



LUTHERAN
CARE

2021/22

ANNUAL REPORT

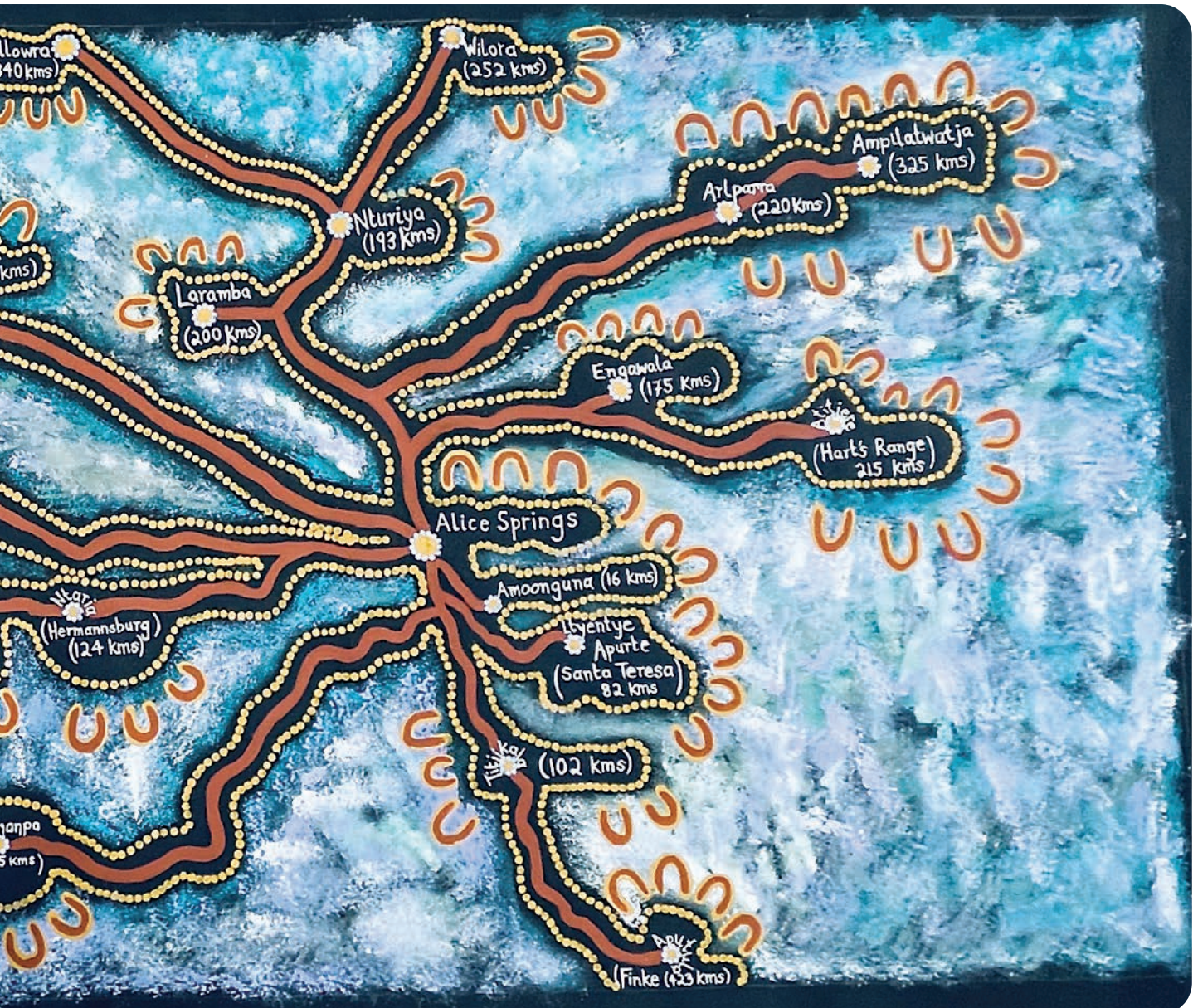
Changing Lives, Building Communities



This mural at the Alice Springs office, representing Lutheran Care's service footprint in Central Australia, was painted by Rachael Swan and helpers. Rachael is a proud Pertame (Southern Aranda/Luritja) woman, and a Lutheran Care staff member.

Acknowledgement of Country

LUTHERAN 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 connections 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 and present, and emerging leaders and descendants.



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Lutheran Care remains true to the values upon which we were founded more than 50 years ago..

Changing Lives, Building Communities

AT Lutheran Care we believe our communities are stronger when each and every person feels included and cared for.

Founded more than 50 years ago on the values of the Lutheran Church, we have always been champions of advocacy and equity, serving the needs and fighting for the rights of those who have fallen through the cracks of the system.

Today, our 500-strong team of staff and volunteers delivers over 50 programs to

support and empower vulnerable people across South Australia and the Northern Territory.

Whoever you are, wherever you come from, we will walk side by side with you, regardless of cultural background, sexual orientation, gender identity, belief systems or circumstances. Beyond working to have a lasting, positive impact on people's lives, we are determined to build hope, understanding and drive long term systematic change.

Our Mission

God's love in action: care, compassion and social justice for all.

Vision

Working together to change lives and build caring, resilient communities.

Values

Social Justice
Compassion
Inclusion
Commitment

Strategic Plan 2021-24

- Excellence in service delivery
- People and wellbeing
- Enabling technology
- Financial sustainability and growth.

Board Chair's Report

LUTHERAN Care successfully navigated many challenges throughout 2021/22 including the ongoing impact of COVID-19, rising inflation and increased costs of living, resulting in greater demand for social and affordable housing and Lutheran Care services. This, in turn, placed additional pressure on our staff and systems. I congratulate and thank everyone involved for continuing to deliver both existing and new quality services in this difficult and changing environment in South Australia and the Northern Territory. As we read in Matthew 25: 40, Jesus says "whatever you did for one of the least of these brothers and sisters of mine, you did for me".

The Board undertook a review late last year, with the aim of the strengthening of our governance frameworks and development of shared strategic directions between the Board and the Executive team. Previous Board Chair Simon Rodger resigned in January 2022, and I would like to thank him for his many years of service and dedication to the Board and his role as Chair. We also saw the departure of Barbara Power, Melanie Schmidtke and more recently Pastor Greg Fowler who I would also like to thank for their contribution and diligent oversight of governance during their term as Board members. With departures come new appointments and having moved to a more strategically appointed skills-based Board, I am pleased to introduce our new Directors John Briggs, Alex Zimmerman, David Kelly and Tanya Newhouse, who all joined the Board this year. I am excited by the skills and experience the new Board members bring, and the opportunities this will open for the future of Lutheran Care.

The Board was involved in a range of real estate decisions. Lutheran



Care entered into a six-year lease with Harcourts, led by James Packham who owns the property. This partnership produced Terra Firma, a crisis accommodation facility for homeless couples and singles over 45 years old, the first of its type for those most at risk of homelessness within this sector. Calvary Housing Association also acquired eight properties located in the southern region of Adelaide, enabling Lutheran Care to utilise the assets for multiple potential usages such as National Disability Insurance Scheme (NDIS), community housing projects and affordable housing, to name a few.

After a two-year journey, the Reconciliation Action Plan was finalised and accredited by Reconciliation Australia, demonstrating our commitment toward reconciliation and the importance of building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples, organisations and communities, to produce mutually beneficial outcomes. Congratulations also to everyone involved in achieving renewal of the Australian Service Excellence

Standards Award level which involves the systematic implementation of the organisation's strategic agenda and a demonstrated commitment towards continuous learning and sustainable improvement.

Lutheran Care entered the area of the NDIS, establishing Elcies Disability Care and recruiting Positive Behaviour Support practitioners. This is an area of increasing need, providing us an opportunity to expand our service offering.

I would like to thank Lutheran Care Chief Executive Officer Rohan Feegrade who continues to lead with passion and inspire the staff to continue to provide the best care for our clients. And finally, thank you to all our supporters, without whom we would not be able to do what we do. We look forward with anticipation and excitement to what 2022/23 will bring.

Sylvia Andersons
Lutheran Care Board Chair

Chief Executive Officer's Report

DURING what has been an unprecedented time of crisis and uncertainty, our dedicated staff and volunteers continued to show their resilience, creativity and commitment to unite in the provision of support to those most vulnerable. It is important for me to start by thanking and acknowledging their impassioned service.

Each year, our incredible team of staff and volunteers follow in the footsteps of our founders – a group of compassionate and forward-thinking South Australian Lutheran women – in our work changing lives and building communities across South Australia and the Northern Territory. While the remnants of the pandemic were still felt by our services, we continued our response in delivering crisis relief, advocacy, early intervention and prevention services with dignity, kindness and compassion.

This year we saw a rapid increase in the number of people seeking support due to the current cost of living and rental/housing crises and the lingering impacts on the economy caused by the pandemic. Many people and families in our communities are feeling the pinch with more people (260% rise in the past two years) seeking our Emergency Relief (ER) program. Added to this, our crisis services are dealing with economic headwinds with an increase in the costs associated to provide services and the reductions of monetary and material donations. Regardless of the challenges, our team continues to rise above it all to support people experiencing disadvantage.

“ Each day I continue to be inspired by the genuine compassion and empathy our people show for others as they deliver programs that have a profound impact on people's lives and the greater community. ”

Alongside the immediate support we provide through crisis care, our team contributes in lasting ways to help people improve their own lives through referrals to our other services such as Financial Counselling and Family and Relationship Counselling, alongside various other programs.

One of the highlights of the past year was the 30th anniversary of Lutheran Care delivering the Community Visitors Scheme (CVS). We are proud to be Lead Agency for our CVS consortium. Over the years through this unique program, we have supported thousands of older people at risk of isolation, by connecting them with volunteers and facilitating friendships and connections.

We continued to strengthen our relationships and cross sector partnerships with corporate Australia, including key real estate industry players, to find innovative ways to support people experiencing and at risk of homelessness. An example of this is Terra Firma, a sector-first partnership between Toward Home Alliance (THA) and local real estate agency Harcourts Packham, to open a new short-term accommodation with accompanying support for people at risk of or experiencing homelessness in a refurbished former backpackers hostel in the Adelaide CBD.

As Lead Agency of THA, and in working with Alliance partners and the sector, we remain steadfast in our efforts to identify factors that point to housing insecurity as early as possible, whilst still supporting those who experience chronic, prolonged homelessness to overcome their challenges. With this in mind, we continue to play a significant role in conducting service evaluation and continuous improvement initiatives.

As the State's second largest provider of Foster Care services, Lutheran Care continues to help vulnerable children and young people to access the support they need to thrive by recruiting and supporting foster parents and families. This year we focused on the message “Be the Village”, to encourage and remind the community that it takes a village to raise a child. With this, we saw our Specialist team rapidly expand with the introduction of new innovative recruitment and retention strategies and ‘wraparound’ therapeutic roles to provide even better supports for our carers.

A key strategic focus was growing our footprint and the services we offer to the community, and one of the highlights over the past year has been the launch of our Positive Behaviour Support program through our registered NDIS service,

Elcies Disability Care. In March 2022, we recruited South Australia's highest performing team of clinical staff whose reputations in the sector and excellent support of clients and their families have quickly led to waiting lists for our new team of practitioners. Elcies Disability Care is currently servicing the wider metropolitan Adelaide, Adelaide Hills and the Fleurieu Peninsula, and we have plans to begin servicing the Barossa region.

Another new service for Lutheran Care's remit is Community Connections, which offers short term personalised support to assist participants to build connections with local services, support networks and the community.

The assistance and support our team provides to those in need is not accomplished alone. I would like to sincerely thank each person who has supported our work, whether that be by donating to an Appeal, donating Emergency Relief pantry items, shopping at or donating items to one of our Op Shops, volunteering with us, attending an event, spreading the word about our programs with your networks on or offline, or praying for our teams and the clients we support.

Our retail stores, Lutheran Care Op Shops and ‘higher end’ Elcies Op Shop trading continued to trend upwards this year with proceeds from all sales directly supporting our Emergency Relief and crisis programs, while also caring for the environment by diverting preloved fashions, furniture, homewares and more, from landfill and giving them another life.

Lutheran Care's Gala Dinner in October was one of the highlights of the Adelaide social calendar, with the event one of the first large gatherings permitted post COVID restrictions. Through the generous support of our sponsors and nearly 700 guests, the dinner raised close to around \$220,000 to support our Emergency Relief Fund.

While demand for our services grew, so did our reputation as an employer of choice for community service and social advocacy professionals. This year we were successful in attracting some of the best and most highly sought after people to our organisation adding to our existing highly skilled and diverse workforce. We recruit to our inclusive values and are

steadfastly welcoming to clients and team members from all backgrounds and walks of life.

As an organisation we followed through on a firm commitment to be an ally to First Nations clients and communities, and be a safe, inclusive and desirable place for First Nations people to work. Our staff took part in the NAIDOC 2022 March and Family Fun Day, sponsored the Reconciliation SA Breakfast, launched our second Reconciliation Action Plan and rolled out mandatory Cultural Awareness Training for all staff.

Our reputation as a brand and presence in the community is growing, as we refine our practices and increase our resourcing in promoting and sharing the great work our team does to the wider public. This is being reflected in an increase in our online engagement, requests for collaborative opportunities with communities and businesses alike. I encourage having a look at the Lutheran Care website lutherancare.org.au or our social media pages @lutherancareSANT.

As a not for profit, the cost of service delivery and the growing level of support needed to service those experiencing disadvantage and crisis far exceeds funding for many of our programs. To meet demand, Lutheran Care relies greatly on monetary and material donations toward our Lenten, Winter and Christmas Appeals, in kind support from businesses and commitment from our many volunteers. We are forever grateful to congregations, businesses and everyone who has joined us in supporting those who need it the most. Every bit helps.

I am thankful for the respectful and supportive relationship Lutheran Care has built over the years with the community at all levels, and I look forward to continuing this into the future.

Finally, this year has seen Lutheran Care make some outstanding and new Board appointments with new Directors bringing great passion, skills and resources to the organisation and our work in communities. I am very excited to be working with both



our new and existing Directors in what is a very exciting time ahead for Lutheran Care. With the integral support of the Lutheran Care Board, we will continue doing everything we can to be there for all vulnerable people in our communities, responding with practical assistance and supports, delivered with love, compassion and empathy.

Rohan Feegrade
Chief Executive Officer

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.

- Adelaide Oval
- Anglicare SA
- Barossa Lutheran Churches
- Beyond Bank
- Bickfords Group
- Brenton Ragless
- Cabana Productions
- Centacare
- Coopers Brewery Limited
- Commonwealth Bank
- Concordia College, Highgate
- Connecting Foster & Kinship Carers SA
- Department for Child Protection
- Department for Child Protection, Carer Approval and Review Unit
- Department for Child Protection, Foster Care Services
- Department of Education and Child Development
- Department of Human Services
- Department of Social Services
- Drakes Supermarket
- Endeavour College, Mawson Lakes
- Fair Price Blinds
- Finke River Mission
- Foodbank
- G'day Group Holdings
- Glynde Lutheran Church, Glynde
- Good Shepherd Lutheran School, Para Vista
- Golden Grove Lutheran School
- Hand in Hand Family Centre
- Haselgrove
- Hood Sweeney
- Housing SA
- Immanuel Worship Centre/Gawler
- Intract Australia
- Jansz Tasmania
- Life Without Barriers
- LLL Australia
- Lobethal Lutheran Church
- Lutheran Church of Australia, SA-NT District
- Lutheran Super
- Lutheran Women of SA-NT
- Magill Pilgrim Lutheran Church
- Maria Kenda Jewellery
- Marion Community House, Warradale
- Mount Barker Community Centre
- Northpoint Toyota
- Para Vista Lutheran Church
- The Parks Community Centre
- Pernod Ricard Winemakers
- Phil Harris – Harris Real Estate
- Port Adelaide Enfield Council
- Salisbury Family Centre
- Showpony
- South Australian Housing Authority
- St John's Lutheran Fellowship, Unley
- St Paul's Lutheran School, Blair Athol
- St Petri Lutheran Church, Nuriootpa
- Tatchilla Lutheran College, Tatchilla
- Terry Howe Printing
- Tenants Information and Advisory Service
- Tritan
- Uniting Country SA
- Uniting SA
- Voyages Indigenous Tourism
- Warradale Lutheran Church, Warradale
- The Willows Children's Centre
- Wirra Wirra Vineyards
- Woodside Lutheran Church
- Wyatt Trust

Highlights of 2021-2022

Toward Home launches

AS part of the State Government’s major reforms of the homelessness sector, the Toward Home Alliance, led by Lutheran Care, began delivering homelessness services in the Adelaide CBD, Southern Metro and Hills areas.

With partners including Baptist Care SA, Mission Australia, The Salvation Army and Sonder, the Alliance launched a bold and innovative service model which places focus on diverting people from experiencing homelessness, whilst still supporting those who experience chronic, prolonged homelessness to overcome their challenges. The Alliance’s Mission is to give hope, to prevent and end homelessness, and they are interested in working with other sector partners, philanthropic agencies, supporters in corporate Australia including in the real estate sector, landlords, developers, and everyday people who would like to make a difference, toward this mission.

For information, contact towardhome.org.au



Toward Home Alliance Senior Manager, Shaya Nettle, welcomes people to the Toward Home Alliance launch.



Chief Executive Officer Rohan Feegrade and Community Visitors Scheme (CVS) coordinator Sonja Williams congratulate some of the long-serving volunteers at the CVS 30th celebration.

Community Visitors Scheme turns 30

THIS year, Lutheran Care celebrated the 30th year of delivering the Community Visitors Scheme (CVS). To mark the event, program managers invited current and past CVS staff and volunteers to a celebration at Good Shepherd Lutheran Church, Para Vista.



Chief Executive Officer Rohan Feegrade, Lutheran Church of Australia SA-NT Bishop David Altus, and emcee Brenton Ragless at the 2021 Gala Dinner.

2021 Gala Dinner

OUR Gala Dinner held at Adelaide Oval on 30 October, was a splendid night of fun and fundraising which managed to raise an astonishing \$215,000 for the Lutheran Care Emergency Relief Fund.

The evening was emceed by Channel 9 news presenter Brenton Ragless.

A special part of the night was the final live auction item of the night, which saw the audience asked who would pledge \$1000

to support survivors of Domestic Violence. A total of 60 people raised their hand, raising \$60,000 on the spot.

Thank you to major sponsors Intract Australia and all the other sponsors and supporters, and of course the generous attendees of the evening.

We look forward to the next dinner in November 2023.





Store manager Halia cuts the first birthday cake, and (below), the team celebrates with special guests.



Elcies Tanunda's first birthday

ELCIES Op Shop in Tanunda celebrated its first birthday on Friday, 1 October.

The celebrations coincided with Op Shop Week in Australia with a number of volunteers, friends and invited guests attending the event.

Local Member Tony Piccolo cut the birthday cake with volunteer, Carol Poel.

Mr Piccolo congratulated the staff and volunteers on the shop achieving its first birthday in a tough retail environment.

"The shop has not only grown but it has flourished with sales exceeding expectations," said Mr Piccolo.

Elcies Tanunda was the second in

Lutheran Care's Elcies Op Shops brand, following Elcies Norwood. Elcies Tanunda stocks higher end labels and top quality accessories, collectables and bric a brac. One hundred per cent of profits benefit local people in need supported through Lutheran Care's programs in the Barossa Valley.

Mr Piccolo also commended the store for helping volunteers get retail experience and shared how one young volunteer had recently moved into an apprenticeship, supported by her work at Elcies.

Elcies Tanunda is located at Shop 4/46 Murray Street, Tanunda.

Improving our spaces

OUR head office at 219 Main North Road, Sefton Park, was rebranded in line with our new logo and colours, making it impossible to ignore to people travelling down Main North Road.

The building was also renovated inside, to create new offices and meeting rooms, a modern, open plan office, professional boardroom and kitchen, and a new bathroom, with a lift and automatic doors to make it more accessible.

Family Zone parenting and community hub in Ingle Farm was also renovated to give it a more welcoming front office/foyer space, more functional office spaces and meeting rooms for consultations with clients, and more colourful and inviting places for children to engage with our services and playgroups.



A staff member at one of Lutheran Care's COVID-19 vaccination clinics.

Vaccination clinics

DURING the height of the pandemic, Lutheran Care worked in partnership with local health professionals from Aspen Medical to run two COVID-19 vaccination clinics over four dates.

The clinics were held at Lutheran Care sites at Warradale and Glynde. Beginning in August 2021, any Lutheran Care staff member, volunteer, Foster Carer or extended families could book into the clinic during work hours to receive a vaccination if they wished.

Many of our team members and Foster Carers work with and support vulnerable people including people with chronic illnesses and living with disabilities, and at this point of the pandemic, there were government mandates that people in certain roles needed to be vaccinated. Offering the clinics to anyone who wished to become vaccinated was a way to give peace of mind to our team members and the people they support.

Approximately 280 people received one or two doses of the Pfizer vaccine.



The new look Lutheran Care head office at Sefton Park.



Volunteer Mike is one of the friendly faces at Elcies Norwood, our 'higher end' Op Shop based on Norwood Parade.

Volunteering

LUTHERAN Care has 245 dedicated and hard-working volunteers assisting in Op Shops, Community Visitors Scheme, Emergency Relief, Administration, Christmas Hampers, Family Zone and our Board. The average age of a Lutheran Care volunteer is 62 years; the youngest volunteer is 14-years-old and the oldest is 93-years-old!

A focused strategy to boost volunteer recruitment has increased enquiries from people wanting to volunteer with Lutheran Care by 31.44%. Strategies have included development of marketing materials featuring professional photos of volunteers.

During National Volunteer Week (NVW), 16-22 May, Lutheran Care volunteers were thanked and recognised for their contribution to the organisation through a thank you email and video message from Rohan Feegrade. Volunteer thank you lunches were held in the Barossa, Metro and Fleurieu Peninsula, with over 120 volunteers and staff attending the three events. Service areas also thanked volunteers during the week with morning teas and messages of thanks. During NVW, Lutheran Care also joined in Volunteering Australia's national social media campaign "Wave your appreciation for volunteers", giving organisations an opportunity to nationally recognise and

37,981

Volunteer hours



Our volunteers enjoy the chance to celebrate and be acknowledged at events including National Volunteers Week celebrations.

**\$1.77
million**

**value of volunteer
contribution**

celebrate volunteers by linking posts to Volunteering Australia's social media platforms.

During June, Rohan Feegrade was invited to speak with Sonya Feldhoff about Lutheran Care's passionate frontline volunteers as part of a panel on ABC Adelaide's live broadcast at Adelaide Central Market. In partnership with Volunteering SA & NT, the ABC 90 for 90 pledge-a-thon asked listeners to pledge 90 minutes of their time as a volunteer in honour of ABC's 90th birthday.

Also during June, our Op Shop and Emergency Relief teams hosted eight students from Saint Ignatius College for their Caroline Chisholm Community Service Placements. The students volunteered for one week assisting with restocking the food pantry, sorting and organising stock at the distribution centre and as shop assistants in the op shops.

As a fun way to usher in the festive season, we held a Christmas card design competition where volunteers and the children in their lives were invited to enter for the chance to have their design featured in a Christmas card for all of our volunteers to receive. Winning designs were from Katelyn Pascoe (daughter of Yvonne Pascoe, ER Barossa), Talon Baker (grandson of Peter Rudiger, CVS Barossa) and Levi Hoklas (grandson of Julie Hoklas, CVS Barossa).



You never know what our volunteers will find when they're sorting through donations in the Op Shop Distribution Centre.



Our team makes sure fresh food donations find their way to Blair Athol to be shared with Emergency Relief clients.



Some of our longstanding volunteers enjoy a catchup.



Celebrating volunteering milestones.

Elcies Disability Care (registered NDIS service)

ELCIES Disability Care launched Positive Behaviour Support (PBS) in March of 2022 and we have seen an increase to 82 clients within the first seven months of service. Lutheran Care is servicing the wider metropolitan Adelaide, Adelaide Hills and Fleurieu Peninsula, with plans to begin servicing in the Barossa region.

PBS is a new venture for Lutheran Care in the NDIS space. A team of highly skilled practitioners, working over several specialised areas, led by Bianca Dubois, have established a highly regarded service. The team has grown to 11 members, nine of these being Positive Behaviour practitioners. Under the operational support of Victoria Scowcroft, the PBS service has seen incredible growth over the past 12 months.

Next year Lutheran Care will work to establish Elcies as a leading organisation in the PBS environment. We are particularly excited to see allied health established as part of the Elcies Disability Care suite of services. We also look forward to servicing rural clients, continuing to grow the PBS team, and continuing to investigate the possibility of opening a NDIS-specific Elcies centre.



Some of the Positive Behaviour Support team at Elcies Disability Care - Lutheran Care's registered National Disability Insurance Scheme (NDIS) service.

“The compassion, understanding and support I have received from Elcies Disability Care PBS team has enabled me to learn and grow without judgement”
- PBS Team Member

CASE STUDY

Meet J, a client at Elcies Disability Care (EDC). J self-referred to EDC with two goals in mind; to access the community and to engage with his support team in a positive and more functional way. J lives in Voluntary out of Home Care (VOOHC), meaning that he is supported 24/7 by Support Workers on a rotating roster.

Due to the intensity and frequency of J's behaviours of concern, he had limited and restricted access to the community struggled to positively engage with Support Workers. J and his support team have been working with his EDC Specialist Behaviour Support Practitioner for just over two months. In the initial visit, the Practitioner investigated and identified that J did not have the skills to sit on the toilet or a chair. No one in his

team knew this. Through hypothesising and medical clearances, it was identified that J had the ability to learn the skill of sitting.

J's Behaviour Support Practitioner and his team worked together on interventions and fun in-home activities around sitting skills and positive engagement with others. Fast forward a little and J can partially sit! How amazing is this?

So what does this mean for J? J is meeting his goal as he is now accessing the community every day at least twice a day and having positive and meaningful connections with others. J has an increased quality of life and is able to build and grow his capacity in activities of daily living. J's support team also feel safer and more confident in supporting him in his home and the community.

CASE STUDY

Alice Springs

DURING the last financial year, Lutheran Care Alice Springs has achieved the following results through its programs.

Money Hub Services - 521 active clients.

This is a critical program that seeks to understand the complex lifestyles our clients face and deliver tailored solutions that alleviate the stress that stems from financial management.

Community Education - 242 active clients. This is an engagement service that delivers financial education in a group setting that establishes strong relationships both with clients and other service providers in our local area. Lutheran Care Alice Springs cooperates with several organisations and is proactive in assisting individuals in the following areas:

- Receiving a salary as part of their program with Tangentyere Employment Services.
- Reintegration services through the Alice Springs Correctional Centre.
- Early intervention with children at Yirara College, Living Waters, and Araluen Christian College.
- Working in Australia as part of the Pacific Labour Scheme through Voyages Indigenous Tourism Australia.
- Educating young mothers unfamiliar with the financial requirements of growing a strong and healthy family as part of the Department of Education's Learning with Families program.
- The NT Youth in Detention Class Action assisted over 200 individuals in collaboration with Maurice Blackburn Lawyers. This important project was

recognised by Justice Debra Mortimer to be critical for those receiving compensation monies. Justice Mortimer had approved the setup of the 'Financial Capability Reserve' to engage and develop the financial capability of the class members. Because of Lutheran Care's strong reputation and service footprint in communities, we were able to locate and assist a number of individuals who were receiving compensation amounts exceeding \$10,000.

Emergency Relief - 698 active cases.

Our Emergency Relief services are a critical part of providing crisis relief to those in need. The Emergency Relief program seeks to aid vulnerable individuals by supplying food vouchers in partnership with Foodbank, and blankets for those in rough sleeping conditions. The program also grants fuel cards to people who are in need of medical treatment, are returning to their community, or attending sorry business.

Cashless Debit Card

Lutheran Care was successful in tendering for the implementation of the Cashless Debit Card in Central Australia. In the Northern Territory, Income Management has been largely voluntary unlike other Australian states. Based on our experience, we proposed a new model of education and support, which involved whole of family planning and prevention from financial crisis.

The project was designed to provide

A client was very stressed about a debt owing to an educational institution that she could not pay back. The client had a death in the family at the same time as her study commencement date. The client was unable to attend study and forced to drop out without receiving any benefit from the study, however the debt was still owing and pursued by a debt collector.

There were also other financial issues, including several Afterpay and Zip Pay debts, as well as outstanding arrears. Lutheran Care worked with the client on an affordable payment plan, agreed to by Afterpay and Zip Pay. The study debt returned to the original creditor.

They agreed to a 50% reduction of the debt and an affordable payment plan was commenced by the client. She is now more confident with her finances and is successfully independent from Lutheran Care.

grassroot co-designed promotion and education regarding Money Health as a preventative to crisis management. The changes in government policy (removal of income management options) meant that the project was rebranded and continues to provide an invaluable family by family service to the community.

Barossa Valley

THE number of people experiencing homelessness or at risk of being homeless in the Barossa has increased at an alarming rate since 2020. At our Barossa office we have seen an influx of women and children who are fleeing domestic violence, which is often fuelled by drugs and alcohol. Single men battling mental health issues, alcohol and drug abuse are also presenting, again in desperate need of a safe place to live.

Through the support of philanthropic donations and the community, we are looking at providing a locally based support worker to provide brief intervention to support individuals and families at risk of homelessness and other challenging

situations. This would allow more people, services and organisations to be aware of Lutheran Care's holistic approach in supporting our vulnerable community.

A brand new program, **Community Connections**, began at our Barossa office in August 2021. This new program is part of the growth and expansion offering a wraparound holistic service to our current programs of Emergency Relief, Financial and Personal Counselling, Community Visitors Scheme, Tax Help and Christmas Hampers servicing the Barossa, Light and Lower North regions.

There are exciting times ahead with

the implementation of our support worker role funded with philanthropic donations and our new funded program, **Children's Contact Service**. Children's Contact Service provides a family friendly and safe environment to assist children in developing a positive, meaningful relationships, or staying positively connected with the parent or family member that they do not reside with. The service provides supervised handover and contact visits at a safe at a neutral venue.



80%

Approximate percentage of total Toward Home Alliance internal referrals made from Access to Divert

200

Approximate number of people waiting for Divert case management

A New Opportunity to End Homelessness

IN response to the State Government reforms to the homelessness sector in July 2021, Lutheran Care took on the role of Lead Agency of the Toward Home Homelessness Alliance.

The Alliance offers tailored supports and services to people experiencing or at risk of homelessness in the Adelaide CBD, Southern Metro and Adelaide Hills.

Lutheran Care works with other Alliance partners, including Baptist Care SA, Mission Australia, Sonder and The Salvation Army.

The Alliance was officially launched in July with Head of Homelessness Sector Integration, Ian Cox. Representatives of each Alliance partner spoke about the opportunity to support more South Australians into secure, safe and affordable housing, and prevent people from cycling in and out of homelessness.

Lutheran Care delivers the 'Access' services in the Alliance, providing a streamlined point of entry for anyone needing homelessness support,

including youth services in the region.

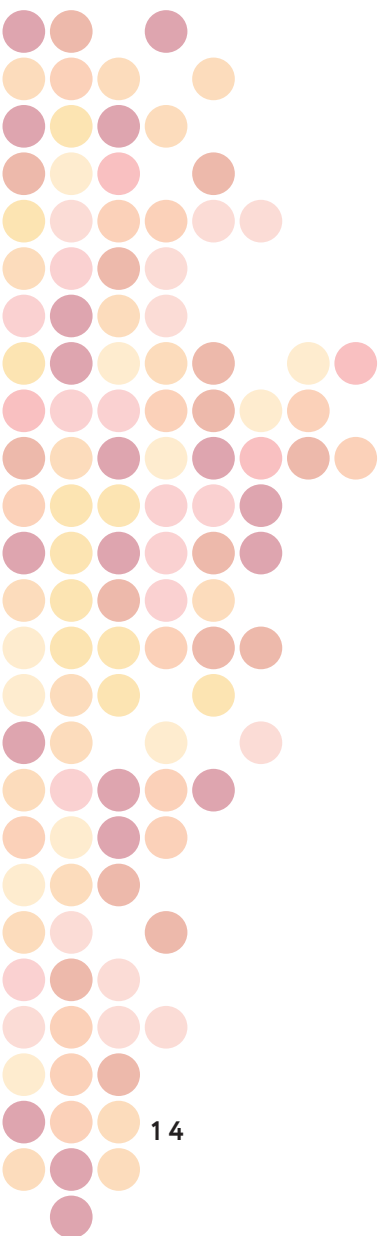
In line with funding expectations, Lutheran Care's Access team will now be based across the following Adelaide sites: SA Housing Authority, WestCare Centre and Hutt St Centre, and in Mount Barker, at the Mount Barker Community Centre. There is continued exploration of an Alliance presence at Marion (Sonder site).

Lutheran Care also provides the 'Divert' services to clients, working in partnership with those who are recently homeless to find stable and long-term accommodation. In response to the growing number of older people experiencing homelessness, Lutheran Care in partnership with the Toward Home Alliance and private real estate agency, Harcourts Packham, launched Terra Firma in September 2021.

There is continued growth of wait lists for case management for clients at risk of and experiencing homelessness, however Lutheran Care's team is looking at alternative ways to manage this demand.



Left and below: Representatives of the Toward Home Alliance's member agencies and other homelessness sector partners attended the launch of the Alliance in July, 2021.





Representatives of the Toward Home Alliance and Harcourts Packham take Human Services Minister Michelle Lensink of a tour of Terra Firma.

Additional Highlights

OVER the year, as the Lead Agency of this exciting new reform, Lutheran Care has been involved in the service evaluation and continuous improvement initiatives.

Other highlights are:

- training and roll out of the Vulnerability Index - Service Prioritisation Decision Assistance Tool (VI-SPDAT) for the Toward Home Alliance after significant work from Lutheran Care.
- an increase in service delivery in the inner city
- the Latitude consultation sessions with Toward Home Alliance partners to seek feedback on the past seven months' progress in the Alliance model
- additional training has been explored to upskill new staff. A refocus on the procedure manual has also been implemented. The addition of these ground level guidelines and documents will support staff retention
- The Executive Manager has revisited the Nurse Practitioner program with Flinders and ensured all Lutheran Care staff are trained in this service and child attachment to support

children who are at risk of or experiencing homelessness

- Toward Home Alliance Communities of Practice sessions commenced in February with the largest attendances in March sessions
- Final transition of Transitional Housing Program/Supportive Housing Program tenancies to Alliance segments has occurred and all property with Lutheran Care Divert teams now have an assigned and active case manager
- Lutheran Care has developed a partnership with Aboriginal Family Support Services, who will now be providing the non-violent crisis intervention training for the homelessness staff
- Lutheran Care has been a key voice at the South Australian Alliance to End Homelessness Planning Forum and will continue to be so.

5

Number of clients (families) Access case manages in motels, while they wait to be accepted by an Alliance segment

400

Approximate number of people waiting for intake and assessment (a three week wait at least)

Foster Care Services

THIS has been a year of initiatives and valued service implementations for Lutheran Care's Foster Care team. Despite the ongoing challenges of COVID-19, our service has continued to deliver high quality recruitment, assessment, placement, training and support services to our carer families.

After a significant drop in enquiries during the pandemic's peak, it's exciting to see registrations of interest to Foster Care starting to increase again. This will provide more opportunities for our program to provide many more safe homes for children in need.

The Foster Care Specialist program is expanding and staff are being employed in growth positions. There have been a few exciting initiatives this past year with holiday programs, some involving trains and rain! For some of our young people, they were able to attend a movie event with their carers. We booked the whole theatre; it was a lovely treat for all.

With the expansion of the Specialist team, new plans include developing our wraparound services and creating a new Therapeutic Support Practitioner role to complement the trauma responsive services that we offer.

A mammoth effort by staff and consultation with the Carer Reference Group achieved a much needed seven-year review of the carer guidebook. With its inviting layout and design, it is a practical resource for staff to guide carers through the myriad of processes in the system and the supports that Lutheran Care can offer.

Carer Households

52 short term

33 specialist

195 generalist

33 respite

20-30 under assessment



IMPACT

Foster Care Services introduced IMPACT - 'Respond rather than React' and established a partnership with LBI Foundation. As the program and carer community continues to grow, we have embarked on an exciting journey with LBI Foundation, to embed LBI's IMPACT program into our Foster Care Services.

IMPACT will equip us with the evidence-based framework, key tools and comprehensive training to keep doing what we do well; best use our collective knowledge and skills to create positive change; and ensure a consistently high standard of trauma and wellbeing responsive support for children and young people, our carer community and staff team.

LBI Foundation's Co-Founder Dr Ivan Raymond, alongside Lutheran Care Foster Care Services, have commenced integrating the IMPACT program into our service. Staff have completed foundational training and will then coach carer families in learning, living and applying key knowledge from the IMPACT program.

We are so excited to share the next stage of this journey with our staff team and carer community, growing together to make a lasting positive impact in the lives of vulnerable children and young people.



Some of Lutheran Care's Foster Care team attending the Easter event with carers. A beautiful day at Bonython Park!

Connection with carers

COVID-19 has presented many in our sector with the challenge of how to keep carer enquiry messaging agile. It was important to encourage people to consider Foster Care, as the demand for nurturing and loving homes increased in demand, while enquiries decreased during the pandemic.

Our recruitment strategy included a 12-month LifeFM radio campaign. We welcomed increased resourcing, skills and capacity in communications two days a week for recruitment and retention. Upgrades to our website mean we can now report and measure the effectiveness of reaching new audiences and audience engagement. Targeted social media advertising helps us reach demographics suitable to fostering.

To assist carers to continue to provide care and support, Lutheran Care offered two vaccination clinics providing early vaccine access for those caring for vulnerable children and young people. In addition, Lutheran Care invited Foster Carers to Lutheran Care's Gala Dinner

**4
sites**

**Glynde, Warradale,
Sefton Park and
Gawler.**

and we have facilitated important carer consultation on promotions and campaign design.

The Northern Support team hosted a carer workshop to hear feedback about their caring experiences and to note suggestions to increase word of mouth referrals. Their direct feedback will feed into carer recruitment activities and messaging that will be designed to resonate with the right audience to engage with prospective Foster Carers.

We developed a new newsletter designed to re-engage past enquirers and our 'Be the Village' social media campaign soft-launched in May. We also created increased flexibility and accessibility in the monthly e-newsletter. Finally, we were delighted to recommence our annual Christmas party, Easter party and annual carer appreciation events, which were well received by carers and families.

Looking ahead

The next year brings many exciting opportunities with looking to settle teams into our new Kent Town office, which staff are enthusiastic about.

New collaborative projects across the organisation are in discussions and we will be embarking on a significant media campaign in order to recruit more carers to care for children in need.

The continuing roll out of the LBI Foundation IMPACT program will provide a useful 'toolkit' and common language for our staff to embrace.

Our Foster Carers and staff will continue to work closely together to change lives and build caring, resilient communities for our most vulnerable children.

“ *Lutheran Care is very supportive and I would recommend other people who wish to foster to go with this caring group of people.*

– Long term guardianship carer ”



Our Family and Relationships team offers no or low-cost counselling and other supports to clients.

Family and Relationship Services

THIS year saw the ongoing impacts of COVID-19 on face-to-face counselling and parenting groups/services. The program was able to pivot to meet the demand of new clients seeking support, as well as the continuation of services for current clients. Family and Relationship Services (FRS) provided telephone and Zoom counselling sessions for new and existing clients, which was vital support for families who were experiencing a range of pressing issues such as home isolation, loss of employment, family stress, and Domestic Violence. Staffing this year decreased slightly with one of our counsellors accepting an opportunity to study in the USA, however, the program was able to offer additional hours to existing counsellors as well as accept Master's Degree final year University of South Australia students into paid placement opportunities. This has been incredibly beneficial to the team as we have been able to support students to build a professional portfolio and increase new learning opportunities for our counselling team.

A total of 252 sessions were offered to Specialised Family Violence Service clients

this year, which is an increase of 49.11% in sessions. A total of 1108 counselling and case management sessions were offered through FRS this year, which is a 33.8% increase in sessions. Our Murray Bridge counselling service experienced the largest increase in sessions.

The new year will see our services place more of a focus on parenting workshops and relationship education. The impact of clients sharing their experiences with other couples and families is incredibly valuable, as it demonstrates for families there is no 'one size fits all' when it comes to relationships and parenting; and there is value in shared storytelling, peer support, and education to address trauma-related parenting/relationship patterns. In addition to this, we are exploring offering out-of-business-hours services for couples, in our new Kent Town site. This will be a fee-for-service offering to ensure that working families can access services at a time that suits them.

SFVS IN ACTION

Specialist Family Violence Service helping increase safety, awareness

LUTHERAN Care's Specialist Family Violence Services (SFVS) provides one-on-one counselling services for individuals from the Culturally and Linguistically Diverse community, including migrants and refugees, to explore experiences of family and domestic violence. Often discussions will identify a lack of knowledge about Australian law. Within this, there are occasions when intensive case management and advocacy support occurs alongside therapeutic counselling and sometimes at the expense of counselling. It is important for SFVS to provide case management, advocacy and referrals as part of holistic and sensitive support, however, based on client numbers, feedback and referrals, the greatest need for the client group is one on one therapeutic intervention around experiences of domestic and family violence.

A client was unable to attend an onsite Lutheran Care counselling service, so an offer was accepted to have counselling support via phone. Because the client cannot speak English, the counsellor works with the support of an interpreter. The client did not have a driver's licence and shared that the Department of Child Protection (DCP) is involved with the family. The client has ongoing major health conditions and four children ranging in age from two years to 11 years in her care. The counsellor worked intensively with the client to support her understanding of why her husband was removed from the family home and Australian laws regarding child endangerment and corporal punishment. The counsellor further coordinated with the DCP

caseworker, the father's counsellor, and other agency supports that have been involved. The client has only minimal family support to access. The SFVS counsellor attended court with the client to provide support, assist with the understanding of the legal system and develop additional access to services she may require ongoing. As a result of the support provided and the collaboration with the DCP caseworker, the final court hearing indicated that DCP was comfortable for the father to return to the family home and reunify the family. The client now has her L-plates and is looking at sitting for her driving test in the coming weeks. She has an understanding of Australian law, has undertaken various parenting courses in her own language, and has now successfully used public transport to assist her children to get to school.

New counselling partnership with northern school

STUDENTS, parents and teachers of a Lutheran school in Adelaide's inner north are benefiting from a new partnership with Lutheran Care's Family and Relationships Services.

Thanks to the partnership, a Lutheran Care counsellor offers counselling and support onsite at St Paul Lutheran School, Blair Athol, two days a week.

The counsellor works with the school to develop a term-by-term program to provide children and their families with trauma-informed counselling support and help with conflict resolution. This has been very well received by families who are able to seek support on school grounds when experiencing a range of pressing family or parenting concerns. Children are supported in big life events such as parental separation and divorce,

a death or illness in the family, personal illness and diagnosis, and changing family circumstances. Children express feeling safe to discuss their experiences of trauma in the counselling room which offers them a safe, non-judgemental space. Most of the children exhibit symptoms of anxiety and focus is spent on helping the children understand what is happening for them at a physical level.

One boy made the comment "it's really helpful I can tell Jimmy (the name he has chosen for his brain's emotional response) to settle down!" "I know he is only thinking about burnt toast" (an analogy for false alarms). Parents are engaged as part of the counselling process and many of them are receiving help themselves within the service through other members of the team. The counsellor has a close relationship

with the school, their wellbeing co-ordinator and classroom teachers of the children accessing the service.

School staff have also benefited from the relationship and support and advice regarding trauma-informed practice.

The school's principal, Leila Mattner, said: "Lutheran Care were very open to working with us in the school environment and their work with us has made a real difference to our children and families".

"Lutheran Care's practitioners clearly understand and promote with our staff the principles which underpin trauma, how behaviours are recognised, supported and treated," she added.

"Our school staff have been able to improve their responses, awareness and reactions to many situations as a result of the support Lutheran Care has provided."

1648 Number of Emergency Relief clients across SA & NT



Blair Athol Emergency Relief pantry.

32% Percentage of clients experiencing homelessness or housing insecurity

Emergency Relief

IN 2021/22, Emergency Relief was provided from The Precinct, Blair Athol, Morphett Vale, Family Zone Ingle Farm, Gawler and the Barossa Valley.

Lutheran Care has combined the Blair Athol and Barossa Emergency Relief programs into one and brought them under the Financial Wellbeing umbrella. This has widened the focus from providing limited emergency and food relief assistance to a holistic, client-centered wraparound service. Community members are able to engage with other financial wellbeing programs, including Financial Counselling, as well other specialist homelessness services through the Toward Home Alliance, Community Connections, Family Zone and Family and Relationships Services support.

This year we have started to keep a supply of sturdy backpacks for clients, as we were seeing community members sleeping rough and struggling to manage their belongings. We are thinking outside the box when it comes to pantry items that can be heated with just hot water or are easy

to open and eat for people who don't have a kitchen.

In the Barossa, we have provided healthy prepared meals to community members with the generous assistance of the Southern Barossa Alliance. These meals can be kept in the freezer until needed or can be heated up on site to provide an immediate hot meal.

Unfortunately, we have been impacted by the rise in inflation, seeing a reduction in donations and increased costs to provide services. COVID-19 continued to impact the way we work with community members as we continued to provide phone services to protect staff and the community. As COVID-19 rates eased, it was exciting to return to face-to-face services and start recruitment of new volunteers.

Our focus for the future is the coming Department of Human Services Financial Wellbeing program redesign and tender in 2023. By redesigning the Lutheran Care Financial Wellbeing programs, we are focusing on early intervention and financial empowerment of our communities.



Lutheran Care provides Christmas Hampers to families in need to bring festive joy.

2755 Separate appointments delivered across SA & NT

53 Number of languages other than English spoken by clients

Christmas Hampers

A total of 350 Christmas Hampers were gifted to community members in the Blair Athol region and within the Toward Home program. These hampers included pantry staples, treats and toys for young children. Donations were received from schools, churches, businesses and individuals and were blessed by Lutheran Church of Australia SA-NT Bishop David Altus.

Some of the donors were from Concordia College, St Pauls Lutheran Homes Hahndorf, Calvary Lutheran School, Lutheran Homes Hope Valley, Probus McLaren Vale, St Mark's Lutheran

Church Mount Barker, Good Shepherd Lutheran Church Para Vista, Maitland Lutheran School and Immanuel College.

COVID-19 proved a challenge when it came to donations, so we worked with Foodbank to distribute ready packed hampers to recipients.

2022/23 will have more of a community focus at Blair Athol, with a Halal community barbecue and the Foodbank mobile Christmas shop on site, so recipients can shop for their own favourite Christmas treats. philanthropic matchmaking service Good360, we are very excited to have Lego packs for kids.

Barossa Christmas Hampers

Last Christmas we supported 199 families with gifts comprising a total of 433 gifts distributed in gift bags for children and young people. We supported 383 families with a food hamper comprising 145 small bags (individuals), 82 medium boxes (medium families), and 156 large boxes (large families).

Financial Wellbeing

FINANCIAL Counselling continues to be an important and necessary service for Lutheran Care, assisting hundreds of people in crisis this year. We had a full compliment of Financial Counsellors to serve the community post COVID-19, but unfortunately, at the end of the financial year, a number of senior financial counsellors left Lutheran Care due to the ending of Covid funding.

We have had successes in establishing family Financial Wellbeing services within Ingle Farm Family Zone and The Willows Children's Centre in Mount Barker, and although the closure of the Precinct created a challenge with locating staff and delivering service, we were able to build a relationship with Playford Uniting Church and deliver one day per week of appointments from there. We were also able to streamline other outreaches in the Adelaide Hills and northern suburbs by offering phone and telehealth style appointments.

A Culturally and Linguistically Diverse (CALD) Financial Capability Worker continues to work with families and individuals from diverse cultural backgrounds in Northern Adelaide, working within Toward Home Alliance to support clients with rent arrears and debt.

A highlight for the team was hosting a number of school and community group visits throughout the year. Students and community members were able to see the Emergency Relief pantry and talk to the team about the work we do.



Human Services Minister Michelle Lensink spends time with Lutheran Care Financial Counsellors.

402

Number of new clients presenting to Financial Counselling this year. A total of 290 returned, totalling 692 clients, whom we supported with 785 cases.

CASE STUDY

A woman who recently began experiencing homelessness and is a wheelchair user was referred to Financial Counselling from the Toward Home program. The client had moved into secure housing after fleeing Domestic Violence from her ex-partner. Her ex-partner was refusing to surrender her personal property and household items, and despite SA Police being willing to assist the client, she could not move the items herself.

Our Financial Counsellor sourced a grant to engage a removalist to remove her items and set them up in her new home. Once the client moved into her home, the Financial Counsellor was able to source extra philanthropic funding

to purchase additional essential items, so the client had everything she needed.

The client also had a substantial bank overdraft that she was unable to pay. This meant that any purchases, including food and essential items, were attracting interest. At \$1000 the overdraft amount was higher than the amount the client was receiving from Centrelink, so the client could see no way out.

Our Financial Counsellor negotiated with the bank to have the overdraft waived. This meant that the client was now living on her own income and she no longer had the extra fees and interest applied every time she went to spend her own money.

“ I really enjoyed being recommend to the Being with Baby course. I gained so much knowledge and insight. I feel that this combined with the Home Visits have helped me regain my confidence.

- Feedback received from Mum upon exiting Family Zone Home Visiting program.”



Chef Callum Hann participated in a community engagement activity. He is pictured with our team member, Janice.

Family Zone

FAMILY Zone continued to deliver services during the last financial year, despite the complexities of COVID-19. Family Zone underwent a renovation, creating a welcoming reception area, with painting, new furniture and a work area for staff. Family Zone connected with 126 families through the Home Visiting program, at times with a hybrid approach, combining face-to-face, phone, email and SMS communication, to continue to provide support to assist families to achieve their goals.

Family Zone delivered other programs that are traditionally delivered face to face – such as ‘Being with Baby’ – via individual support, bringing the clients together in a group once we were able to. The Autism Spectrum Disorder Support program continued to deliver a unique service that focuses on building community relationships. This program has continued to evolve with regular families attending and strong connections being built.

The Boys Club and RISE programs engaged with 89 students. These respective groups for pre-teen boys and girls assist them with confidence building, reacting to stress, making decisions and forming healthy friendships and relationships. Term 3 saw a group of students who were being home schooled met at Family Zone and participate in the RISE program. Six students participated in this style of delivery. This was an opportunity to explore alternative ways to deliver the RISE program, given COVID-19 pressures.

Family Zone is growing relationships with local community centres to build the capacity of clients to engage with multiple community groups in their local area. This has been achieved through sharing knowledge, programs and inviting community centres to attend programs at Family Zone to meet clients in an already safe and welcoming space.

397

Number of clients serviced

13

Number of programs delivered

989

Number of separate sessions held



Our Family Zone volunteers support crèche sessions, run playgroups and fulfil other roles.

Looking forward

NEXT year promises big things for Family Zone. There is a focus on rebuilding a strong volunteer base, across multiple roles. As Family Zone enters into new funding agreements, the team is embracing the opportunity to revisit staff roles, as well as reviewing and expanding programs that have been delivered the same way for a long time with new ideas and tools.

We will be looking at processes that will assist in the improvement of reporting on outcomes, building the capacity of the whole team to understand the role they play in Family Zone and how it links to the overall organisational strategic plan. We will also be looking for ways to collaborate and build strong relationships with both internal and external partners. Family Zone will explore how other areas of Lutheran Care can benefit from the resources and spaces at Family Zone through shared working spaces, which will further Lutheran Care's ability to provide wraparound services for the community it is working with in the northern suburbs.

Family Zone will continue to explore funding opportunities to further expand on its service delivery.



We are hoping to expand our volunteer base next year.



Lutheran Care is proud to have delivered the Community Visitors Scheme for 30 years.

Community Visitors Scheme

For 30 years, Lutheran Care has delivered the Community Visitors Scheme (CVS), a federally funded program which connects volunteers with elderly people living in aged care facilities or in their homes. A community visitor visits regularly, usually for an hour once a fortnight, making it a rewarding volunteer experience.

Benefits for volunteers include starting a friendship with an older person, giving back to their local community and knowing that just a few hours' contact means so much to the person they have visited. The older people feel cared for through conversation or reading, and other activities such as playing cards, having a coffee or participating in crafts. The company they share goes a great length in reducing their social isolation.

We recruit and support volunteer visitors in the Barossa, Clare Valley, Hills, Murray Mallee, Fleurieu, Metro North, East and West regions. Lutheran Care is also the lead organisation of a consortium of CVS providers working across many regions of South Australia.

While face-to-face connections are the main method of meeting, the COVID-19 pandemic brought multiple challenges and forced many to connect through increased phone calling and letter writing.

An enormous and heartfelt thank you to our wonderful CVS volunteers, who persevered through overwhelming and regularly changing COVID-19 restrictions, testing and Personal Protective Equipment requirements, as well as aged care facility lockdowns. Our inspiring CVS volunteers battled through the difficulties making a significant collective and individual difference, with each and every visit bringing health giving comfort, social contact and joy.

Lutheran Care's CVS team worked to support our volunteers as effectively as possible through the difficulties. We offered increased flexibility in

565

Number of visits to clients' homes

150

Number of clients in aged care who received visits.



The Community Visitors Scheme matches friendly volunteer visitors with elderly people living at home or in aged care facilities.

volunteer support and training options, and began targeted recruitment of a range of volunteer demographics, including a younger and working volunteer cohort.

A highlight for the year was six Lutheran Care CVS volunteers receiving a Premier's Certificate of Recognition for their outstanding longevity of service: a combined volunteering of 115 years. They have brought significant joy, friendship and comfort to those they have visited across the many years. They have also mentored incoming new volunteers as they settle in to the program.

Another highlight was celebrating Lutheran Care's CVS 30th anniversary. In November/December 2021. We were fortunate that our three regional Christmas and 30th Anniversary celebrations were able to go ahead, completed only days before the COVID risk increased dramatically.

Looking to the future

THE Community Visitors Scheme name will change from 1 July 2023 to the Aged Care Volunteer Visitors Scheme (ACVVS). The longer-term future of CVS/ACVVS is positive. Growth of funding and increased eligibility for older people means the team will be able to help more socially isolated people in the community and aged care facilities.

Through 2022-2023 we will be planning ahead to take advantage of the coming opportunities and proactively respond to the changes. We will be applying for the next three-year funding round through the Department of Health and Aged Care, and considering how we can do more to help diverse communities within our geographical areas.

We look forward to working together with our consortium partners to achieve more in this space. We have four volunteer training and community education days planned in every area. The tender for the next funding round is now open and we are busily putting together our application. We are looking forward to many more years of delivering this wonderful service.

19

Number of Lutheran Care volunteer visitors making home visits

3499

Number of 'contacts', including visits, phone calls and letters, with 169 older people in aged care

56

Number of volunteers visiting people in aged care



Lutheran Care team members with longstanding Community Visitors Scheme volunteers, including Premier's Certificate recipients.

The Lutheran Care led CVS Consortium which includes seven other auspices from Metro South, South East (Mount Gambier), Port Lincoln and Riverland:

- in home visiting **53** volunteers made **1868** visits to **63** recipients
- in residential visiting **157** volunteers made **5622** visits to **279** recipients. A total of **7490** contacts with **342** older people.

Community Connections

COMMUNITY Connections is a brand new service, that prioritises program co-design, Client Centred Practice, and collaboration with partner organisations. The pilot commenced in June 2022, funded by the Department of Human Services.

Lutheran Care and a number of other partners came together to co-design a service that offers short-term, personalised support, to assist participants to build connections with local services, support networks and the community. Having engaged with the program, a holistic, person-centred approach is used to understand the participant's circumstances, and the challenges that may be preventing them from taking part in the community as much as they would like.

Once the Participant has identified their goals, they are encouraged to choose which Community Connections partner they would like to collaborate with, to achieve their objectives. Participants are able to work with as many, or as few, of these partners as they would like to. The client-centred aspect of this co-design, means that once participants have discussed their goals with one Community Connections partner, they can consent to any other partner receiving this information. This system is highly efficient.

In addition, it is particularly appropriate for vulnerable participants and trauma informed due to the participant only



Our team embraced the challenge of promoting Community Connections during COVID-19.

81

clients serviced in Barossa, Light & Lower North region

having to discuss complex issues once.

Lutheran Care has established two Community Connections hubs over the last year. The first is in the Adelaide Hills and the second is in the Barossa, Light and Lower North region. During this time, these hubs have supported 122 Participants to successfully engage with the Community Connections program. In addition, at the State level, the program has won the South Australia Public Sector Values award.

41

clients serviced in Adelaide Hills region

Community Hubs

Community Hubs are co-located with northern Adelaide schools. While the whole community is welcome, they are designed to cater for multicultural women and their children, to allow them spaces to learn, share, connect and build their confidence. As with many Lutheran Care programs, the Community Hubs team was forced to navigate changes and restrictions due to the COVID-19 pandemic.

At the start of the year, we were told to plan for no indoor or face to face activities until week 4, however this then changed to the whole school term. This caused some concern for both clients and Hub leaders, who were concerned about not being able to serve their vulnerable clients on site. However, when it was safe to do so, we began welcoming families back in, initially with restrictions still in place. With good planning and sharing resources with stakeholders and other nearby hubs in same Local Government Area, we navigated these changes and hubs started picking up on numbers by term 3. That's when the hubs started thriving. A highlight from this time was a visit from the Honorable Nat Cook at our St Augustine Hub. This visit aired on ABC TV, highlighting the importance of having hubs at school premises.

Lutheran Care's Community Hubs are based at Paralowie R-12 School, Para Vista Primary School, Salisbury Primary School, St Augustine's Parish School, Karrendi Primary School, St Brigid's School, Playford College, St Mary Magdalene School and Elizabeth Vale Primary School.

CLIENT FEEDBACK

ONE of our Community Connections clients wrote this letter about her experience with the program.

"In life we are constantly challenged and we may find ourselves in situations that we may not be able to accept, as actually affecting our lives. I often thought my social isolation was just a normal part of my life, and in essence I didn't mind my own company. When my circumstances changed I realised that my social isolation was more than just me being comfortable with my own company. It was actually creating barriers to returning to a normal social interaction with people. I was consumed by anxiety and depression and my own social phobias made me withdraw even more. A chance meeting led me to the Lutheran Care Community Connections Program. I met a lovely, kind, caring and knowledgeable Participation Worker. Through her patience, understanding and

encouragement, I took that first very important step to return to a social connection. It wasn't easy, but I made a decision to change my circumstances, because without change nothing was going to happen. I took a deep breath, left my anxieties at the door and went in and attended a Coffee Talk morning. It was such a relief to be so warmly welcomed. It was fun and light-hearted and such a joy to talk to people and be amongst people. All it took was one step, one very important step to reconnect socially, one step that made a difference, one step because I was supported by a caring Participation Worker. I am truly thankful to the Lutheran Care Community Connection Program. It is such a vital and necessary program as it helps people to fulfil their needs to socially connect when unable to do so on their own. We all need to feel a sense of self-worth and belonging in our community no matter our circumstances."

Op Shops

FROM trendsetters, to bargain hunters, to families on low incomes and individuals interested in reducing their carbon footprint through more sustainable shopping habits, our Op Shops continue to be spaces where everyone is welcome and our good work is supported.

As well as being an important fundraiser for Lutheran Care's community programs, our Op Shops are a great way for the organisation to connect with the community, create broader awareness of Lutheran Care and its programs, support the earth by giving preloved goods another chance at life and help happy shoppers go home with a spring in their step.

In financial year 2021-2022, Lutheran Care ran several Op Shops across greater Adelaide and the Barossa Valley, which are both a retail experience and treasure hunt.

Our two Elcies stores, on Norwood Parade and in Tanunda, offer a more boutique style shopping experience featuring higher end labels including the top fashion houses and 'high street' brands for discerning thrifters. While shoppers can expect to save money on the recommended retail price on many goods including new items with tags, the location of these stores in well patronised shopping strips means the general price point is slightly higher, enabling us to raise more funds per item for the benefit of the recipients of our programs.

Meanwhile, a more traditional op shopping experience is available for families on low incomes and bargain hunters alike, from our Lutheran Care branded op shops in Blair Athol (which is co-located with the Op Shop Donation Distribution Centre), Smithfield, The Precinct (Smithfield Plains) and Payneham offering good quality items at affordable prices.

Op shop trading continues to trend upwards year on year with the 2020/21 sales achieving \$571,000. This financial year we achieved an impressive \$636,000 with forecasted sales for the 2022/23 expected to reach \$750,000.

Additionally, Emergency Relief clients benefitted from approximately \$29,000 in goods from our Blair Athol Op Shop by using Emergency Relief vouchers. This was significantly higher than the previous year's total of \$18,000.



Around 58% of Lutheran Care's total volunteers are involved with Op Shops.

We continue to rely on and appreciate our amazing volunteers who take on op shop roles such as retail assistants, donation sorters and donation steamers/cleaners.

Around 58% of Lutheran Care's total volunteers are involved with Op Shops.

Led by Op Shops Manager Babs Deane, our Op Shop staff and volunteers create a friendly environment where everyone is welcome, regardless of if they are forced to shop at Op Shops because of their circumstances, or if they simply like to. We have started to offer items on Facebook Marketplace to capture the interest of buyers online, and some of our online sale highlights have included an \$800 Burberry trenchcoat, a \$450 Oroton handbag, a \$250 vintage ash tray, and a \$250 set of Pokemon cards.

We are also continuing to grow our social media presence, and are looking forward to launching a new Elcies sister store at Semaphore. This will have a bohemian look - bringing Elcies to Adelaide west!

The launch of our loyalty card took off too. Loyalty customers are eligible for special sales and get \$20 off with every 10 purchases of \$10 or more.

\$8.90

average sale (all stores). Compared to \$3.80 last year

7000

transactions in 2021/22

Fundraising and events

Lutheran Care's Gala Dinner Saturday, 30 October, 2021

Over 600 guests enjoyed a night to remember at the stunning Adelaide Oval to support Lutheran Care and raise much-needed funds for our Emergency Relief program. The Gala Dinner was proudly supported by Intract Australia.

Brenton Ragless, Channel Nine news presenter, was our outstanding emcee for the evening and Phil Harris from Harris Real Estate donated his time to be the auctioneer.

The main auction offered an amazing number of unique items, including holidays to Queensland and Uluru courtesy of our very generous supporters, Voyages Indigenous Tourism and Holidays of Australia & The World. Other popular auction items included a jet flight with a former RAAF Fighter Pilot and 100 diamonds set in your choice of bespoke jewellery.



Guests at the 2021 Gala Dinner held at the Adelaide Oval

Guests danced the night away with talented Adelaide band "All About Her" and enjoyed fine dining and exceptional South Australian wine.

Through the generous support of our sponsors, auction item donors and amazing

guests, the event raised an outstanding \$220,000 to support the Emergency Relief Fund.

Lutheran Care will be holding our next Gala Dinner on Friday, 10 November, 2023 at the amazing Adelaide Oval. Please call Sandy Davis, Head of Philanthropy, on 0422 319 135 to discuss how you and/or your business can be involved in this not to be missed event.

Gift in a Will

Your legacy can change lives for generations to come.

In 2022 we introduced the new Gift in a Will program - Lutheran Care's Changing Lives Champions!

After loved ones have been provided for, leaving a gift in your will to Lutheran Care can be a wonderful way to make a lasting and positive impact on the lives of vulnerable families and individuals for generations to come.

The way you decide to direct your assets in your Will is an important decision and we encourage you to discuss your wishes with your family. To recognise your legacy in joining the Lutheran Care Gift in a Will program, we will invite you to become a Changing Lives Champion.

Our Changing Lives Champions are an exclusive group of Lutheran Care supporters who have generously supported us over many years.

If you would like to become a Changing Lives Champion or would like to confidentially discuss the opportunity, please contact Paola Mavrogiannis, Donor Relations, on 0411 678 884 who can discuss the Gift in a Will program with you.



Guests enjoy the 2021 Gala Dinner.

APPEALS

- Winter
- Christmas
- Lent
- \$100k in 100 days for 100 families

People and Culture

OUR People and Culture team continued to grow in 2021/22, with a focus on building frameworks that enhance the employee experience and meet complex compliance requirements.

We continue to attract the best and brightest people to build an exceptional, diverse and culturally safe workforce. Our employee experience and our reputation as an employer is aligned to our values, purpose and future organisational need. Our aim is to be the 'employer of choice' in the community services and disability sectors.

We are building a culture that promotes a strong sense of connection for our people, that enables them to live the organisation's values in our communities, and supports both collaboration and excellence during times of change and growth.

One big achievement for the team was implementing ELMO in October 2021. ELMO is a HR and payroll management system for medium to large organisations. This service gives staff easy access to payslips and timesheets, and you can access it from anywhere. Staff data is all kept in one place, including contracts, annual reviews, training and clearances. ELMO also supports managers in how to best welcome and support a new worker. It makes their onboarding process easier and helps staff to feel more valued.

66

staff commenced with Lutheran Care this year, taking the total to 165 staff

Looking forward

The People and Culture team are looking forward to the coming year, delivering a recruitment module that will make all necessary paperwork digital and ensuring nothing goes missing. A new employee induction is scheduled for rollout and will include the history of Lutheran Care, organisation structure, introduction to the payroll process, Work Health and Safety, Information Technology and more.

All staff will be provided with ID cards and Aboriginal Cultural Awareness training will be run with Tony Minniecon. The first All Staff Day will also be held, the first since the pandemic hit! Investing in our people's learning and development is a priority for the coming year.



Lucy Hood was a special guest at our Leadership Forum.

Statement Of Comprehensive Income For The Year Ended 30 June 2022

	Notes	\$ 2022	\$ 2021
General revenue	3	1,466,382	3,765,108
Donations and bequests received		1,054,788	747,441
Grants and subsidies received	3	27,314,155	12,507,842
Interest received		11,225	39,827
Gain on disposal of non-current assets		-	79,733
Employee benefits expense	4	(11,972,230)	(9,841,320)
Administration expenses	5	(838,065)	(630,418)
Auspicing fees		(12,739,326)	(1,053,669)
Depreciation and amortisation expenses		(583,566)	(184,940)
Other expenses	6	(3,928,071)	(2,891,551)
Loss on disposal of non-current assets		(2,640)	
Net surplus		(217,348)	2,538,053
Other Comprehensive Income			
Gain on revaluation of land and buildings	18	-	440,015
Reclassification of liabilities		-	823,544
Total other comprehensive income		-	1,263,559
Total comprehensive income for year		(217,348)	3,801,612

Statement Of Financial Position For The Year Ended 30 June 2022

	Notes	\$ 2022	\$ 2021
CURRENT ASSETS			
Cash and cash equivalents	7	5,879,991	8,091,248
Trade and other receivables	8	139,950	121,554
Loans receivable	9	60,600	21,000
Other assets	13	133,496	119,604
TOTAL CURRENT ASSETS		6,214,037	8,353,406
NON-CURRENT ASSETS			
Loans receivable	9	2,043,477	125,975
Property and equipment	12	7,907,166	6,738,296
TOTAL NON-CURRENT ASSETS		9,950,643	6,864,271
TOTAL ASSETS		16,164,680	15,217,677
CURRENT LIABILITIES			
Trade and other payables	10	425,749	796,256
Provisions	15	1,004,190	741,588
Government grants received in advance	16	1,854,182	1,410,982
Other grants received in advance	17	233,973	554,046
Other liabilities	14	778,968	275,662
TOTAL CURRENT LIABILITIES		4,297,062	3,778,534
NON-CURRENT LIABILITIES			
Provisions		15,937,750	165,036
Other liabilities	14	1,133,663	416,554
TOTAL NON-CURRENT LIABILITIES		1,227,413	581,590
TOTAL LIABILITIES		5,524,475	4,360,124
NET ASSETS		10,640,205	10,857,553
EQUITY			
Accumulated funds		8,132,146	8,349,494
Reserves	18	2,508,059	2,508,059
TOTAL EQUITY		10,640,205	10,857,553

Notes:

3 Revenues, 4 Employee benefit expenses, 5 Administration expenses, 6 Other expenses, 7 Cash and cash equivalents, 8 Trade and other receivables, 9 Loans receivable, 10 Trade and other payables, 12 Property and equipment, 13 Other assets, 14 Other liabilities, 15 Provisions, 16 Government grants received in advance, 17 Other grants received in advance, 18 Reserves

Auditor's Report

Report on the Financial Report for year ending 30 June 2022

WE have audited the financial report of Lutheran Community Care, which comprises the statement of financial position as at 30 June 2021, 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 2021 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 of 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.

Responsibility of the Board for the Financial Report

The Board of Lutheran Community Care is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members.

The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing Lutheran Community Care's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board either intend to liquidate Lutheran Community Care or to cease operations, or have no realistic alternative but to do so.

The Board is responsible for overseeing Lutheran Community Care's financial reporting process.

MRL GROUP PTY LTD
Chartered Accountants



Mark LeCornu
Director
25th day of October 2022

A full set of accounts are available upon request from LUTHERAN CARE.

