.

Though some services, such as LCC's op shops, were forced to close in March, its essential services adapted to the current climate and many were delivered over the phone or through Zoom.

Essential services including emergency relief assisted clients with food parcels and navigating Centrelink, while financial counsellors supported a number of new clients, including international students who had lost their part-time employment in hospitality.

Our counselling services were integral to supporting people struggling with mental health, while staff and volunteers at Family Zone Ingle Farm made dozens of children's craft packs, which were gifted to local families to help them through social isolation.

Since the easing of lockdowns in South Australia and the Northern Territory in May, LCC has been operating successfully in the new 'COVID normal' world.

Strategic Plan 2019-21

IN July, Lutheran Community Care launched its new Strategic Plan 2019-21, which shares our exciting vision for the future.

Three Strategic Plan launch events were held in Adelaide, the Barossa and McLaren Vale, which allowed us to present this vision to our stakeholders. It was great to see a variety of people from state and local government, the non-for-profit sector, universities and the Church attend these events.

Our Strategic Plan has been effective in steering our focus and setting goals for service delivery and current directions.





Lutheran Community Care's 50th Anniversary Worship Service was held at St Stephen's Lutheran Church, Adelaide, in September.

Lutheran Community Care Celebrates 50 Years

THERE were many milestones to celebrate when Lutheran Community Care marked its 50th anniversary in 2019, but none more than the thousands of people the organisation has helped in its time.

Fifty years ago, the Lutheran Church acknowledged there was a need for a central social welfare office in Adelaide, thanks to the efforts of The Lutheran Women of South Australia. The LWSA were instrumental in this process, as they had become increasingly aware of the growing need to support people living in poverty during the 1960s.

The women and the Church raised the required funds to purchase LCC's current site at 309 Prospect Road, Blair Athol. Lutheran Community Care officially opened in November 1969, however it was known as The Lutheran Social Welfare & Relief Centre until the 1980s.

Colleen Fitzpatrick was LCC's Director from 1994 to 2007, though she began as a social worker in 1984. She said it was a joy to work with some of LCC's original volunteers, including Ruth Kuhlmann, Jan Ziebarth and Mel

Elphick, who were heavily involved with the organisation from the beginning.

"They kept us mindful of why LCC was established – to serve the less fortunate," Colleen said. "It was great to see some of these people who came to us for assistance, return as volunteers in the op shop or in the emergency relief program. I met some wonderful people and had some amazing experiences."

Over the years, the need for increased community services continued to grow and the development of Lutheran Community Care reflected this. In the beginning, much focus was placed on emergency relief and counselling, but services soon expanded to include support for refugees, foster care and homelessness accommodation.

"The foster care program was a highlight for me personally," Colleen said. "The team was highly professional and totally committed to the work. We were much loved by our church community and received many gifts in kind to pass on to the children within the program."

Helen Lockwood began volunteering with LCC as a relationship educator 25 years ago and was soon employed in the counselling program. After a number of different roles within the organisation, she became Director in 2009 and retired in August 2018.

Helen's fondest memories are of the people she encountered on her journey. The people LCC served, the volunteers, the staff and the people in congregations who gave so generously.

"Working with others energised me to try and give my best," Helen said. "Together we could provide what was most important - building caring communities so that all people have opportunities and know that someone cares for them."

Setting up regional offices outside of Adelaide was also a highlight for Helen. Both the Barossa and Central Australia offices (opened in 2004 and 2009 respectively) continue to support many people in these regions.

Other sites in Adelaide, including The Family Zone hub at Ingle Farm (opened in 2006) and Peachey Place in Davoren Park (opened in 2011), have helped countless individuals and families in these communities.

"There was incredible growth, not only in the number of staff and the programs we were able to provide, but growth in the geographical area we covered," Helen said.

Today more than 130 staff and 500 volunteers work at LCC across 19 sites in South Australia and the Northern Territory. The wide range of services



Guests from LCC's major partner LLL Australia enjoyed the 50th anniversary ball in November.

include foster care, homelessness support, counselling (family, relationship and financial), emergency relief, elderly visiting, living skills, family education, community hubs, op shops and training and development.

Reflecting on her time at LCC, Colleen said it was the perfect opportunity to bring together her faith and career. She added that God faithfully met LCC's needs every year, no matter how great the goal was.

"Every gift is precious and a cause for thanksgiving," Colleen said. "Occasionally we would receive an envelope with several \$50 or \$100 notes in it and a piece of paper with 'God bless you and the work that you do'."

Helen shares similar sentiments when reminiscing on the past.

"To be able to work in a place where passing on the love of God was the underpinning of all we did together was a rare privilege," Helen said.

"Of course there were difficult times and disappointments, but the challenge of those situations were also important, as we learned from our failures, picked ourselves up and tried to find a new way to proceed."



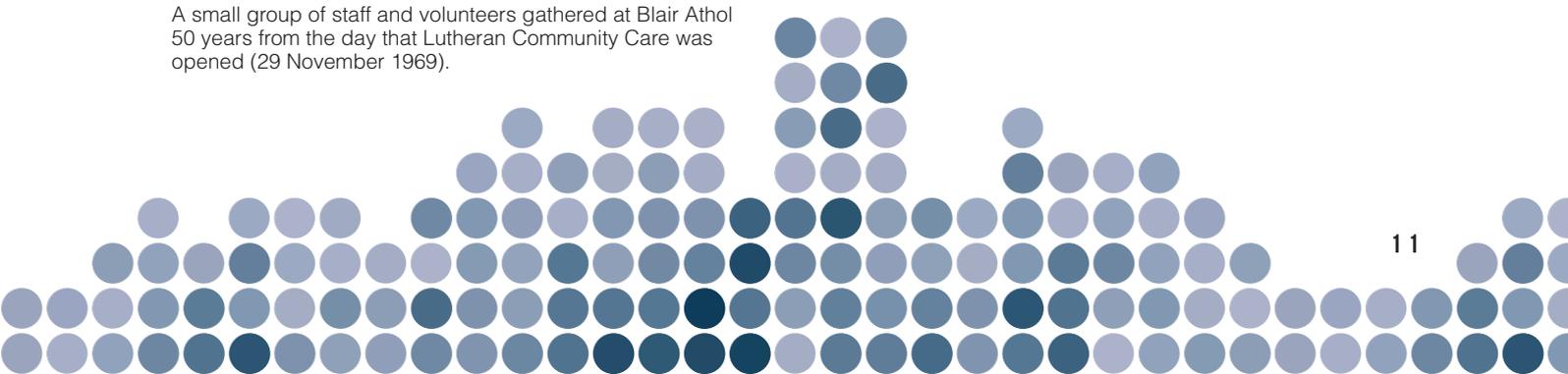
LCC's 50th Anniversary Gala Ball was held at the Masonic Hall Grand Ballroom, Adelaide, in November.



LCC's Barossa team shared 50th anniversary celebrations with the public at the Barossa Co Op in November.



A small group of staff and volunteers gathered at Blair Athol 50 years from the day that Lutheran Community Care was opened (29 November 1969).



Our Volunteers

LUTHERAN Community Care is fortunate to have a diverse team of volunteers who give their time to support our organisation and the work we do in the community. They are the heart of our organisation and they provide much-needed assistance to the communities we serve.

COVID-19 had a significant impact on LCC volunteers and our volunteer programs. Several measures were put in place to keep our volunteers safe for programs that could continue. However, our op shops were forced to close for nine weeks and the Community Visitors Scheme was heavily impacted due to aged care facilities going into lockdown.

Unfortunately, due to COVID-19 restrictions, we were unable to hold our annual volunteer luncheons in May 2020. Despite this, every effort was made to acknowledge our volunteers during National Volunteer Week. Our marketing team put together a video, which featured volunteer coordinators and even a shout out from Channel 9's Brenton Ragless. A fortnightly newsletter was also distributed to ensure volunteers remained connected during lockdown.

By the end of the financial year, most of our volunteer programs were running again and the majority of volunteers had returned to active volunteering. The dedication and resilience shown by them during this difficult period has been amazing.



569 volunteers gave over **43,906** hours worth at least **\$1.98** million



Volunteer Programs

- Administration Support
- Centre for Learning
- Christmas Hampers
- Community Visitors Scheme
- Emergency Relief
- Family Zone Ingle Farm
- Home Visiting
- LCC Board
- Mobile Crèche Service
- Multicultural and Settlement Services
- Op Shops
- Peachey Place Living Skills Centre
- Blair Athol Shed Workers

A volunteer's average age is **58.6** and average length of service is **2.5** years

Strategic Goals

Support and empower those in need of care with high impact, client-centred services

EXPANDING target groups of Foster Care Services to meet the diverse needs of children in care has been a goal for LCC this year. In 2019/20, we supported 225 carer households to provide generalist care and 11 households to provide specialist care (up from 209 and 2 respectively in the previous year). While for much of 2020 we were unable to visit with families face-to-face or attend meetings with them, we were able to work with our families to determine their unique needs and health vulnerabilities at the start of the pandemic, and tailor virtual support plans, which provided a high level of support to each family. While facing the full impact of COVID-19, LCC achieved a record four-year high of foster care enquiries for the month of April 2020.

Emergency relief provided to 1224 people in SA and NT

A NEW LCC objective has been to widen our footprint of homelessness and financial crisis response services. In the Barossa, outreach began in the Two Wells and Mallala area, including financial counselling, emergency relief and budget casework. Financial Counselling was also expanded onsite at the Outer Southern Generic Homelessness Service in Morphett Vale. The OSGHS has seen many successful stories this year as its staff continue to walk alongside families and individuals who are homeless or at risk of homelessness. For example, a client who was homeless has now completed their studies and is looking to buy their own home.

850 people supported with homelessness services in Southern Adelaide

388 registered foster carers at LCC in 2019/20



1212 FARS counselling and education sessions were held with 509 clients

FAMILY and Relationship Services responded quickly to the pandemic in March, immediately adjusting and working to ensure we still connected with families who needed support. Of note was the way that we adapted our parent education. When we couldn't run groups, we immediately changed to individual sessions over the phone/Zoom. This ensured that families still received support in a time when they were under increased stress. We also created marketing resources and distributed these via various partner organisations, schools and kindergartens

752 people provided with financial counselling in SA

THIS year we have continued to develop our successful hub services model in specific locations, particularly across Northern Adelaide. During the COVID-19 lockdown, staff at Peachey Place maintained ongoing outreach contact and support with volunteers and centre users, which ensured a smooth transition to reopening its doors in June.

At Family Zone Ingle Farm, a majority of clients were supported with a range of services, which were individualised to best meet their needs. For example, parents supported by home visiting also attended parenting programs and practiced what they learned while engaging with their children in supported playgroups. Other families were supported to attend programs such as financial counselling, budget cooking and mental health support.

3828 people supported through our services at Family Zone Ingle Farm

Strategic Goals



A total of **3384** people were supported across all of our services in Central Australia

Build stronger, active connections with churches, schools and community

IN May, LCC's Intensive Family Support Service Case Worker in Ntaria contacted Purple House, an Indigenous owned and run health service, after seeing Coles had donated food to the organisation for distribution in remote communities. With the assistance of Congress, an Aboriginal primary health care service, the food was delivered to Ntaria and LCC staff distributed to the local community. In Central Australia, a silver lining of COVID-19 has been the increased goodwill between service providers and resourcefulness in meeting community need.

Churches and schools continue to be major supporters of Lutheran Community Care and we have increased our communication and built on the existing relationships this year. For example, in conjunction with our 2019 Winter Appeal, the CEO and other staff members spoke at various speaking engagements across Adelaide and the Barossa. A huge improvement has been made with relationships in the Barossa and Family Zone Ingle Farm continues to value the close links with Para Vista Lutheran Church, Endeavour College and Tatachilla College, who provide financial and moral support.

LCC also regularly features in Church publications and school newsletters, while more focus has been put on connecting with community through mainstream media. This year LCC has featured in The Advertiser and on ABC Radio Adelaide, where the CEO was interviewed and promoted our services during the COVID-19 lockdown.



166 CVS visiting arrangements with 190 older people

Be recognised for service excellence and as an innovative community services leader

LIFTING Lutheran Community Care's profile through more effective brand awareness has been a focus in 2019/20. Boosting our presence online through social media and videos has been effective. Our Facebook engagement and following has grown substantially and our op shops promotion was expanded to Instagram. A record number of short videos were also created in this financial year, highlighting our services and how we support the vulnerable in our communities. By lifting our profile and increasing awareness of who we are, we ensure sustainability for the organisation and most importantly, the communities and individuals who need us now and in the future. At the end of the year, discussion had commenced on a refresh to our brand and marketing strategy.

In Central Australia, the Families Learning Together, Communities for Children program facilitated a Women's Financial and Wellbeing workshop with LCC's financial services team in February. There were 17 participants in attendance at the workshop, which was facilitated by a local elder who could deliver the content in basic Arrernte as required. The focus was on budgeting and healthy food options for families, as well as empowering Aboriginal women to make informed decisions when shopping. By providing a culturally safe, women's only space, it ensured participants could engage in the content and enabled learning through questions and shared experiences.

This year our main concern in the Community Visitors Scheme program was for the residents, who already being isolated, were going to feel even lonelier from not seeing their special friends during aged care lockdowns. We needed to find different ways to connect and show the residents that they were not forgotten. Our CVS volunteers continued their friendships by writing letters/cards, making phone calls, dropping off flowers and 'Facetiming' their friends. It certainly made a difference in challenging times, for both residents and volunteers.

CVS volunteers made **2924** contacts with older people and **50** new matches were formed

SOFIA'S STORY



Supporting Communities Through COVID-19

- Emergency Relief
- Financial Counselling

SOFIA was thrilled when she arrived in Adelaide as an international student in September 2017. It had always been a dream of hers to study abroad and she was looking forward to the opportunities that Australia would present.

At the start of 2020, Sofia was studying an Advanced Diploma of Leadership and Management. She was also working 20 hours a week between two restaurants.

However, like so many others, her life suddenly changed when COVID-19 restrictions were enforced in March. Both of her workplaces were forced to close and her employment was terminated. As the reality of life without an income began to sink in, Sofia was overcome with fear and concern.

To add to her worries, Sofia's family were living overseas and they too had been affected by COVID-19. This meant they could not assist Sofia financially. She was also not eligible for any government support in Australia because she was an international student.

Unsure who to turn to for support, Sofia became aware of Lutheran Community Care's emergency relief and financial counselling services through the Mexican Social and Cultural Association of South Australia. While she received much-needed food from our emergency relief services, her main concern was being able to pay her rent and study expenses.

Her education provider was not willing to offer her any discount on the course fees and these expenses continued. Her property manager also informed her that the rental contract she had signed obliged her to continue to pay the full amount each fortnight.

When Sofia met with one of our financial counsellors for the first time, she was amazed that she could discuss her situation in her own language, as the counsellor could speak Spanish. At the end of this session, Sofia reported that she felt empowered by the information that had been provided to her.

Following the advice of our financial counsellor, Sofia asked for rent relief from the landlord via the real estate agency - a reduction from \$630 per fortnight to \$210 per fortnight.

Our financial counsellor assisted with the financial hardship application and the rent reduction was approved by the landlord for three fortnights. Following that, the rent was set at \$410 a fortnight - a significant reduction from what she had been paying.

After restrictions eased in South Australia, Sofia was able to gain employment again. She is currently working 10 hours a week and is using her personal savings to live on. This has enabled Sofia to continue with her tenancy and prevented her from becoming homeless and losing access to education.

Strategic Goals

Invest in workforce planning, training and development, so that we are an employer of choice

LUTHERAN Community Care provides a range of in-house and external courses for staff development. On top of the courses offered through the Centre for Learning, 92 staff members attended a one-day retreat at Hahndorf in 2019. In 2020, discussion commenced on further investing in professional development. Plans were put into place to better support LCC's leadership team, so that they can be equipped with the knowledge and skills to effectively work with their staff. LCC also invested in Zoom technology, which has proved effective post-COVID lockdown, especially with providing training to staff in Central Australia.

LCC has also invested in a Better Impact Database, which allows for collection and storage of volunteer statistical information. Through this database, we can communicate more effectively with our volunteers and have learnt more about them. For example, more than 25% of our volunteers have indicated that they come from a culturally and linguistically diverse community.

Attracting and retaining high quality staff has been a focus this year, with a number of new positions created as we grow as an organisation. An Aboriginal Cultural Worker and a Multicultural Worker were appointed in Foster Care Services and have commenced work on developing training packages, improving assessment processes and developing cultural support plans. An Executive Manager Specialist Services was also appointed to lead our NDIS registration and the development of a disability service delivery offering. Other examples included a General Manager Community Relations, who focuses on fundraising and creating new partnerships, as well as a Schools Project Officer, who is building stronger relationships with schools.



Grow our financial sustainability by identifying and securing new funding opportunities

NEW funding opportunities that were successful this year included the \$67,000 raised at our 50th Anniversary Gala Ball in November, as well as being the beneficiary at The Advertiser Foundation's Ladies Luncheon at the Hilton Adelaide in February. Lutheran Community Care received about \$17,000 from this event. Considerable work has also commenced in the Barossa, as we seek funding for a homelessness support caseworker. At the end of the financial year, plans were in place for a Double Day Donation partnership with Beyond Bank and partnership with Drakes Supermarkets.

Increasing donations from existing donors has also been successful,

with all of our appeals receiving more donations than the previous year. Our 2019 Winter Appeal total was the highest ever at \$198,000, while more donations were also received through newsletters, our 2020 Lent Appeal and online. Increasing our op shop revenue has also been critical to growing our financial sustainability and Elcies Norwood has been instrumental in this. We have sadly had to close some shops that were not sustainable, but we have plans to open another Elcies in the Barossa in late 2020.

Exploring new opportunities for service provision across SA and NT is also a new objective that is on track. This includes developing our business model for the provision of select NDIS supports and services, which we hope to rollout in 2021.

2019 Winter Appeal raised the highest ever total at \$198,000

Elcies Opens In Norwood

- Op Shops
- Volunteering

In October, Lutheran Community Care opened its first Elcies op shop on The Parade, Norwood, and the fashionable store has certainly made its mark in the local community.

With good-quality stock, friendly volunteers and a modern layout, Elcies has quite quickly become a favourite amongst sustainable shoppers in Adelaide, while the number of sales has also exceeded expectations.

In the first 20 weeks of trading, before the pandemic forced it to close for a few months, Elcies raised an incredible \$200,000.

This extra revenue has allowed LCC to help considerably more people across the metropolitan area through programs such as emergency relief, financial counselling and homelessness services.

LCC Op Shop Manager Babs Deane drove the exciting new project and has watched Elcies grow from small beginnings. She said its success has also boosted Lutheran Community Care's profile in the broader community.

"Because it's got such a large following in Norwood, people are suddenly far more aware of LCC and what we do," Babs said.

"Customers feel that it's one of the best op

shops, if not the best op shop they've ever been to. It is light and bright and they always comment about the music.

"But more importantly our customers love our volunteers. They're helpful, they're really kind, and nobody judges them."

One of those volunteers is Flora Wang. She said volunteering has been one of the best things she has done in the last year.

"I have met some kind people and learned a lot during this period," Flora said. "What I love is that I can help people and it's a meaningful job. The experience is wonderful and makes me feel like I'm a part of the community."

While Elcies has a different brand to LCC's four other op shops in South Australia, Babs said it was important to be clear that LCC's commitment to mission remains strong.

"If we can grow LCC's income, then that is just so many more people that we can feed, we can help house, we can get to school, and give all of the support that we do, but considerably more," Babs said.

"And certainly the need is there. It's greater than it ever was before."

Elcies is located at 43-45 The Parade, Norwood.



Statement Of Comprehensive Income For The Year Ended 30 June 2020

	\$ 2020	\$ 2019
Revenues from ordinary activities	1,819,146	942,985
Donations and bequests received	925,453	673,145
Grants received for operating activities	11,468,916	9,588,309
Interest received	76,737	106,751
Gain on disposal of non-current assets	12,279	10,278
Employee benefits expense	(8,932,322)	(7,582,428)
Administration expenses	(528,855)	(508,148)
Depreciation and amortisation expenses	(171,975)	(170,922)
Other expenses from ordinary activities	(3,688,610)	(2,979,742)
Surplus from ordinary activities	980,769	80,228
Other Comprehensive Income	0	0
Net Surplus and total comprehensive income for the year (before transfers)	980,769	80,228
Transfer (to) Bequests reserve	(61,962)	(4,500)
Net Surplus (after transfers)	918,807	75,728

Statement Of Financial Position For The Year Ended 30 June 2020

	\$ 2020	\$ 2019
CURRENT ASSETS		
Cash on hand	6,239	5,180
Cash at bank	5,453,599	4,707,004
Trade and other receivables	761,163	288,187
Loans receivable	21,000	21,000
TOTAL CURRENT ASSETS	6,242,001	5,021,371
NON-CURRENT ASSETS		
Loans receivable	143,130	159,802
Property	4,169,750	4,203,069
Plant and equipment	457,151	444,772
TOTAL NON-CURRENT ASSETS	4,770,031	4,807,643
TOTAL ASSETS	11,012,032	9,829,014
CURRENT LIABILITIES		
Trade and other payables	1,201,791	1,205,639
Provisions – current	816,945	862,936
Government grants received in advance	1,109,529	512,364
Other grants received in advance	672,976	1,018,314
TOTAL CURRENT LIABILITIES	3,801,241	3,599,253
NON-CURRENT LIABILITIES		
Provisions – Non-current	154,850	154,609
TOTAL NON-CURRENT LIABILITIES	154,850	154,609
TOTAL LIABILITIES	3,956,091	3,753,862
NET ASSETS	7,055,941	6,075,152
EQUITY		
Retained surpluses	6,412,249	5,493,442
Reserves	643,692	581,730
TOTAL EQUITY	7,055,941	6,075,172

Auditor's Report

Report on the Financial Report for year ending 30 June 2020

WE have audited the financial report of Lutheran Community Care, which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the members of the Lutheran Community Care Board.

In our opinion, the financial report of Lutheran Community Care has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

(a) giving a true and fair view of Lutheran Community Care's financial position as at 30 June 2020 and of its financial performance for the year then ended; and

(b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of Lutheran Community Care in accordance with the ethical requirements of the Accounting

Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – basis of accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling Lutheran Community Care's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

MRL GROUP PTY LTD
Chartered Accountants



Mark LeCornu
Director
15th day of October 2020

A full set of accounts are available upon request from Lutheran Community Care.



LUTHERAN COMMUNITY CARE

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