



LUTHERAN
CARE

2023/2024

ANNUAL REPORT

Changing Lives, Building Communities



Lutheran Care's new corporate artwork was created in 2023 by young, contemporary Kalkadoon artist Jesse Sutton. The artwork visually represents Lutheran Care's services and values and is Jesse's interpretation of our brand, values and journey, creatively designed in our corporate colours. The painting is currently on display for staff and stakeholders to enjoy at Lutheran Care's Head Office in Sefton Park.



Head Office Level 1, 219 Main North Road, Sefton Park | Phone (08) 8269 9333
Email enquiries@lutherancare.org.au | www.lutherancare.org.au

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 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 and present, and emerging leaders and descendants.

Contents

About Us	4
Board Chair Report	5
CEO Report	6-7
Our Highlights	8-9
Our Volunteers	10
Op Shops	11
Alice Springs/Barossa Valley	12
Elcies Disability Care	13
Toward Home Alliance	14-15
Foster Care Services	16-17
Family and Relationship Services	18
Specialised Family Violence Services	19
Emergency Relief	20
Financial Wellbeing	21
Family Zone	22-23
Aged Care Volunteer Visitors Scheme	24-25
Community Connections	26
Marketing and Communications	27
Fundraising and Events	28
People and Culture	29
Financials	30-31



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
Courage

STRATEGIC PLAN 2021-24

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

Board Chair's Report

IT is hard to believe another year has passed. The ever-increasing rise in cost of living continues to be felt by everyone, creating a growth in demand for services offered by Lutheran Care.

The board and staff are challenged with adequately meeting this growing need and are committed to ensure that our clients are always provided with the best quality of care through a variety of programs. One of the ways we have been able to do this is through the expansion of our range of services to include speech pathology and psychology, allowing for a more holistic approach to service provision and delivery.

I would like to thank Lutheran Care's Chief Executive Officer Rohan Feegrade and all the staff and volunteers on the ground for their relentless efforts in looking for new ways that we can help our diverse range of clients. Need does not discriminate and neither do staff or the board at Lutheran Care. We want to ensure that anyone in need knows that they can come to Lutheran Care for help.

Our foundation is in the Lutheran Church and we as a board base our decisions on Jesus' command to love everyone, regardless of their background and life choices. This can be challenging and confrontational to some, but we are proud of the work we do.

I would like to thank my fellow board members for the passion and commitment they show for the work that we do. We have a solid and capable team with distinct skills and a common desire

to support Lutheran Care. I thank you for your curious minds, diligent conversations and considered decision making, always seeking the best outcomes for Lutheran Care and our clients.

One of the highlights of the year has been the opportunity to work with the Executive team to create a new bold and aspirational Strategic Plan. Much effort and discussion has gone into preparation of this document which builds on our strengths and provides a solid future direction of growth and success. Thank you to everyone who has been a part of this inspiring process.

We continue to partner with like-minded organisations in the Toward Home Alliance tackling the wicked problem of homelessness. We are forging a path and establishing solid relationships with government bodies to highlight the pressing need for more affordable housing options.

Our Op Shops cater for savvy shoppers, as well as provide clothing at affordable prices for those in need. They have a wide reach in our communities, elevating the awareness of Lutheran Care and providing a source of income that can be channelled into other programs like Emergency Relief, thereby diversifying from our reliance on government funding.

Thank you to all our supporters, without whom we would not be able to continue advocating and building stronger communities. We thank individuals, churches and organisations who provide us with financial and physical assistance to create opportunities for people from all walks of life to belong and thrive.

As we approach another year, I look forward to the ways we can live out our values of social justice, compassion, inclusion and commitment, remembering as God's word tells us in Hebrews 12:2 to always keep our eyes fixed on Jesus.

Sylvia Andersons
Lutheran Care Board Chair



Chief Executive Officer's Report

THE past year has been one of continued resilience, growth and community impact. I continue to feel great pride in what we have achieved as an organisation who genuinely understand what our clients and the community need from us. From our inspiring founders to strong governance from our Board of Directors and the daily leadership of our team, we remain committed to supporting all people, despite the present challenges of a difficult economic environment, in particular, the cost of living and housing crisis.

Lutheran Care's staff, volunteers and supporters have worked tirelessly to walk side by side with those in need over the past twelve months and I am proud to reflect on some key achievements that have defined our journey this year.

Lutheran Care continues as lead agency of the Toward Home Alliance, with Access and Divert streams under our remit. The Toward Home Alliance Divert team this year intently focused on families living in Emergency Accommodation through the development of specialised systems and support tools which saw 132 families supported out of this type of accommodation, a significant reduction in the time families reside in motels. Overall, the Divert Team supported more than 250 successful community housing and long-term tenancies throughout this period.

Lutheran Care continues to evolve and meet community needs as we resume focus on operational excellence and further support our clients to live their best lives, through expanded offerings and value-added services.

Following the acquisition of Good Prospects Speech Pathology and Psychology practice at the start of 2024, Lutheran Care integrated Swift Speech: Stuttering and Voice into our services in May, expanding our allied health service footprint across metropolitan Adelaide.

This growth brings multi practitioner teams Speech Pathology, Psychology and Positive Behaviour Support together under the banner of Elcies and meets an increasing community need while also bolstering underfunded programs. With wraparound allied health, we can offer comprehensive care across programs like Family Zone, Foster Care and Emergency

Relief. We continue to explore significant expansion of our allied health services. It will be a 'watch this space' in the years ahead.

Similarly, our Counselling, Financial Counselling and parenting programs are making a significant impact, providing early intervention, skills and strategies that pave the way for brighter futures for individuals and families alike. We were thankful to partnering with the Wyatt Trust to deliver \$90,000 of grants to people experiencing financial hardship.

Our Financial Capability Workers on the ground in the Northern Territory were supported by Financial Counsellors here in SA to provide in person and remote financial counselling services to ensure we can reach all corners of Central Australia.

As one of Lutheran Care's foundation programs, Emergency Relief continued to operate over capacity with more than 2600 appointments across the year with high demand for food relief due to the rising costs of daily household staples and rental rates spiking. I take great pride in highlighting that Lutheran Care continues to provide these services at a financial loss to the organisation, demonstrating our commitment to serving those most in need, no matter the cost or impact of doing so.

Lutheran Care's Foster Care services were recognised as the highest-performing and fastest growing agency in the state by the Department for Child Protection, a testament to the dedication of our staff and carers and the importance of finding safe, nurturing homes for children and young people who cannot be with their families. We were also thrilled with the response to our Be the Village campaign, which has generated significant interest in Foster Care, making Lutheran Care one of the few agencies still receiving inquiries in this tough carer recruitment climate.

Lutheran Care's great work has been formally acknowledged this year, with the organisation being a finalist in the SA Business Awards (Not-for-Profit category). While we did not take home the top prize this year, I am excited our organisation and more importantly our team's work is being recognised. Keep

a look out and fingers crossed with this next year. Additionally, a special congratulations to our very own Lisa O'Malley – LC Foster Carer, who was honoured as SA Foster Carer of the Year. A great achievement again highlighting our prominence as a high performing child protection agency.

As an active participant in the public policy process, Lutheran Care advocates for key issues that align with our purpose, the clients we serve and the values we represent. We continue to listen to our stakeholders to understand and address impacts, risks and opportunities and drive action plans that reach our social, business and environmental goals, sustainably. We don't take that responsibility lightly. As we have grown, our voice has become more prominent at government, and more importantly, within the community more broadly. It is our responsibility to use that platform wisely, and we do.

Our Op Shops have bucked the trend of a retail downturn, breaking records in sales. This success means more than just numbers; it reflects our ability to connect people with essential items, helping ease the strain on household budgets during challenging times. More than that, our stores provide a space where people are met with kindness. Through the funds raised, we've been able to extend support to more people in our community through food assistance, counselling, homelessness services and broader support programs.

Our Philanthropy and Marketing/ Communications teams also continue to do the important work of fundraising, increasing awareness and gaining sponsorship in a climate that has been difficult for donors and businesses too. But gratefully, donations have remained quite strong. Thank you so much to our supporters whose kindness has provided so much safety, dignity and support to people they'll never meet.

Last year, we promised the biggest 'party with a purpose,' and the Lutheran Care Gala Dinner delivered. With nearly 700 attendees, we raised \$200,000 to support underfunded programs. Thank you to the continued support of both corporate businesses, individuals and our

very own staff for digging in deep to buoy our underfunded programs.

I'm also pleased to share that our corporate partnerships continue to grow, with a heartfelt thanks to Pernod Ricard for their ongoing commitment to our cause through their Responsib'ALL Days and to LLL Australia employees who volunteered in our Op Shops while our volunteers attended a National Volunteer Week lunch.

Our partnership with the Adelaide Fringe as Community Spotlight partner continued to brighten lives. Now in our second year, we have distributed over 1000 tickets to families facing hardship. These are people who otherwise would not have the opportunity to attend such an incredible festival, due to disadvantage and circumstance. Its opportunities like this, however small, that make us proud of the work we do.

A huge thank you to our volunteers, without whom none of this would be possible. This wonderful group of people has expanded to 302 and a staggering 68,483 hours of service. Your time and dedication directly change lives and we are endlessly grateful for your service to our programs and shops.

We're also thrilled to have opened our new location for Lutheran Care's office in the Barossa after 20 years at the Second Street Nuriootpa location. The new office in Tanunda gives our team a professional and welcoming place to work while also meeting the growing demand in the area. In the region, we also launched the Barossa Generic Homelessness Pilot Program, extending our reach in homelessness services alongside our Toward Home Alliance role.

Our 2024-2027 Strategic Plan is shaping up to be a bold investment in long-term growth. I thank the Board and Executive team for their efforts in finalising this aspirational and exciting plan built around lived and learned experience and demonstrating genuine community impact. I look forward to reporting more about this in the next Annual Report.

Lutheran Care's future is incredibly bright. Our team's diverse backgrounds, experiences and perspectives are a source of innovation and competitive advantage, while our values guide us in making sound, ethical decisions that shape our organisation and reputation.



As we look ahead, I'm excited for the future of Lutheran Care and our continued work to create positive, lasting change in the communities we serve. Thank you to everyone who has been part of this journey.

Rohan Feegrade
Chief Executive Officer

RECONCILIATION ACTION PLAN

LUTHERAN Care is committed to Reconciliation, walking together to achieve stronger and better outcomes for Aboriginal and Torres Strait Islander peoples. We believe that Reconciliation is everybody's responsibility.

We work across many Aboriginal lands, our offices are located on Kurna, Arrente, Ngadjuri, and Peramangk country and we pay our respects and thanks to the Aboriginal people who have held unceded sovereignty of these lands for millennia.

This year our Reconciliation Action Plan Committee has connected with our leadership, our teams and our partners in the creation of our Reflect Plus RAP, which is in the final stages of endorsement from Reconciliation Australia. This is Lutheran Care's second

Reflect RAP as we feel we have more to achieve at this stage of our Reconciliation journey. This is a 12-month commitment which Lutheran Care has undertaken.

This year we have strengthened our partnerships with local Aboriginal and Torres Strait Islander community members, Aboriginal Community Controlled Organisations and Reconciliation SA to build our cultural competency across Lutheran Care. Our partnership with Incompro in the financial wellbeing space has evolved, we work closely with Aboriginal Family Support Services (AFSS) in homelessness and child protection and Kornar Winmil Yunti (KWY) in foster and kinship care.

We continue to work in Aboriginal communities across Central Australia in

our Financial Wellbeing programs. These programs were evaluated this year through Batchelor Institute, which is the only Indigenous run university in Australia.

This year we were also privileged to be invited to Reconciliation SA's pilot anti racism training and we are now looking at rolling this out to our teams in addition to our current training run by Aboriginal Leader and inaugural South Australian Voice to Parliament member Tony Minniecon.

We look forward to strengthening our partnerships with Aboriginal people and communities in the coming years and will do this by deeply listening to and learning from 60,000+ years of wisdom, so we can all work towards a more inclusive and fair Australia for everyone.

Highlights of 2023-2024

Adelaide Fringe partnership

MORE than 1000 people doing it tough have been able to access the magic of the Adelaide Fringe thanks to Lutheran Care and our partnership with the festival over the past two years.

As the festival's return Community Spotlight partner in 2024, Lutheran Care has had the privilege of handing out a total of 1013 tickets to members of the community experiencing hardship, disadvantage or impacted by cost of living pressures and who would otherwise be unable to attend events.

In 2024, Lutheran Care distributed a massive 687 tickets to community members including people at risk of or experiencing homelessness, families accessing Lutheran Care's food relief program and people connected with Lutheran Care parenting, Counselling, Financial Counselling, Foster Care and Community Connections programs.

It is the first time a leading not-for-profit organisation has invested so significantly in making the Adelaide Fringe more inclusive for South Australians.

Elcies – your local allied health and disability service provider

ELCIES is the exciting new chapter for Lutheran Care, following the merger of its hugely impactful NDIS-registered disability services branch, Elcies Disability Care, and Good Prospects – the Speech Pathology and Psychology practice Lutheran Care acquired at the start of 2024.



Lutheran Care was the Community Spotlight partner for the 2024 Adelaide Fringe.

Following this acquisition, Lutheran Care integrated Swift Speech: Stuttering and Voice into our services in May. By bringing these services together under the new banner of Elcies, we are building on our solid foundation to create an even more impactful and dynamic service offering, which sees multi practitioner teams together as one team.

Our disability services had experienced rapid growth since launching a few years ago, with the success of our Positive Behaviour Support team.

Moving into the allied health space means clients can now more seamlessly access and benefit from other services including Speech Pathology and Psychology.

2023 Gala Dinner

LUTHERAN Care promised to throw a party with a purpose and the 2023 Gala Dinner delivered exactly that!

Held at Adelaide Oval on Friday, 10 November, the event brought together around 600 guests to celebrate the generous spirit of South Australian businesses and the broader community, and raise much-needed funds for the growing number of people in desperate need and in dire situations.

Through both a silent and live auction, \$1000 pledge donations and ticket sales, the event raised close to an impressive \$200,000.

Media personality Rebecca Morse led attendees through a fun program of live music from Ash Gale and Motel Music, there was the creation of a live



Lutheran Care staff and board members at the 2023 Gala Dinner at Adelaide Oval.

artwork by surreal artist Andrew Baines, a live auction expertly delivered by auctioneer Phil Harris from Harris Real Estate, a three-course dinner matched with pairings from our generous wine partner Maxwell Wines and lots of dancing.

A poignant part of the night was a video interview with a Lutheran Care client, who shared insights about how Lutheran Care had helped her reconnect with health and happiness, after she plunged into crisis after a two-month coma, was homeless and unable to feed or look after her young children.

New Foster Care campaign launched

LUTHERAN Care launched a new playful and creative Foster Care television campaign in December, designed to spark interest and inspire conversations around fostering.

The series of three advertisements each represented different aspects of fostering through the lens of diverse families at different seasons of life, providing care to children and young people.

While acknowledging that the role of being a Foster Carer is not always fun and exciting, we wanted to create a campaign with playful and uplifting messaging, which would focus on the mutual rewards of safe relationships between young people and the caring adults in their village.

Sausage Stroll raises Lutheran Care's profile

AROUND 100 sausage dogs and 150 humans were hot to trot in warm conditions at Henley Beach on Sunday, 4 February, for the first ever Sausage Stroll: Dachshund Day Out for Charity, in aid of Lutheran Care's work.

The event was the brainchild of local artist and regular Lutheran Care collaborator, Andrew Baines, who took photographs on the day to create an artwork for auction.

With human participants asked to dress up in formal suits or all black, participants gave a donation to Lutheran Care, as Andrew's charity of choice, to support Lutheran Care's crisis relief programs. About \$1000 was raised in total.

SA Premier's Business and Export Awards

LUTHERAN Care was thrilled to be a finalist in the 2023 South Australian Premier's Business and Export Awards, nominated for the Not-for-Profit Business of the Year award.

Considered 'South Australia's Business Night of Nights', the awards celebrate the achievements of local businesses over the past 12 months.

Though we didn't come away with the win, being named a finalist in these awards is a genuine acknowledgment of our hard-working and dedicated team for the work they do in supporting vulnerable people and communities every day.



A snapshot from one of three engaging advertisements for Lutheran Care's new Foster Care campaign launched in December 2023.

Below: Participants at Henley Beach for Lutheran Care's Sausage Stroll: Dachshund Day Out for Charity in February 2024.



Lutheran Care was nominated for Not-for-Profit Business of the Year at the SA Premier's Business and Export Awards in 2023.

Volunteering

LUTHERAN Care had 302 dedicated and hard-working volunteers assisting in Op Shops, the Aged Care Volunteer Visitors Scheme, Emergency Relief, Administration, Christmas Hampers, Family Zone and as Board Directors in 2023/24.

A focused strategy to increase volunteer recruitment was successful this year, with a 7% increase to Lutheran Care's volunteer workforce over the past 12 months. This was particularly helpful for our site in Tanunda, with a number of new Emergency Relief volunteers recruited to provide essential assistance to locals in need.

Of this workforce, about 53% are Op Shops volunteers, 22% identify as Culturally and Linguistically Diverse or having a disability, the average age

68,483
volunteer hours

TESTIMONIALS

Lutheran Care has increased our engagement with volunteers by implementing a yearly volunteer review, allowing volunteers to share their thoughts, suggestions and experiences, which ultimately help us build stronger connections and improve our programs. We received heartfelt feedback from our volunteers, including:

- I'm so happy working at the Blair Athol Op Shop with beautiful volunteers. Especially the manager, she takes care of every volunteer like family members. I'm very proud of having such a lovely manager.
- I appreciate how the store manager and the staff have been accommodating, supportive and inclusive.
- I love having a chance to be a part of a community. I believe no matter how small your contribution to a change is, it still counts.
- The fact that everyone is so supportive and helpful makes my role as an Aged Care Volunteer Visitors Scheme volunteer very fulfilling.
- The relationships developed with other volunteers are so special to me. We support each other in whatever life throws at us.

has dropped to 56 years, the youngest volunteer was 14-years-old and the oldest was 95-years-old!

As with previous years, Lutheran Care volunteers were thanked and recognised for their contribution to the organisation during National Volunteer Week in May, with lunches in the Barossa, Metro and Hills regions. During this week, we introduced our years of service awards, presenting certificates and pins to volunteers with long-term commitments. We honoured two volunteers with 25 years of service, five with 20 years and nine with 15 years.

We also hosted five volunteer Christmas lunch celebrations in the Barossa, West Beach, Para Vista, Hahndorf and Norwood at the end of 2023. These events had a fantastic turnout, once again bringing our volunteers together to celebrate their hard work and dedication.

As we move into 2024/2025, our focus is on volunteer retention and engagement. Volunteers are the backbone of our organisation and many of our programs wouldn't be as successful without their support. As the model of volunteering evolves, we are committed to adapting and ensuring our programs remain strong and impactful.

Thank you to all our volunteers for your unwavering dedication and service this financial year. Together, we are making a significant difference in the lives of those we serve.

Student and corporate volunteering

This year, Lutheran Care welcomed student volunteers from Mercedes College,



St Ignatius College students Takudzwa and Dior restocking the Emergency Relief pantry at Blair Athol in 2023.

St Ignatius College, Endeavour College, Concordia College and Craigmore High School. We also became a host organisation for students studying The Basic Skills for Retail Skill Set and placed students at our Smithfield and Precinct Op Shops, where we provided practical experience in our stores. A huge thank you to the volunteers who guided and trained these students.

For the first time, Lutheran Care also partnered with LLL Australia employees on their charity day to staff our Op Shops while our volunteers attended National Volunteer Week lunches. This allowed two of our Tanunda volunteers to attend for the first time and we hope this partnership can continue in the years to come.



Lunches were held to celebrate the incredible efforts of Lutheran Care volunteers in May.

\$2.903
million

value of
volunteer
contribution

6 locations

**Norwood, Tanunda,
Semaphore, Blair
Athol, Smithfield,
The Precinct**

Op Shops

IT has been an incredible year for Lutheran Care's Op Shops, which stand as a testament to the spirit of community, resilience and compassion that drives Lutheran Care's mission.

In 2023/24, our shops raised an incredible 1 million dollars in sales collectively. Our staff and volunteers were absolutely thrilled that they had done so well, particularly seeing it was a 54% increase on the previous financial year.

Op Shop vouchers issued by Emergency Relief at Blair Athol also grew substantially. It total, we gifted \$48,718 in clothing and household items.

With the move of Emergency Relief from Nuriootpa to Tanunda, our Elcies Op Shop in the Barossa is now servicing voucher clients. In two months (May and June), we gifted \$960 in clothing.

The volunteers at our Tanunda shop are enjoying meeting Lutheran Care's Emergency Relief clients and helping them find the things they need. Importantly they enjoy making it fun for the client, treating them like any other customer. We have had many clients burst into tears and say they are happy because it's been a long time since they have been treated so nicely and could shop in such a beautiful store.

TESTIMONIAL

"Moving to a new town and building a new house had so much promise for my husband and I to enjoy our retirement. However after only eight weeks of moving in, my husband suddenly passed away. To try and move forward with my life, I eventually decided to volunteer at Elcies. Today I am not ashamed to say the people I volunteered with were so welcoming and accepting they actually saved my life." - Elcies volunteer



Elcies Norwood Manager Karon Lee looking fabulous for a social media photo shoot in 2023.

**More than
\$1 million
raised across
all shops**

During summer, Elcies Semaphore was a real hit with the tourists, who spent hours in the shop and could not believe the quality of our stock or prices. Elcies Norwood continues to build its customer base month by month and the messages we receive are always glowing.

We are blessed that strong volunteer numbers have really fluctuated, enabling our stores to open each day. A stronger social media presence has also helped this past year to be successful.

With the success of this financial year, we are hopeful that we can grow the Elcies Op Shops brand in 2024/25. We have a long-term vision of opening a new shop, which will also help us spread the word of what Lutheran Care can do for people in their community. We would also like to participate more in community events, such as organising pop-up shops at local markets.

CASE STUDY

A young man experiencing homelessness came into Elcies Norwood seeking help, but didn't specifically ask for it in words.

Our manager Karon could sense that he seemed worried and asked if he was ok. He began to open up to Karon and said he had been to all the other op shops on the The Parade to ask if he could heat up his soup. He simply wanted to eat something hot on a cold day.

Karon was more than happy to help him and led him out to the kitchen to heat up his meal. She also gave him some other food and sat down and spoke with him.

Karon told him about Lutheran Care's services at Blair Athol, how to get there and gave him information of homeless shelters and other places he could go to for a hot meal in the city.

The man was so grateful and left so happy. He looked like a different young man, all because someone had taken the trouble to help him.

63,935

store transactions

Barossa Valley

LUTHERAN Care's Barossa Office offered a range of programs in 2023/24, including Community Connections, Children's Contact Service, Aged Care Volunteer Visitors Scheme, Emergency Relief, Financial Counselling, Personal Counselling, Tax Help and Christmas Hampers.

These programs support many people across several regions including the Barossa, Light, Lower North, Mid North and Yorke Peninsula.

In recent years, there has been a growing demand for our programs in the Barossa and our local team has grown to address this need. Due to this expansion, Lutheran Care outgrew the office space on Second Street in Nuriootpa, which had been our home for almost 20 years.

In September, our local team relocated from Nuriootpa to Tanunda, which is helping us reach more people in the region who need support and giving us the opportunity to further expand our



Lutheran Care's Barossa Open Day was held on 13 March 2024.

services. Lutheran Care's new location is now based in the centre of Tanunda and an Open Day was held in March to celebrate this expansion.

All Barossa services can be accessed from our new site, with the exception of the Children's Contact Service, which is continuing to operate at Gersch House in Nuriootpa.

The move also brings our services closer to Lutheran Care's Elcies Tanunda Op Shop, which is only a short distance away on Murray Street.

Homelessness Pilot

In July 2023, the Barossa Generic Homelessness Pilot Program was established in response to the growing trend of adults experiencing or at risk of homelessness in the Barossa region.

The pilot program was able to move forward thanks to a generous donation to Lutheran Care from residents of the Barossa community and support from Adelaide North West Homelessness Alliance.

The program offers assistance with:

- exploring available housing options
- setting up a rental profile with all rental platforms
- the online rental application process
- registering with SA Housing and Community Housing
- applying for bond and rent assistance
- referrals to Lutheran Care programs, including Emergency Relief, Financial Counselling and Community Connections
- advocating for those at risk of or experiencing homelessness

33 Barossa Generic Homelessness Pilot Program clients

Our Case Worker provides place-based, trauma informed, person-led case management to those experiencing homelessness and a preventative response to those at risk of homelessness. There are no alternative support options in the Barossa region and those who are accessing our service would be redirected to Elizabeth or Gawler.

A significant challenge we are facing now is the opportunity to continue offering this service without ongoing funding. We have seen great outcomes achieved with clients and a need for the service to be provided within the local community. We hope to keep offering this service through the 24/25 financial year and advocate for further support for those experiencing or at risk of homelessness.

Central Australia

LUTHERAN Care's Central Australia team is based in Alice Springs with a core service to deliver financial wellbeing services into 28 remote communities across the Central Australian region.

While this service continues to have its challenges for staff, it is vital for many living in those communities to assist them in the development of money management skills, superannuation access, budgeting and debts. This year, a total of \$47,126 in assistance was also provided across Foodbank vouchers, overnight food parcels, fuel vouchers and blankets.

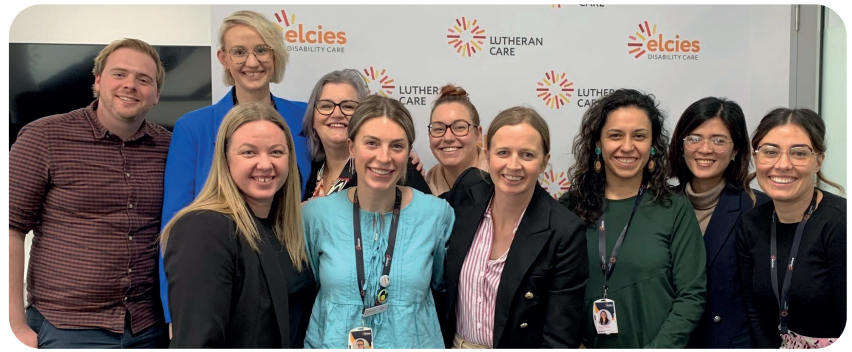
The team continues to identify the considerable unmet need in our remote communities for our services and are working to target those with the highest need in our travel plans moving forward.

Recruitment also remains one of the biggest challenges in our office, however we were extremely fortunate to employ a new financial counsellor who has lived and worked in the Central Australian region. This contribution to the team has been invaluable and has increased our service provision. Two of our Financial

692 Money Hubs and Cashless Debit Card sessions

right: In August, the Elcies PBS team had the opportunity to meet with the Honourable Emily Bourke MLC to discuss the 2023 Consultation report concerning South Australia's pioneering Autism Strategy Discussion Paper.

below: Lutheran Care's staff in Alice Springs regularly travel 'out bush' to remote communities in Central Australia.



Elcies

Highlights

ELCIES is the exciting new chapter for Lutheran Care, following the merger of its hugely impactful NDIS-registered disability services branch, Elcies Disability Care, and Good Prospects - the Speech Pathology and Psychology practice Lutheran Care acquired at the start of 2024.

Following this acquisition, Lutheran Care integrated Swift Speech: Stuttering and Voice into our services in May. By bringing these services together under the new banner of Elcies, we are building on our solid foundation to create an even more impactful and dynamic service offering, which sees multi practitioner teams together as one team.

This exciting change and growth has continued to shape and be a part of this year's landscape. The Positive Behaviour Support (PBS) teams' success and support provided to the NDIS, greater community, as well as becoming a provider of choice in the disability space, exposed the potential and opportunity for Lutheran Care to support client need for allied health services.

Moving into Allied Health has strengthened the expertise, service locations and opportunities to serve across communities in South Australia. Elcies now has sites to support centre-based therapy in Salisbury, Prospect and Port Adelaide, while also providing the essential service of telehealth and face-to-face services in the home and school settings.

The addition of Speech Pathology and Psychology to the already well-established PBS team has created an allied health service stream that supports internal organisational cross-collaboration and external community supports.

948
**Speech Pathology
and Psychology
clients**

Challenges

The nature of the disability sector saw the landscape of the NDIS funding for participants fluctuate; directly impacting the services participants could access. This saw the PBS team either being the only allied health support person for their clients or being the only professional voice to advocate for the increase of their disability support through the NDIS. An increased challenge for participants directly accessing PBS services was that they were unable to access critical supports including psychology, speech pathology and occupational therapy, often having to be on waitlists for more than two years.

Challenges that are present in the space of disability and allied health services are ensuring clinicians have the correct balance of meeting client need and their own wellbeing; to reduce the impact of staff burnout. This has been addressed by focusing on developing a team culture that ensures clinicians have a work environment they feel safe in, can debrief and identify when they need to step back and take a break. At times this has required team members to have peer-supervisions, to check in and acknowledge when they see a team member going through work challenges.

The growth of Elcies in other allied health streams has been an opportunity for success across PBS, but also through the other essential services provided through Lutheran Care. Transitioning businesses who have worked through different systems and practices does pose its challenges, however, it has given us an opportunity to learn, develop and share valuable resources to better practices as a whole.

1265
**Emergency Relief
sessions**

Capability Workers were also successful in receiving scholarships to complete the Diploma of Financial Counselling.

In summary, our highlights for 2023/24 included:

- Being successful in gaining a further year's funding on the Cashless Debit Card program to support community members to understand and transition to the new Enhanced Income Management card system.
- Extending our partnership with Maurice Blackburn to support the Hoops 4 Wealth program for a further year.
- Receiving an additional year's funding to support people to apply for compensation and remediation for mis-selling of Telstra products.
- An agreement with Good Shepherd to deliver the NILS (no interest loans) program in the coming year.
- New partnerships with BushMob and the Central Australian Aboriginal Alcohol Programs Unit.
- The development of specific educational videos which are being translated to Arrernte, Luritja and Warlpiri language for staff to use when delivering sessions to clients.

123
**Positive Behaviour
Support clients**

Toward Home Alliance

Working together to prevent and end homelessness



Bunnings Seaford generously donated several sleeping bags to Lutheran Care's Toward Home Alliance team, which were given to people experiencing homelessness in Adelaide's south.

146
families supported
into the Emergency
Accommodation
program

seeing a significant reduction in the time families are residing in Emergency Accommodation. This reduction is significant in its impact on families, as the motel environment can lead to mental and physical health decline. Exit pathways for families include private rental, community housing and long-term public housing.

The shift is a direct result of targeted and intensive case management for families in the program, as well as high quality group supervision and peer support practices.

Moving forward, the Divert team is looking forward to telling the client story through greater data collection and impact evaluation in 2024/25. Currently the team is working to understand the service impact and what data will better support future advocacy.

LUTHERAN Care is the Lead Agency of the Toward Home Alliance which 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, The Salvation Army, Sonder, Hutt St Centre, Aboriginal Family Support Services and SA Housing Trust.

As well as heading up the alliance as Lead Agency, Lutheran Care delivers the Access and Divert programs, which work to connect people with services and help people at risk of experiencing homelessness explore their housing options.

Emergency Accommodation

This year, the Toward Home Alliance Divert team has focused heavily on creating a high quality, high impact service for families living in Emergency Accommodation. This improved quality of service provision has been acknowledged across both the alliance and the sector.

Our team has achieved this through the development of specialised systems and support tools, with the program

**Supported more than
250 successful
community housing and
long-term tenancies**



The 2023 Toward Home Alliance Conference was a great success, returning for a second year to bring together a passionate and dedicated workforce.



Lutheran Care's Toward Home Alliance team at the 2023 THA Conference in Adelaide.

132
families supported
out of the Emergency
Accommodation program



Toward Home Alliance's Kristy was thrilled to receive a donation of 10 Backpack Beds from the Rotary Club of Campbelltown, which brought warmth to people sleeping rough over winter.

CASE STUDY

A young mother and three young children fleeing family domestic violence came to our Divert service and were placed in emergency motel accommodation. Case management commenced immediately to support safety planning in relation to the situation.

The case manager referred the mother to Women's Legal Service and The Yellow Gate domestic violence services for specialised support. The service supported the client to re-engage with her studies in Disability Support Work and link in with a placement that was close to crisis accommodation.

The case manager also supported the children to remain engaged in schooling and complete assessments for mental health and disability. The family resided in motel accommodation for 11 months after the service advocated for an urgent placement in stable housing following the decline of the children's mental health.

The family have now established themselves in their new housing community and the mother has gained employment in her trained field. The children are linked into schooling and mental health supports and we are proud to report that the family is thriving in their new environment.



Foster Carers Michael and Hannah at the 2023 Lutheran Care Gala Dinner at Adelaide Oval in November.

Foster Care Services

Highlights

In 2023/24, The Department for Child Protection named Lutheran Care's Foster Care Services as the highest performing Foster Care agency in the state, a fantastic achievement that is a testament to our dedicated staff and amazing carers. Other highlights and accomplishments that our team celebrated during the year included:

- Be the Village carer recruitment campaign achieved 3.5 million lifetime impressions online, increasing the reach of Lutheran Care Foster Care. The playful and innovative campaign comprised of three unique and bright television commercials and has supported Lutheran Care to be one of few agencies continuing to receive new enquiries to foster in a tough social and economic climate.
- Celebrated Lutheran Care foster carer Lisa O'Malley who was named South Australian Foster Carer of the Year.
- An eight-month journey of Aboriginal children's media project 'Into the Stars' strengthened cultural identity and awareness for young people aged four to 10 in the care of Lutheran Care foster carers.
- The Aboriginal Engagement Team created Kurna Language Resources for young people and carers.
- All Foster Care Case Workers (Assessment) were upskilled in the nationally updated 2023 Applicant Assessment Tool.
- Foster Care staff gained trainer accreditation in Youth Mental Health First Aid, Three Pillars of Transforming Care and Bringing Up Great Kids. Training team begin to offer more fee for service training to concurrently build sector capacity and generate income for Lutheran Care.
- Eight staff were successful in their applications for scholarships to undertake the Professional Certificate in Childhood Trauma currently on offer through the University of South Australia in

CASE STUDY

LUTHERAN Care has had the privilege of supporting foster carers, Sandy and Walter, who have provided exceptional care to a baby girl with significant health issues.

For the last 12 months, their lives have centred around the child, with Sandy travelling to Melbourne in November for life saving heart surgery, which was an eight-week stay.

Walter and their adult daughter also travelled for periods to support Sandy when the infant, on life support, was fighting for life.

Sandy missed Christmas in Adelaide with her immediate family and also extended family from interstate, as she was committed to remain with the little girl.

Returning to Adelaide, the infant remained in ICU and her recovery period is unknown. Sandy spends every day at the hospital and Lutheran Care's Foster Care Case Worker provides 24/7 phone support to Sandy through the crisis/post-surgery days. The worker has continued to provide emotional support on a regular basis.

Sandy and Walter have received

exceptional support from the Department for Child Protection, which included phone calls from DCP Chief Executive Jackie Bray. Sandy and Walter are very humble about the immense giving of time, love and support they have provided to the little girl, but we recognise that the care they have provided goes way beyond any expectation one could have of foster carers.

Months on from the final surgery, Sandy and Walter are now the girl's long-term carers. The journey has not been an easy one and continues to present itself with challenges. There are many appointments with medical and therapeutic professionals and ongoing return visits to hospital.

There is still a long journey ahead, however, when at her best, she is making many roads to doing things the professionals thought would not happen so quickly. While every visit to hospital can be a setback, this brave and strong little girl benefits from the tireless and wonderful support of her beautiful family with a care team community cheering her on.

237
Foster Care
households



Foster Carers Kristy, Ann and Kirsty with Foster Care Case Worker Alisha at the National Foster and Kinship Care Conference in Tasmania in September.

partnership with the Department for Child Protection.

- Three Aboriginal children were supported in a return to country trip to Narungga Country.
- The Annual Carer Appreciation Event was held at the Adelaide Zoo. Ninety foster carers and 144 children, young people and support networks enjoyed the event, which is held to thank foster and kinship carers for all that they do for the children and young people in their care.
- We received a blueprint for implementation of peer support models that would increase meaningful peer support for foster carers. Peer support is a key carer retention strategy and a Family Engagement Worker with lived carer experience was appointed to lead the new portfolio of activity and peer connection opportunities.

Challenges

Lutheran Care is experiencing a significant downturn in the number of new foster care enquiries. We have confirmed through our sector engagement that this is a shared experience across all foster care agencies currently.

It is highly likely that the current economic crisis, including escalating interest rates for families with mortgages, pressures in the cost of living and rental shortages, have created stress and uncertainty for many people who may have been considering foster care but now feel unable to pursue it.

In response this challenge, we have been

proactive in realigning the program and realising efficiencies and systems in our work. Program realignment included the creation of a Senior Manager role and the streamlining of the Generalist Care program from three teams to a North and a South team.

Gaps left by long serving workers in some positions offered opportunities for team members to step up and into places which contributed to their own personal and professional growth. Growth is a core value of our team and our culture, and some of the challenges of the past year have offered growth opportunities for staff to contribute to meetings, events and projects to support the work of the greater team.

Child protection and the nature of working with families is a very dynamic space. Despite all the movement mentioned above, we have been led well. The program, team and work stands in a position of strength, continuing to be a leading Foster Care agency in the sector and offering a high-quality support service to carers and families.

We also continued to invest in marketing and media campaigns to keep fostering top of mind in the local community and implemented creative and innovative programs tailored for our carer community to promote rest, self-care and community connections. Our resilient team and hard work in a tough year continues to support and sustain families in their fostering journey, offering safety, stability and nurturing families to hundreds of children and young people in care.

215
generalist placements



Lutheran Care's Foster Care Operations Manager Dawn and Foster Care Case Worker Bre at the 2023 Carer Appreciation event in July.

58
specialist placements



South Australian Foster Carer of the Year Lisa O'Malley with Lutheran Care's Northern Support Team Leader Pauline.

22
household assessments
in progress

Family and Relationship Services

1316
counselling sessions
delivered

73
education sessions
delivered to
281 people

LUTHERAN Care's integrative counselling service provides tailored support to individuals, couples, families, children and young people with broad, varied and complex concerns. Our experienced and compassion team addresses these intersectional concerns in a respectful, collaborative and therapeutic manner.

In 2023/24, Lutheran Care's counselling referrals continued to grow, with the main presenting support areas being mental health (76%), relationships (47%) and domestic violence (27%). In a reflection of the current environment, this year counselling client sessions also increased from 1050 sessions in 2022/23 to 1316 sessions.

Parental stress is another major concern for our clients and Lutheran Care has the capacity to work with families presenting with complex needs due to our strong team

of practitioners with different qualifications and skills.

In addition to our counselling services, the community education groups and workshops we currently deliver are based on:

- Incidental Counselling
- Balancing Screen time
- Boundary Setting
- Grief and Loss
- Coercive Control
- Domestic Violence
- Understanding Family Violence
- Grandparenting
- Parent Education
- Relationship Education

We are looking forward to expanding our Counselling services next year by continuing to build positive relationships across the sector and tap into consultation with lived experience voices.

CASE STUDY

A blended family couple commenced counselling to address significant communication issues in the relationship. Matthew was 35 and had been diagnosed with Autism Spectrum Disorder and his partner Elizabeth was 32.

Matthew struggled to effectively communicate with his ex-partner regarding finances, holidays, shared expenses, travel plans, relocations within the state and their parenting plan for their two children. These challenges were further compounded by Matthew's feelings of guilt and his tendency to accommodate his ex-partner's demands at the expense of his relationship with Elizabeth.

During the initial assessment, Matthew and Elizabeth reported frequent conflicts arising from Matthew's difficulty in setting healthy boundaries with his ex-partner. These challenges often left Elizabeth feeling sidelined and frustrated. His ASD contributed to difficulties in navigating these complex social interactions and maintaining a balanced approach between his responsibilities

to his ex-partner and his current relationship.

The intervention plan began with psychoeducation on ASD and its impact on communication and social interactions, helping both partners develop a better understanding of Matthew's communication style. Techniques were introduced to help him set and maintain healthy boundaries with his ex-partner and practice assertive communication skills. To improve his ability to negotiate with his ex-partner, the plan included developing negotiation strategies, role-playing difficult conversations and creating a structured co-parenting plan.

Additionally, emotional regulation and guilt management strategies were employed, utilising Cognitive Behavioural Therapy and mindfulness exercises to help Matthew manage feelings of guilt and develop a more balanced approach. Communication skills training enhanced interactions between the pair through active listening exercises.

Matthew practiced assertive communication and boundary-setting

techniques, which helped him feel more confident in dealing with his ex-partner. The development of a structured co-parenting plan provided a clear framework for financial matters, holidays and shared expenses, ultimately reducing conflicts.

As therapy progressed, Matthew managed his guilt more effectively using CBT techniques and mindfulness exercises, balancing his responsibilities more evenly between his ex-partner and his relationship with Elizabeth.

Communication skills training significantly improved the quality of interactions between the couple, fostering better understanding and cooperation.

Matthew and Elizabeth's case highlights the effectiveness of couple counselling in addressing communication challenges and boundary-setting issues. This case underscores the importance of understanding the impact of ASD on relationships and the need for tailored interventions to foster healthy communication and balance in complex family dynamics.



26
SFVS workshops
delivered to
109 people

Specialist Family Violence Service

LUTHERAN Care's Specialist Family Violence Services provides one-on-one counselling services for individuals from the Culturally and Linguistically Diverse (CALD) community, including migrants and refugees, to explore experiences of family and domestic violence. In 2023/24, we had a total of 38 new SFVS counselling cases.

Strengths-based, trauma-informed therapeutic workshops provide CALD families with increased skills and understanding to prevent family violence by supporting and building healthy and safe family functioning. Service provision via gender-specific group work provides a culturally appropriate approach to service delivery. Providing services to both men and women ensures that a whole of community and whole of family approach is utilised.

A therapeutic counselling service provides the opportunity for people who experience Family Violence to:

- Understand and address the safety needs of themselves and any children
- Learn about and address the impact of trauma
- Increase skills in supporting the safety and healthy development of any children in the family unit
- Access other relevant services via referral and some casework

A therapeutic counselling service provides opportunities for people who use violence to:

- Understand and reflect on the impact of violent behaviour
- Increase skills in safe and positive family functioning
- Learn about and address the impact of any trauma

Overcoming challenges

Lutheran Care facilitated a two-day practical parenting workshop with three different dialects and three interpreters. The challenge was imparting the information in such a way that all those present were able to understand. The significance was being able to listen, support and acknowledge the different cultural experiences and expectations, which facilitated rapport building and shared knowledge.

Moving forward, we want to reach new community cohorts that we have not reached out to, to ensure that our services are known and accessible for all. We will focus on mapping out communities that we would like to connect with to reach this goal and explore new and different ways to serve the changing needs of our clients and families. We will also continue to work with community leaders and organisations to seek guidance, support and referrals to support these

CASE STUDY

A 28-year-old refugee single mother with two young children sought counselling for complex PTSD, trauma, attachment and trust issues, and isolation.

Abandoned by her mother as a child, she suffers from anthropophobia (fear of people) and is the sole caregiver for her two young children with minimal support. She has no friends or family close by and struggles with severe anxiety and depression. Her psychiatrist had prescribed medication for anxiety and depression.

During the initial assessment, the client presented with symptoms of complex PTSD, including flashbacks, nightmares, emotional numbness and severe anxiety. She reported extreme fear of social interactions and a pervasive sense of isolation. Her responsibilities as the sole caregiver for her children added to her stress. Trust issues stemming from her abandonment by her mother further complicated her situation.

The intervention plan began with our counsellor establishing a collaborative approach through regular communication with the client's psychiatrist to monitor medication effectiveness and side effects. Creating a safe and trusting therapeutic environment was crucial and this was achieved through active listening, empathetic responses and consistent sessions to build rapport and trust.

Psychoeducation was provided to help her understand complex PTSD, trauma and the importance of medication and therapy. Setting achievable, incremental goals was a key strategy to foster a sense of accomplishment and progress. Cognitive Behavioral Therapy was used to address and reframe negative thought patterns, while trauma-focused therapy helped process and integrate traumatic memories.

Exposure therapy was applied as an ongoing measure to minimise anthropophobia and improve social interactions. Social skills training and support were implemented, including role-playing and gradual exposure to social situations. Practical support for daily living was also provided, helping her access community resources, such as applying for a NILS car loan successfully.

In the early sessions, the client was initially hesitant and distrustful, but gradually began to engage more as trust was built. Psychoeducation helped her understand her symptoms better and reduced some of the stigma and self-blame. Regular communication with our counsellor ensured she adhered to her medication regimen, improving her mood and anxiety levels.

CBT helped her identify and challenge her negative beliefs about herself and others. Trauma-focused therapy sessions helped her process traumatic memories and reduce the intensity of her flashbacks. Gradual exposure to social situations and role-playing exercises helped her manage her anthropophobia. We can proudly say she is now looking for job opportunities to be more financially viable to provide well for her young children.

This case demonstrates the effectiveness of a comprehensive, collaborative approach in treating complex PTSD and trauma in a refugee client. The combination of counselling, medication management and practical support provided holistic care, addressing both psychological and practical aspects of her life. This case highlights the importance of building trust, setting achievable goals and providing ongoing support to foster resilience and recovery.



246
SFVS counselling
sessions delivered

Emergency Relief

IN 2023/24, Emergency Relief was provided from Blair Athol, the Barossa, Adelaide Hills and Ingle Farm with the valued support of volunteers.

Lutheran Care continued to see high demand for food relief due to the rising cost of living this financial year. Food is more expensive to buy, and with rental costs at an all-time high, more and more working families are seeking food assistance where they have never needed to before.

Fortunately, we have once again had incredible support from schools, churches, businesses and community partners with donations over the past year and we would like to say thank you to the following for their contributions:

- Apex Bakery Tanunda for weekly bread donations since April 2024 - estimated to be a weekly value of \$100.
- Maggie Beer food donations - estimated retail value of \$106,000.
- Australia Post Elizabeth store for a donation of six mobile phones and food parcel collections.
- Menz Tanunda - Fru Chocs donations.



Nuriootpa High School was one of our supporting schools that donated food and hygiene items to Lutheran Care's Emergency Relief program in 2024.

2672

Emergency Relief appointments in SA

- Barossa Co-op winter collection bin - estimated \$9000 of donations of clothes and food from the public.
- Winter Woollies campaign participation - Nuriootpa High School, Concordia College and Faith College.
- Collections of donations from Good Shepherd Lutheran School, Angaston, and Redeemer Lutheran School, Nuriootpa.
- Three new Emergency Relief volunteers.
- Lutheran Care has been working closely in the Barossa with Kiwanis, Uniting Church community kitchen, Impact Church Emergency Relief, Eudunda Op Shop and Barossa Wildlife to reduce food wastage and share our large donations.
- Animal Rescue Cooperative and Barossa Vet pet food donations have ensured our clients' pets are looked after.
- Impact Church donated play cafe entry cards so Lutheran Care clients could give their children a fun day out. About 50 cards had been given to clients by the end of June.
- Barossa Co-op's Fresh Cafe pay it

forward cards – about 100 barista made coffees donated by the community to our clients from April to June.

Good news stories

- After coming to Lutheran Care for Emergency Relief, three clients were then referred to our Community Connections, Financial Counselling and homelessness support worker respectfully. They were housed, found employment and released from several debts totalling \$13,000 and each one came back to see us to thank us for the help with donations to pay forward.
- Supported small food carts in Lyndoch and Robertstown with small weekly items that our Barossa office cannot use.
- We have been able to recruit a Emergency Relief and Volunteer Coordinator to oversee ER in our Barossa and Blair Athol sites. We have received extra funding to implement Emergency Relief in the Adelaide Hills as well.
- We are looking forward to collaborating with Good Shepherd to deliver NILs at the Barossa and Blair Athol sites next year.
- It was rewarding to give some clients tickets to the 2024 Adelaide Fringe. They had some wonderful experiences at shows and for many it was an activity they would not have been able to enjoy.



Emergency Relief volunteer Jacqui and her son Thomas, who completed community service hours with Lutheran Care for school, collected donations from the Barossa Co-op which supported our 2024 Winter Appeal.

Financial Wellbeing

THIS year, Lutheran Care's Financial Wellbeing programs achieved significant milestones in supporting vulnerable individuals and families across South Australia and the Northern Territory.

A key initiative launched this year was 'Mindful Money', a partnership with Sonder and Headspace providing Financial Counselling in three key locations in South Australia. This program addressed the critical intersection of financial hardship and mental health challenges by co-locating financial counsellors with mental health practitioners in metropolitan Adelaide, providing enhanced support for individuals facing complex issues.

This year, we took an innovative approach to supporting vulnerable Central Australian communities by providing Financial Counselling remotely from South Australia. Qualified Financial Counsellors in South Australia work online alongside Financial Capability Workers on the ground in Northern Territory to ensure we can reach all corners of the region.

We also partnered with the Wyatt Trust to deliver \$90,000 of grants to people experiencing financial hardship. These grants allow financial counselling participants to better understand their roadblocks to financial wellbeing and offers small grants leading to strong, sustainable outcomes.

Moving forward, Lutheran Care is excited to be bringing the SA and NT financial wellbeing programs into one service next year. This will allow our staff key opportunities to learn from each other and build a strong and responsive service.

We will see more cross border travel opportunities with our urban staff excited for the opportunity to work in remote NT communities. We are also expanding opportunities for our volunteers to build their skills by moving to digital case noting in Emergency Relief and upskilling to deliver NILS and Tax Help in the coming year.



Lutheran Care's Senior Manager - Financial Wellbeing Kelly Hughes with her daughters Olivia and Remy, who volunteered through our Financial Wellbeing program by assisting with packing Christmas Hampers in 2023.

CASE STUDY

JOHN is 49 years old and lives alone in a mortgaged property. He receives JobSeeker payments and is currently exempt from looking for work due to poor mental health and physical injuries. These injuries are a result of a car accident in 2006, which occurred while John was driving under the influence. He was subsequently charged and spent time in jail. Since his release, he has disconnected from the people around him and lives an isolated life.

Despite having only a small amount owing on his mortgage, John had arrears of over \$6000 that accrued during prison. His fortnightly contractual payments are lower than a rental contract in the area, so managing the arrears and continuing with the mortgage was his priority, as well as several other small debts.

Our Financial Counsellor assisted John to apply for a three-month extension on his hardship period which was granted. During this time, the Financial Counsellor and John explored ways to increase his income, including checking for any insurance on his superannuation and financial support for his disability. John was referred to Lutheran Care's Community Connection Program (CCP) for support with his disability support pension application and to link him in with social opportunities. He was also referred to the Local Area Coordinator for support to complete a NDIS application.

The Financial Counsellor worked with John to reprioritise his debts and plan an affordable repayment schedule, while also assisting John to access superannuation to pay his mortgage arrears.

662

**Financial Wellbeing
clients across SA and NT**

Family Zone

IT has been a busy year for Lutheran Care's Family Zone and the team has successfully delivered both parenting programs and Home Visiting throughout the year. Programs delivered have included child development support, Being with Baby, Men's Parenting, neurodiversity support for families, Men's Support Hub, Bringing up Great Kids, Dads Matter and Circle of Security.

These past 12 months have seen a continued increase in complexity for Home Visiting, which has resulted in more than 80% of clients requiring support beyond the six-visit allocation. The main three presenting issues were mental health, parenting related and domestic/family violence.

Many of our Home Visiting clients

also attended parenting programs that are offered at Family Zone and there have also been outgoing referrals for clients to services such as Lutheran Care's Family Relationship Services, Specialised Family Violence Services and Emergency Relief.

Highlights

Some of the incredible achievements for Family Zone in 2023/24 included:

- Family Zone's Family Fun Day was held in the April school holidays and was a huge success. We had over 700 community members walk through our gates for this free event. Family Zone engaged with more than 70 people to get a better understanding of what locals in the community are

160
community education
sessions delivered
to **882** people

looking for by way of support.

- A Home Visiting client was filmed for Lutheran Care's 2023 Gala Dinner and shared her journey of support from Family Zone. This focused on her going from crisis intervention to developing confidence in her parenting skills and how we helped her through a crisis.
- Lutheran Care's Family Support Worker Simon Halliday was interviewed for The Advertiser newspaper about the work he is doing with dads in the community.
- Over the past 12 months, several women from the Conversational English class have stayed after their class to connect and share a meal while waiting for school pick up. They have expressed a feeling of safety and comfort at Family Zone.
- Two women from the Conversational English Class have begun volunteering at Family Zone.
- Cooking from the Heart is a new program that provides practical parenting skills through weekly workshops that focus on cooking healthy meals at a low cost with the whole family. Parents were shown the benefits of preparing healthy cost-effective meals at home that can involve their children, resulting in building family connection and achievement while learning new skills. Participants have provided anecdotal feedback that they have sat down together as a family and enjoy eating what they had cooked together.

442
Home Visiting
sessions delivered
to **72** families

CASE STUDY

FAMILY Zone received a self-referral for the Neurodiversity Support Group with a family wanting education on how to support their child and for their child to develop tools in supporting themselves when they begin to feel overwhelmed.

The family also wanted to connect with other parents and neurodivergent children.

Throughout the family's time in the Neurodiversity Support Group, the worker recognised the child's eagerness to 'belong' and to 'help' both their parents and workers with various tasks, such as helping with cleaning, setting up cutlery for meals or helping to organise an activity.

Our Family Support Worker recognised the child's desire to attain some form of autonomy regarding moving freely in the space, so the worker encouraged both indoor and outdoor play accommodating all the children in the group. The child

displayed a very soft and nurturing care towards the younger members of the group, where as a result, the worker encouraged the child to help with setting up the activities and tasks.

The outcomes achieved for the child displayed a deeper sense of connection to the group and also to their parents, where the child began to freely interact with various members of the group, while also engaging in different activities and offering to help the facilitator with tasks.

Towards the end of term, the child was able to demonstrate a clearer understanding of boundaries to keep themselves safe (e.g running away, safety in the kitchen etc).

The child's parents have highlighted how thankful they are for this group, as they feel like their family is accepted and their child can be themselves within the group. They also highlighted their thankfulness in being able to connect with other parents.



Family Zone's Conversational English Class at a meeting in March 2024.



Family Zone's programs are designed to facilitate the physical, emotional, social and cognitive development of children aged zero to 12 in a familiar environment.

Community Hubs

COMMUNITY Hubs Australia currently has 98 Hubs, with 10 being in South Australia across three LGA's in Adelaide: Port Adelaide Enfield, Salisbury and Playford. Hubs are embedded within local schools although their services are accessible by all community members.

Lutheran Care provides support coordination to the 10 hubs located 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, Elizabeth Park Primary School and Elizabeth Vale Primary School.

Community Hubs provide our diverse communities with a place to connect and build capacity. Hubs provide a space for parents to engage in their children's learning and focus on outcomes at both an individual and community level.

Across the network, 92% of hub participants are women with 88% having at least one dependent child at home. 79% speak a language other than English at home.

In 2024, a survey was conducted which shared the main reasons why people attend the hubs:

- 49% - to connect with other people

- 44% - to improve their English skills
- 42% - for their children to attend a playgroup
- 25% - to learn about life in Australia
- 32% - to gain skills
- 31% - to learn about services

We are constantly humbled by participants' stories about the impact hubs have had on them. Schools are seeing the growing confidence of hub families, noting increased engagement from the parents in their child's education.

Additionally, there have been some fantastic opportunities for volunteering within the hubs. Many of the volunteers have moved onto paid employment, sometimes even at the school.

Over the past six months, the hubs have been working on a project with Green Adelaide. We are very excited to see this come to life in Term 3 and Term 4 of 2024.

The project involves all hubs working together to deliver nature bush and beach playgroups at various sites around Adelaide. One of the aims of these excursions is to build parents' capacity and confidence in accessing different local environments for their children to experience play in.

Aged Care Volunteer Visitors Scheme

3966
visits made by
Lutheran Care
volunteers

FROM 1 July 2023, one of Lutheran Care's longest running programs, the Community Visitors Scheme, rebranded to the Aged Care Volunteer Visitors Scheme (ACVVS).

The Aged Care Volunteer Visitors Scheme is essentially the same program, but has been expanded in line with recommendations from the Royal Commission into Aged Care. A growth of funding and increased eligibility for older Australians means this program is helping more socially isolated people in the community and in aged care facilities, with a renewed focus on enhancing the experiences of recipients through volunteer engagement.

The ACVVS matches friendly volunteers to older people wanting social connection and to be eligible for visits from a volunteer, a person must receive a Home Care Package or be waiting for one, or live in an aged-care residence.

The ACVVS rebrand was led by the Department of Health and Aged Care and is accompanied by a new logo. The change in name reflects a commitment to fostering a sense of community, inclusiveness and active participation for recipients of subsidised aged care services.

These changes have led to a number of highlights throughout the year, including an increase in number of ACVVS volunteers, a total of 61 new placements in the Adelaide Metro area and outings have been incorporated in the program, which means volunteers can take recipients to places like cafes and the library.

Promoting the new ACVVS program and getting its name out to service providers, volunteers and recipients has been a challenge but we have made progress. This has been achieved through updating information on

Lutheran Care's website, direct communication, social media and community presentations.

Sourcing home visiting referrals has also been very challenging. We have focused on promoting the program to Home Care Providers through group presentations and direct communication, to family and friends through newspaper and social media advertising, libraries and community centres.

In 2024/25 we are looking forward to attending the National ACVVS Conference in October in Adelaide and looking to incorporate innovations such as virtual reality within visiting.

Valued volunteers

In 2023/24 we also honoured longstanding ACVVS volunteers:

- 1 x 25 years
- 2 x 20 years
- 6 x 15 years

7545 visits made
by consortium
volunteers

TESTIMONIAL

"With ACVVS announcing volunteers could begin taking residents on outings I was keen to put up my hand and help test the new system. My friend Jackie is an active and extroverted lady who loves to get out of her aged care facility but finds it very costly to pay for a carer to take her. Jackie once lived across the road from the local hotel and she was keen to revisit an old haunt. We had a delicious lunch and a glass of bubbly followed by chocolate cheesecake. Over a couple of hours, Jackie reminisced about the house she and her husband built across the road and the time they performed at the pub in their jazz band. I returned Jackie to her facility well fed, a little tired and very happy! We're both looking forward to our next outing – we agreed it would be coffee, cake and more reminiscing at the local coffee shop!"

- ACVVS volunteer



Barossa ACVVS volunteers at a support group meeting.

208 recipients
were visited by
100 Lutheran Care
volunteers

TESTIMONIAL

"While I enjoy each time I meet with Jan, I loved the time we spent on a summer walk with her dog Louie one afternoon at her local reserve. We were discussing Jan's life so far, including how long she's lived in Adelaide and her time in Hahndorf before it became a tourist town. This was either our second or third meeting, so we were getting to know each other and sharing stories about our lives. Jan was saying she'd had a few rough days, but she said going for a walk and having a chance to talk to someone completely changed her mood. Additionally, the park she took me to for our walk was one I've never been to before and it was so beautiful I now finding myself visiting the park often!"

- Jess, ACVVS Volunteer



ACVVS volunteer Jess, recipient Jan and her dog Louie on an outing.

The Lutheran Care led ACVVS Consortium includes seven auspices from Metro South, South East, Port Lincoln and the Riverland in South Australia.

- 6 x 10 years
- 14 x 5 years

Some of our volunteers also received Premier's Certificates this year, including longstanding volunteer Jual Hill. Jual has been volunteering with Lutheran Care for 14 years and since 2010 has visited 14 recipients in two aged care facilities to offer friendship and companionship. Her visits have also helped improve their quality of life and eased loneliness and social isolation.

Jual told us she loves talking to and hearing her recipient's stories. She knows her visits make a difference and she feels a real peace when she walks away. Jual said the best part is being involved with the families and that it's all worthwhile when her friends see her and their faces light up.

366 recipients
were visited by
198 consortium
volunteers



Metro ACVVS Volunteers Yvonne, Jual, Sam and Andrew at National Volunteer Week celebrations in May.

TESTIMONIAL

"I am so grateful for what you have done for me and I look forward to everyday I have something on. I have got lots of friends now and am so happy." - Community Connections participant

Community Connections

LUTHERAN Care is the Community Connections Community Partner and Regional Coordinating Partner for the Barossa, Light and Lower North region, as well as the Regional Coordinating Partner for the Adelaide Hills region.

Community Connections supports people who are not eligible for mainstream programs such as NDIS and My Aged Care to be more involved in their community and to connect to services. It's a short-term program delivered through a statewide network of partners. Each person is supported to establish and maintain meaningful social connections with community, supportive social networks and a sense of belonging.

This year our team expanded and consolidated our collaboration with

multiple services and a particular focus was directed at strengthening our relationships and connections with our priority access groups. This included Aboriginal and Torres Strait Islander peoples, those who are financially/ location disadvantaged, unpaid carers, Culturally and Linguistically Diverse communities and the LGBTQIA+ community.

Examples of this holistic approach included a Connect and Chat in Nuriootpa – a safe space for people to come together to have a coffee, engage in craft and meet other people, as well as the LGBTQIA+ Peer Support Group in Gawler. This group is a place for adults to connect, share and gain support from others in their community.



Lutheran Care's Community Connections Coordinator Martin Walton with Tony Piccolo MP at the Light Electorate office in Gawler where locals can access the program once a week.

875
Community Connections
sessions delivered

Children's Contact Service

IN 2023/24, 17 families engaged with the Children's Contact Service program at Lutheran Care.

The Children's Contact Service provides a safe place for the changeover of children between caregivers, an environment for children to have supervised and supported visits, information for client families regarding their children and referrals for services for supporting the whole family during separation.

This year, a generous donation from the community allowed us to collaborate with Lutheran Care's Family and Relationship Services team to deliver a Circle of Security parenting course in Nuriootpa. This helped us fill a service gap that we had identified.

We also built on and developed further relationships with stakeholders across the Barossa, Mid North and Yorke Peninsula, which assisted us in connecting with more families. Through this extensive networking, we have been able to increase the number of people accessing our service. Some of these families have been able to move on to self-managed arrangements.

CASE STUDY

TORI is a child who was court ordered to attend supervised sessions with her non-residential parent (the parent Tori does not live with). Tori's parents separated when Tori was two years old. There were allegations of domestic violence in the parents' relationship and the breakdown of the relationship resulted in both parties being unable to communicate independently.

The Children's Contact Service built a rapport with Tori through age-appropriate play and provided the time for Tori to become comfortable with the team and learn about her likes and dislikes. We then began to talk to Tori about the service and started with simple questions to gauge what Tori understood about the service and why they were here. It was important that Tori understood that they could leave the visit at any time and it was a safe space.

Our team provided clear information and a walk through of processes and procedures with both Tori's residential parent and non-residential parent

respectively to support feelings of safety and understanding.

The outcomes from using the CCS service resulted in relationship building between Tori and her non-residential parent, as she took the time to become comfortable in their presence again. Tori's non-residential parent was supported to allow Tori to get comfortable in their time.

Tori's residential parent initially was very hesitant to move forward from supervised visits due to past experiences. Our team provided education on processes, referrals to appropriate supports and time to become comfortable with the next steps. After time, Tori's residential parent was willing to move forward to the next step, supervised changeovers, in part due to these supports.

After engagement with the service, following court directions and engaging with referred services, the parties were able to move forward to supervised changeovers where Tori can now spend time with her non-residential parent outside of the service.

Marketing and Communications

THE past year has been an exciting era of growth for the Lutheran Care brand. More people and partners are being made aware of who we are, what we do, how we can help – and how they can help – and wanting to connect with and support us and our clients. This is thanks in large part to the storytelling and promotional work of Lutheran Care's Marketing and Communications (MarComms) team.

The small but dedicated team's role is to promote the organisation, its many programs for vulnerable people, its expert staff and employment opportunities, ways to support Lutheran Care: encouraging organisations, businesses, partners, donors, employees, volunteers and community members, to come along on the ride, changing lives and building communities with us.

We have a growing digital presence, including websites, online articles, social media posts, videos and reels. In the past year our website has seen tremendous growth. It attracted more than 195,000 views (up from around 165,000 the previous year) by over 53,000 individual users – a more than 18 per cent increase in views. Our most popular webpages were Foster Care (9681 users), Work With Us (5138 users) and Op Shops (3329 users).

Our social media presence has also continued to climb. The MarComms team now manages Facebook accounts for Lutheran Care, Elcies Op Shops, Lutheran Care Op Shops, Elcies and Family Zone; Instagram accounts for Elcies Op Shops, Lutheran Care Op Shops and Elcies; and LinkedIn pages for both Lutheran Care and Elcies.

The Lutheran Care and Elcies Op Shops Facebook pages continue to be our strongest performers. This year, the reach for the Lutheran Care Facebook account was 345.5k (up 15.2% on the year before). Organic (unpaid) content interactions numbered 11.7k (up 19.6%), link clicks were 43.9k (up 48.7%), and Facebook visits were 31.1k, up 353.7%. The Elcies Op Shops Facebook account attracted a reach of 119,000 (up 37.5%), with link clicks numbering 890 (up 39.1 per cent) and Facebook visits at 31,100 (up 226.8 per cent).



Concordia College has been a wonderful supporter of Lutheran Care's Wear Your Winter Woollies campaign, collecting donations for our Emergency Relief program.

Our video production quality has continued to improve, with examples including our Community Connections, Lutheran Care service video and many reels. Our other social media platforms continue to grow steadily, and with more focus on video content and consistent posting, particularly on Instagram, we expect our audiences to continue expanding.

Whilst digital communication is important – and we are looking at relaunching an e-newsletter, in order to keep in touch with supporters who would prefer to receive updates this way. We also continue to communicate with our donors through the traditional post. We send letters to sponsors and churches to highlight stories of clients who've been helped with their support, during our key fundraising Appeals: Lent, Winter and Christmas.

Alongside our main Appeals, we've also continued to promote sub campaigns, which have included the '12 Days of Giving' for schools and families. This has been taken up by a pleasing number of local Lutheran schools and we are hoping to grow this sub campaign. We also introduced 'Wear Your Winter Woollies' for schools and workplaces and '40 Days of Kindness' promoting acts of kindness for Lent.

We supported the 2023 Gala Dinner in November with branding, graphic design, video screen graphics, general event assistance, and organised the online silent auction using GalaBid. Pre-event, we also collaborated with filmmakers, Cabana Productions, to create an emotive video with one of our clients telling her story, which inspired much generosity in the room on the evening (to the tune of \$60,000 in pledges directly responding to the video).

Through our relationships with media personality Andrew 'Cosi' Costello from popular TV show South Aussie with Cosi, we've been able to lean on him for some free social media assistance, promoting our op shop donation drive in May when donations were extremely low.

We also partnered with the Adelaide Show organisers, giving away free show passes to 10 families who otherwise would not have been able to attend the show.

Another major project we've been involved in is brand and website integration of our allied health and disability services, following Lutheran Care's acquisition of new Psychology and Speech Pathology practices.

We look forward to continuing to share our stories and create an impact in financial year 2024-2025.

Fundraising and Events

Events

LUTHERAN Care continued to increase its presence at community and sector events in South Australia in 2023-2024. Under the guidance of the Marketing and Communications team, Lutheran Care attended a total of 27 external community events and expos.

An exciting new event for the organisation was the Fashion Thrift Society Markets on 24 March 2024. The Adelaide event, run by the largest vintage and second-hand fashion markets in the country, was attended by Lutheran Care's Elcies Op Shops team who curated a selection of bespoke and unique clothing, accessories and shoes to sell on the day.

The event was a huge success, with the Elcies Op Shop stall selling out of items and raising over \$3500 to help support families and individuals through the organisation's Emergency Relief and Financial Wellbeing services.

The younger generations of attendees were impressed with the selection in the Elcies Op Shops stall with one shopper praising it as 'the best stall at

the event'. With the markets averaging over 10,000 attendees an event, the day also provided an excellent opportunity to raise awareness of Lutheran Care and the services we provide in the local community.

Gala Dinner

IN November, Lutheran Care hosted our biennial Gala Dinner on a balmy night at the iconic Adelaide Oval. Over 600 guests enjoyed a very special night of entertainment, fine dining and stunning Maxwell wines.

The dinner raised an amazing net profit of close to \$200,000 from the generous support of our sponsors, donors and guests through the fundraising opportunities during the event.

A big thank you to Principle Sponsor LLL Australia and the following businesses for their support of our 2023 Gala Dinner: Intract Australia, Beyond Bank, Maxima, Northpoint Toyota, McMahon Services, Pernod Ricard, PACT IT, Welbourn O'Brien, Chicken Shack, Business SA, Department for

Child Protection, Central Audio Visual, Cabana Productions, Maxwell Wines, Finsbury, Coopers and Bickfords.

Other Key Events

- Sausage Stroll: Dachshund Day Out for Charity
- Disability, Ageing and Lifestyle Expo
- KYD-X Expo
- Source Disability Expo
- Closing the Gap Expo

Fundraising and philanthropy

LUTHERAN Care has had another successful year with its traditional appeals, bringing in some much-needed funds for our Emergency Relief service, at a time when the cost of living and housing crisis accelerated across the country.

Lutheran Care would like to thank our generous supporters who donated to our appeals and for helping our staff and volunteers support local families and individuals experiencing hardship this year.

2023 Winter Appeal - \$147,713

2023 Christmas Appeal - \$170,313

2024 Lent Appeal - \$84,212

We'd also like to thank all our corporate partners, including Pernod Ricard, who once again supported Lutheran Care as its charity of choice for its annual Responsib'ALL Day. This year, a 200-strong team of Pernod Ricard Winemakers staff learned about and assisted Lutheran Care's Op Shops by sorting donations. The corporate volunteering day saved Lutheran Care's volunteers up to five months of work!



Pernod Ricard Winemakers staff sorted donations for Lutheran Care's Op Shops at its corporate volunteering day in the Barossa in June.

People and Culture

AN employee's experience of workplace culture is a key recruitment and retention factor and Lutheran Care's People and Culture team continues to work towards this.

Through a number of different feedback forums, it was warming to learn that a majority of staff appreciate our investment in them, particularly their wellbeing at work.

As Lutheran Care's workforce continues to grow and expand, the opportunity to come together as one through our annual All Staff Day event is a highlight of the year. Beautiful Glen Ewin Estate in the Adelaide Hills was the venue for 2023's event. Designed to reward staff for their efforts throughout the year and provide opportunities for team building, this year's event carried the theme 'Looking forward, Looking back: Lutheran Care through the decades'.

Teams were inspired to dress up to the theme, with some of the highlights including Barbie dolls, an 80s nightly news crew, iconic movie characters including the Men in Black and a space-age team from the future!

With a team as widespread as ours, it's not often we get to spend time together as a group and that's why our All Staff Days are so important. We are really proud of our people at Lutheran Care and the work they do. Respecting, valuing and appreciating the hard work of our people is one of the reasons why Lutheran Care is steadily becoming an employer of choice in the sector.

To kick off the day, a poignant Welcome to Country was delivered by senior Kaurna man and descendant of the Narrunga people, Michael O'Brien. This was followed by team building activities in the style of UK game show, Taskmaster. Next, our keynote speaker columnist, demographer and social commentator, Bernard Salt AM provided his interpretation of how the statistical study of SA's human populations provides valuable insights into the current and future need for Lutheran Care's services.



Staff got into the dress up theme for All Staff Day 2023.

In 2023/24, staffing increased from 160 to 199

Bernard also touched on the significance of the mental health question added to the most recent Census and how programs that promote better mental health and prevent loneliness are key to supporting better health and wellbeing in our communities.

The day concluded with a Lutheran Care quiz and a round of Celebrity Heads, which saw our Homelessness services team take out the ultimate prize. In true spirit, they donated their prize to clients experiencing homelessness - a wonderful example of our values in action!

The coveted best dressed trophy went to our Elcies Op Shops team, who dressed in 'Fashions through the Ages'.

Chief Executive Officer Rohan Feegrade also shared with staff the exciting journey of Lutheran Care's significant growth, meaning we can do much more in the community to service people in need.

He revealed plans to add further allied health services to the wraparound services available to Lutheran Care clients.

Lutheran Care's People and Culture team also coordinate quarterly Strategic Leadership days, which give our staff the opportunity to connect and share with each other, while also learning about key happenings in the organisation and from guests such as Iain De Jong.

The team coordinates university student placements and we have been proud to partner with the University of South Australia in recent years. Since July 2023, Lutheran Care has had 18 students gain experience in the following programs:

- Foster Care - 1
- Toward Home Alliance - 3
- Emergency Relief - 6
- Family Zone - 3
- Executive Operations, Quality and Procedure - 1
- Speech Pathology - 2
- Psychology - 2

Face-to-face trainings are also organised by our People and Culture team including corporate inductions, first aid, Aboriginal cultural awareness, professional case note training and many more.

"Lutheran Care is an awesome organisation and I'm so glad to be a part of it."

Statement Of Comprehensive Income For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
General revenue	6	4,397,791	2,590,109
Donations and bequests received		1,216,959	754,931
Grants and subsidies received	6	30,426,032	28,775,385
Interest received		174,676	140,618
Gain on disposal of non-current assets		50,572	7,537
Employee benefit expenses	7	(15,427,127)	(13,620,042)
Administration expenses	8	(1165,617)	(1,298,507)
Auspicing fees		(12,891,374)	(11,848,336)
Depreciation and amortisation expenses		(1,281,416)	(1,052,871)
Other expenses	9	(5,707,753)	(4,350,571)
Loss on disposal of non-current assets		-	-
Net Surplus		(207,257)	98,253
Other Comprehensive Income			
Loss on write-off of leasehold improvements		-	(244,179)
Revaluation of non-current assets		1,110,130	-
Total other comprehensive income		1,110,130	(244,179)
TOTAL COMPREHENSIVE INCOME FOR YEAR		902,873	(145,926)

Statement Of Financial Position For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	10	2,984,424	5,020,724
Trade and other receivables	11	254,040	242,030
Loans receivable	12	69,000	61,000
Other assets	17	300,698	135,117
Financial assets	13	482,190	-
Total current assets		4,090,352	5,458,871
NON CURRENT ASSETS			
Loans receivable	12	1,968,903	2,011,541
Property and equipment	16	9,852,620	8,751,080
Total non current assets		11,821,523	10,762,621
TOTAL ASSETS		15,911,875	16,221,492
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	14	242,103	883,543
Provisions	19	1,119,301	1,123,927
Government grants received in advance	20	678,923	753,605
Other grants received in advance	21	147,024	176,983
Other liabilities	18	1,119,290	1,061,073
Total current liabilities		3,306,641	3,999,131
NON CURRENT LIABILITIES			
Provisions	19	115,614	97,625
Other liabilities	18	1,092,468	1,630,457
Total non current liabilities		1,208,082	1,728,082
TOTAL LIABILITIES		4,514,723	5,727,213
NET ASSETS		11,397,152	10,494,279
EQUITY			
Accumulated funds		7,840,925	7,986,220
Reserves	22	3,556,227	2,508,059
TOTAL EQUITY		11,397,152	10,494,279

Statement Of Changes In Equity For The Year Ended 30 June 2024

	Retained Valuation Reserve (\$)	Bequest (\$)	Asset (\$)	Total Surpluses (\$)
Balance as at 30 June 2022	8,132,146	643,692	1,864,367	10,640,205
Comprehensive income				
Net operating surplus for the year	98,253	-	-	98,253
Other comprehensive income	(244,179)	-	-	(244,179)
Total comprehensive income	(145,926)	-	-	(145,926)
Transfer (from) retained surpluses to reserves	-	-	-	-
Balance as at 30 June 2023	7,986,220	643,692	1,864,367	10,494,279
Comprehensive income				
Net operating (deficit) for the year	(207,257)	-	-	(207,257)
Other comprehensive income	-	-	1,110,130	1,110,130
Total comprehensive income	(207,257)	-	1,110,130	902,873
Transfer to (from) retained surpluses to reserves	61,962	(61,962)	-	-
BALANCE AS AT 30 JUNE 2024	7,840,925	581,730	2,974,407	11,397,152

Statement Of Cash Flows For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
Cash flows from operating activities			
Receipts from customers		8,986,362	7,393,194
Donations and bequests received		1,216,959	754,931
Grants received		30,143,800	27,514,117
Interest received		174,676	140,618
Payments to suppliers and employees		(41,128,627)	(35,962,548)
Net cash (used by) from operating activities	23	(606,830)	(159,688)
Cash flows from Investing activities			
Proceeds from sale of property and equipment		137,325	64,940
Purchase of property and equipment		(1,119,243)	(796,055)
Receipt (Advance) of loan repayments		34,638	31,536
Investments in allied health companies		(482,190)	-
Net cash (used by) investing activities Net Surplus		(1,429,470)	(699,579)
Net (decrease) in cash and cash equivalents		(2,036,300)	(859,267)
Cash and cash equivalents, beginning of the year		5,020,724	5,879,991
Cash and cash equivalents, end of the year	10	2,984,424	5,020,724

INDEPENDENT AUDITOR'S REPORT

WE have audited the financial report of Lutheran Community Care, which comprises the statement of financial position as at 30 June 2024, 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:

- giving a true and fair view of Lutheran Community Care's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 5, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2022*.

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 2 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

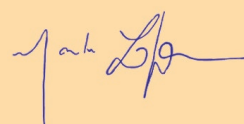
The Board of Lutheran Community Care is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 2 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members.

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.

MTC ADVISORY PTY LTD
Chartered Accountants



Mark LeCornu
Director
24th day of September 2024

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

CALVARY HOUSING ASSOCIATION

Detailed Income Statement For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
INCOME			
Interest income		1,420	523
Rent received		123,973	123,234
Total Income		125,393	123,757
OPERATING EXPENDITURE			
Audit fees		3,050	2,500
Bank fees and charges		133	62
Consultancy fees		3,327	0
Insurance premiums		7,454	6,963
Interest paid		34,377	29,464
Membership fees		0	80
Minor equipment	1(e)	0	13,432
Property management fees		15,027	14,266
Rates and taxes		14,763	15,205
Repairs and maintenance		15,886	43,895
Sundry expenses		0	381
Total operating Expenditure		94,017	126,248
NET SURPLUS (DEFICIT) FOR THE PERIOD		31,376	(2,491)
Accumulated funds		7,840,925	7,986,220
Reserves	22	3,556,227	2,508,059
TOTAL EQUITY		11,397,152	10,494,279

Balance Sheet For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
CURRENT ASSETS			
Cash and cash equivalents	2	145,922	195,508
Trade and other receivables	3	970	1,464
TOTAL CURRENT ASSETS		146,892	196,972
NON-CURRENT ASSETS			
Property	1,4	2,775,000	2,775,000
TOTAL NON-CURRENT ASSETS		2,775,000	2,775,000
TOTAL ASSETS		2,921,892	2,971,972
CURRENT LIABILITIES			
Trade and other payables	1,5	36,050	82,882
Loans payable	1,6	69,000	61,000
TOTAL CURRENT LIABILITIES		105,050	143,882
NON-CURRENT LIABILITIES			
Loans payable	1,6	1,968,917	2,011,541
TOTAL NON-CURRENT LIABILITIES		1,968,917	2,011,541
TOTAL LIABILITIES		2,073,967	2,155,423
NET ASSETS		847,925	816,549
EQUITY			
Accumulated funds	1,7	703,125	671,749
Reserves	1,8	144,800	144,800
TOTAL EQUITY		847,925	816,549

Cash Flows Statement For The Year Ended 30 June 2024

	Notes	\$ 2024	\$ 2023
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		126,626	135,307
Interest received		1,420	523
Payments to suppliers		(143,008)	(84,210)
NET CASH (USED IN) PROVIDED BY OPERATING ACTIVITIES	9	(14,962)	51,620
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		0	0
Net cash (used in) investing activities		0	0
CASH FLOW FROM FINANCING ACTIVITIES			
Net proceeds (repayment) from borrowings		(34,624)	(31,536)
Net cash (used in) investing activities		(34,624)	(31,536)
Net (decrease) increase in cash and cash equivalents held		(49,586)	20,084
Cash and cash equivalents at the beginning of the year		195,508	175,424
CASH AND CASH EQUIVALENTS AT YEAR END	2	145,922	195,508

INDEPENDENT AUDITOR REPORT TO THE MEMBERS

Report on the Financial Report

WE have audited the financial report of Calvary Housing Association Incorporated, which comprises the balance sheet as at 30 June 2024, the income statement and the cash flow statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, other explanatory notes and the statement by the members of the Board of Management of Calvary Housing Association Incorporated.

In our opinion, the financial report of Calvary Housing Association Incorporated 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 Calvary Housing Association Incorporated's financial position as at 30 June 2024 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 2022*.

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 Calvary Housing Association Incorporated 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

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 Calvary Housing Association Incorporated'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 of Management for the Financial Report

The Board of Management of Calvary Housing Association Incorporated 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 of Management's responsibility also includes such internal control as the Board of Management 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 of Management is responsible for assessing Calvary Housing Association Incorporated'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 of Management either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

The Board of Management is responsible for overseeing Calvary Housing Association Incorporated's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

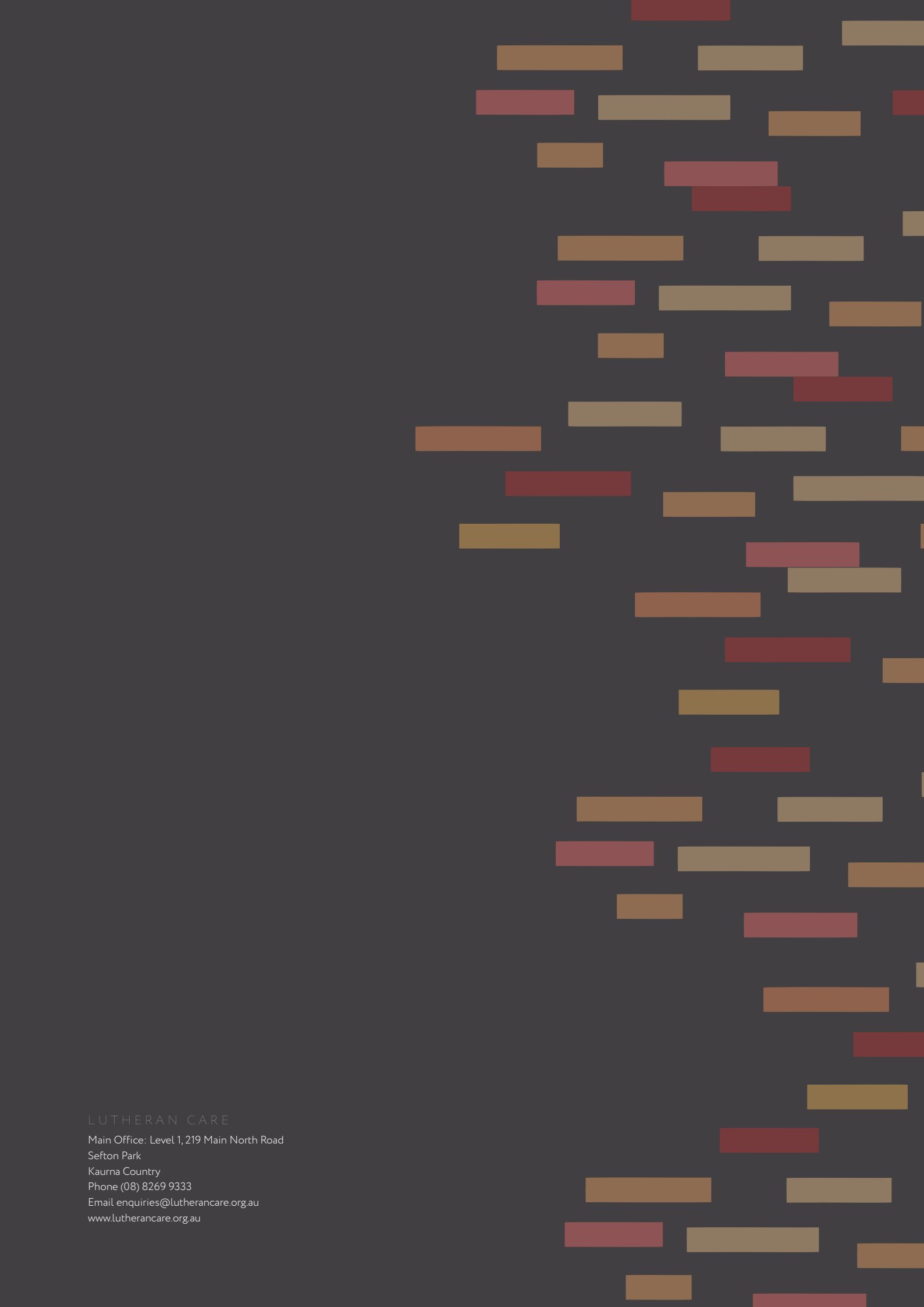
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Calvary Housing Association Incorporated's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Management.
- Conclude on the appropriateness of the Board of Management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Calvary Housing Association Incorporated's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

MTC ADVISORY PTY LTD
Chartered Accountants



Mark LeCornu
Director
24th day of September 2024



LUTHERAN CARE

Main Office: Level 1, 219 Main North Road
Sefton Park
Kairua Country
Phone (08) 8269 9333
Email enquiries@lutherancare.org.au
www.lutherancare.org.au