



LUTHERAN
CARE

2024/2025

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.



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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.

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

Changing Lives, Building Communities

AT Lutheran Care we believe our communities are stronger when each and every person feels included and cared for. Founded more than 50 years ago on the values of the Lutheran Church, we have always been champions of advocacy and equity, serving the needs and fighting for the rights of those who have fallen through the cracks of the system.

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

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

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

OUR VISION

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

STRATEGIC STATEMENT

Together we will change lives and build caring, resilient communities

VALUES

Social Justice
Compassion
Inclusion
Courage

OUR STRATEGIC PILLARS

Best for people
Growth for impact
Sustainability
Reputation & profile

Board Chair's Report

THE year has been a journey marked by challenge and growth, gratitude and sorrow.

As I reflect on this time, I do so with a deep sense of thankfulness for the strength and resilience of Lutheran Care and particularly the steadfast passion and commitment of our people.

The most impactful event was the passing of our Chief Executive Officer Rohan Feegrade. His leadership, compassion and vision has left an enduring mark on Lutheran Care and on all who had the privilege of working alongside him.

During this difficult time, it was heartening to witness the faith, unity and passion of the team continuing to support the vulnerable, strengthening families and building community.

The challenges of the broader environment have also been keenly felt. Ongoing rising costs of living, the housing crisis and increasing mental health pressures have meant that more people are reaching out to us in times of need.

This has stretched our services and resources, but thanks to the commitment of our staff, volunteers and partners, Lutheran Care has responded with compassion and dedication.

Amidst these challenges, there has also been much to celebrate. Our homelessness services expanded to reach more individuals and families who otherwise may have fallen through the cracks.

Our Foster Care program continued to provide safe, nurturing homes for children in need, with carers and staff embodying the very essence of unconditional love.

Our multicultural services grew in both reach and impact, embracing diversity and creating belonging for many who are new to Australia. Meanwhile, our Financial Counselling, family support and Emergency Relief programs provided practical lifelines at moments of crisis.

Each of these achievements is a testament to the faith and resilience of the Lutheran Care community.

I want to acknowledge with gratitude the extraordinary staff who, through grief and uncertainty, have continued to serve with kindness, professionalism and heart.

I also thank my fellow Board members for their wise counsel, steady governance and unwavering belief in the mission of Lutheran Care. Together you have demonstrated what it means to serve, not just with skill, but with passion.

As we look to the future, there is much to be hopeful for. The appointment of a new CEO will open an important new chapter in our journey.

With fresh leadership, grounded in the values of our Lutheran tradition, we will continue to adapt and grow to meet the needs of our community.

The road ahead may not be without challenges, but our mission remains strong: to bring hope, dignity and support to those who need it most.

We take confidence from the words of the Apostle Paul: *"Let us not grow weary in doing good, for at the proper time we will reap a harvest if we do not give up."* (Galatians 6:9).

With God's grace and the faith of this remarkable community, I am confident that Lutheran Care will continue to flourish.

Sylvia Andersons
Lutheran Care Board Chair



Acting Chief Executive Officer's Report

As we reflect on the past year, I am struck by the breadth of Lutheran Care's impact and the depth of our commitment to those we serve.

It has been a year of remarkable achievement, profound resilience and renewed vision for the future. At every level of our organisation, I have seen staff, volunteers and partners embody our values of social justice, inclusion, compassion, and courage — standing alongside individuals, families and communities during some of their most challenging times.

We stood together through the emotional loss of an extraordinary leader in Rohan Feegrade, with the spirit of Lutheran Care remaining strong and united.

Together, we have continued to grow, innovate and transform lives, a testament to the character of our people and the clarity of our shared purpose. This achievement was widely recognised in October 2024, when Lutheran Care was named Not for Profit of the Year at the South Australian Premier's Business and Export Awards.

Over the year, we expanded our services in significant and lasting ways. The acquisition of Better Self Psychology strengthened our Allied Health stream, welcoming more than 1300 new clients and delivering over 13,000 sessions.

Our Better Self Speech Pathology team is now supporting close to 400 children, young people and adults, with Positive Behaviour Support services continuing to extend reach through partnerships with academic institutions and health providers. The opening of our new Prospect site marked a bold step in improving access to inclusive, high-quality mental health support across Adelaide. These initiatives strengthen financial sustainability while remaining steadfast in our mission of care.

Supporting children and families remains one of our deepest priorities. Our Foster Care program is now home to 250 registered carer households, providing safe and nurturing homes to 267 children, including 52 Aboriginal children. Our Peer Support Program engaged 180 participants across 28 events, ensuring carers feel equipped and connected.

Through Community Hubs, Family Zone and our parenting programs, we not only provide immediate support, but also strengthen parents and carers, building



resilience and family connection in all its forms.

Similarly, our Children's Contact Service and Specialist Family and Relationships teams provide safe, culturally sensitive and practical solutions for families navigating complex circumstances. Lutheran Care supports Community Hubs at number of South Australian schools to deliver 772 playgroups, and close to 18,000 attendances.

We have also responded to the growing housing crisis with determination and innovation. Our Barossa Homelessness Pilot provided vital support to adults at risk of or experiencing homelessness in regional South Australia. Our leadership in the Toward Home Alliance supported more than 4500 people, with our Divert team walking alongside close to 2000 individuals to stabilise housing and wellbeing, while our Access team provided a safe front door to 2500 people, offering both hope and practical solutions at a time of great need.

Across all programs, the power of partnership has always been clear and a key ingredient in reaching more people. We were truly honoured to name Andrew Baines as our Ambassador and Lutheran Care to be chosen as Andrew's charity of choice. We are incredibly grateful for Andrew's unwavering support and we look forward to continuing this impactful partnership in the years ahead.

We expanded our collaboration with Aboriginal Community Controlled Organisations in South Australia and the Northern Territory ahead of the launch of the Central Intake Service and we continually look toward collaborations that offer and sustain integrated solutions that respond positively to the increase and complex changes in community needs.

Our Emergency Relief programs remain a lifeline for families facing cost-of-living

pressures, with many more families seeking support for the first time. We are fortunate to receive high-quality goods for resale and charitable distribution, helping us meet unprecedented demand. This generosity, combined with the dedication of our extraordinary volunteers, contributed to a milestone \$1.2 million turnover across Elcies Thrift Stores and Lutheran Care Op Shops. It is a true testament to the community spirit and commitment that underpin so much of what we do.

From aged care visiting programs that connect generations, to corporate partnerships and school-based volunteering, Lutheran Care reached a new milestone in the number of volunteers supporting our work, growing by 16% to 351 people.

Importantly, our strong financial position provides a solid foundation for growth and sustainability. With quadrupled revenue over the past five years and our strongest balance sheet to date, we are well-placed to reinvest in underfunded programs and expand our impact.

More than 85% of our funding continues to go directly into services, ensuring every dollar makes a real and lasting difference. This financial strength, combined with a proven record of quality delivery, has positioned Lutheran Care as a trusted partner and leader, actively shaping government policy and service and best practice frameworks.

Looking ahead, we remain focused on purposeful and sustainable growth. Our future priorities include expanding integrated services in the Northern Territory, strengthening Allied Health and community services, and investing in partnerships that amplify impact.

I extend my deepest thanks to our partners, supporters and donors, whose belief in our mission makes this vital work possible. And to our staff and volunteers — your dedication, compassion and professionalism are the heart of Lutheran Care.

We move into the future with confidence, clarity and shared purpose — committed to ensuring every person we serve has the opportunity to live with dignity, hope and possibility.

Percy Henry
Acting Chief Executive Officer

IN MEMORY OF LUTHERAN CARE'S CHIEF EXECUTIVE OFFICER

Vale Rohan Feegrade

11/08/1977 - 22/06/2025

LUTHERAN Care's beloved and highly respected Chief Executive Officer, Rohan Feegrade, died peacefully in June 2025 surrounded by his family, following a courageous battle with a rare and aggressive form of cancer.

Despite the personal challenges of his illness, Rohan's commitment to Lutheran Care and the people it serves never wavered.

Rohan's passing marked the loss of a bold South Australian leader and advocate for social justice and child protection reform.

Appointed CEO in 2018, Rohan led Lutheran Care through a time of great challenge and growth. From the 2019 bushfire crisis to the COVID-19 pandemic and the current housing and cost-of-living pressures, he was a steady, visionary force who led with courage and conviction.

At many leadership meetings, Rohan often reminded his team: *"Growth doesn't come from playing it safe; it comes from being brave enough to imagine something better and bold enough to make it happen."* This ethos defined his leadership and Lutheran Care's remarkable growth over the past five years.

Under Rohan's stewardship, the organisation transformed into a multifaceted service provider supporting people across homelessness, foster care, family and domestic violence, financial wellbeing, allied health and disability services.

He championed innovation and sustainability, advocating for diversified

revenue streams to strengthen crisis services, reduce reliance on government funding and allow for reinvestment in frontline impact.

Equally passionate about the wellbeing of children and young people, Rohan was active in his advocacy efforts for substantial changes to the South Australian Child Protection Reform, to improve outcomes for families and vulnerable young people for years to come.

While the loss of Rohan is deeply felt, Lutheran Care remains strong and united in purpose.

Rohan is survived by his beloved wife Julia and two daughters.

"It's bittersweet to pass on the custodianship of this organisation. But I do so with complete confidence and an open heart, knowing that the work we've done together has created something lasting and good." - **Rohan Feegrade, in his last message to staff 13/06/2025**



Highlights of 2024-2025

2024 Not for Profit of the Year

IN a remarkable achievement for our organisation, Lutheran Care was incredibly honoured to be named the 2024 Not for Profit of the Year at the SA Premier's Business and Export Awards in October.

It was the second year in a row that Lutheran Care had been a finalist in these awards, with the category acknowledging the invaluable contributions of an organisation driven by a mission to create positive social impact and effect change.

Lutheran Care was recognised for our highly responsive and innovative solution-based approaches to address the growing call for human services and support.

Most importantly, the award reflected the passion and commitment of our dedicated team, volunteers, Board and supporters who make our work in the community possible.



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Better Self Psychology acquisition

Lutheran Care's vision of a building a more connected and healthy community took a significant step forward with the acquisition of Better Self Psychology, one of South Australia's largest psychology practices in August 2024.

The acquisition underscores Lutheran Care's commitment to strategic growth focused on community needs and enabling better access to high-quality services that change lives and strengthen the wellbeing of families, individuals and the community.

Our team of psychologists provide a range of services and supports to assess, diagnose and assist people with a range of mental health concerns and disorders.

Offering psychology services alongside our speech pathology and positive behaviour support services aligns with our mission to walk alongside people to overcome obstacles and achieve their full potential, while also creating a sustainable financial model that we can reinvest into underfunded crisis and community programs, as well as pro bono services.

'Be the Village' campaign recognised nationally

Lutheran Care was proud to be recognised for its popular Foster Care advertising campaign 'Be the Village', which was named a finalist in the Australian Marketing Institute's prestigious Marketing Excellence Awards.

Created in response to a particularly challenging time for Foster Care recruitment, the campaign is a series of playful and fun commercials which have aired on television and online.

These ads have broken new ground and received national attention by focusing on the fun and mutual rewards that can flow from fostering a child, young person or sibling group.

Overall, the campaign reached an audience of two million online and was seen across TV screens by hundreds of thousands of viewers.

Lutheran Care was one of six finalists – and the only South Australian finalist – in the 'Not for Profit' category, amongst



well-known peers.

The campaign was created in partnership with Adelaide advertising agency Welbourn O'Brien.

2025 Gala Dinner

Lutheran Care's 2025 Gala Dinner was held at Adelaide Oval in May and raised more than \$150,000 thanks to the support of our generous partners and supporters.

This major fundraising event brought together around 400 guests in support of



Lutheran Care and our work with South Australians in crisis.

The evening was led by media personality Brenton Ragless and included live music from Ash Gale and Motel Music, the creation of a live 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 plenty of dancing.

A touching part of the night was a video interview with Lutheran Care client Gina, who shared how she and her two children fled the family home as a result of domestic violence, and ultimately found themselves homeless.

Lutheran Care thanks principal presenting partner LLL Australia and other sponsors for its support in helping stage our successful 2025 Gala Dinner.

Lutheran Care now part of Brand SA

Lutheran Care is proudly South Australian born and bred – and we now have the tick to prove it!

In 2024, Lutheran Care received approval to use the Brand SA logo across our website, resources and sites.



Lutheran Care staff members at the 2025 Gala Dinner at Adelaide Oval.



Family Zone Ingle Farm volunteer Wafa (right) shared her story through a series of videos as part of our Adelaide Fringe partnership in 2025. Wafa is pictured here before the filming with our Operations Manager Families and Relationships Kerry.

Lutheran Care is proud to be one of very few not-for-profit charity organisations headquartered in South Australia.

We hope that being part of the Brand SA community will help increase awareness of our services for local people and encourage people who are in the position to provide financial or volunteer support to consider supporting and donating to Lutheran Care.

Adelaide Fringe partnership

Lutheran Care was thrilled to be a Supporting Partner of Adelaide Fringe in 2025, which allowed us to give tickets

to our clients and community groups experiencing disadvantage during the festival in February and March.

Specifically recognised as a Giving Day Matching Partner, Lutheran Care's partnership helped more people attend the Fringe who would otherwise be unable to attend and enjoy the world-renowned festival.

This is the third year in a row that Lutheran Care has supported Adelaide Fringe. Over the past two years we have had the privilege of handing out more than 1000 tickets to members of the community experiencing hardship or those who have been impacted by cost of living pressures.

Volunteering

OVER the past 12 months, Lutheran Care and its incredible volunteer community have made a powerful and lasting impact across South Australia. Through compassion, commitment and shared purpose, volunteers have supported some of the state's most vulnerable people while strengthening community bonds.

Lutheran Care now has 351 volunteers across a variety of programs including Administration, the Aged Care Community Visitors Scheme, Board of Directors, Community Connections, Emergency Relief, Family Zone and our Op Shops. This number increased from 302 volunteers (up 16%) last financial year - an incredible achievement.

It was also fantastic to welcome our first volunteer in quite some time in Central Australia who volunteered with the tax help program.

In the past year, we have expanded our approach to inclusive volunteering, ensuring that all people, regardless of age, ability, background or identity feel welcomed and supported. Close to 25% of our volunteers identify as Culturally and Linguistically Diverse or having a disability and 5% of our volunteer group have added pronouns to their volunteer profile.

Other statistics include the average age of volunteers being 57 years, with

the youngest volunteer 15 years old and oldest volunteer 92 years old.

In line with the National Standards for Volunteer Involvement, we have continued to embed best practices into our volunteer governance, from clear role descriptions and induction processes to inclusive policies and improved data privacy. We are committed to ensuring volunteers are protected, heard and valued.

Additionally, we've introduced new practices to recognise and review volunteer experiences, including annual reviews, exit interviews and more frequent informal check-ins. This has helped us improve the volunteer experience and ensure roles stay meaningful and satisfying.

Corporate and school volunteering

Lutheran Care continued its corporate volunteering partnership with LLL Australia whose staff volunteered in our stores when our volunteers attended National Volunteer Week and Christmas events.

We also hosted students and teachers from St Ignatius College (Caroline Chisholm Service), St Michael's Lutheran School, St Paul Lutheran School and Endeavour College.

Year 5 students from St Paul Lutheran School attended Lutheran Care's Blair Athol site for a tour and to hear from a staff member. The students were very engaged and had some great questions. The school donated a number of items to our Emergency Relief pantry as well.



St Ignatius College students Liam and Julius volunteered at our Blair Athol Op Shop as part of the school's Caroline Chisholm Service in 2024.

**\$3.314
million**

**value of
volunteer
contribution**

TESTIMONIALS

We are proud of the difference we've made this past year and are excited about what's to come. Here is some heartfelt feedback from our volunteers in 2024/25:

- "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 this role very fulfilling."
- "The relationships developed with other volunteers are special - supporting each other in whatever life throws at us."
- "My manager is an exceptional supervisor and a truly lovely person. Lutheran Care is a great organisation and I am honoured to be a part of a team that cares so much about our communities."
- "I feel privileged working in our Op Shop. I value the time I spend there each week. The supervisors and the volunteers are all very supportive and professional. Their work ethics are highly commendable."

66,911

volunteer hours



Volunteers enjoyed the Lutheran Care thank you lunches during National Volunteer Week in May 2025.

6 locations

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

Op Shops

THANKS to the hard work of our staff and volunteers, Lutheran Care Op Shops and Elcies Thrift Stores collectively achieved an extraordinary milestone, over \$1.2 million in turnover during the past financial year.

This achievement is not just a testament to effective retail management; it's a clear reflection of the generosity, warmth and determination shown by volunteers working across all our store locations.

Importantly, profit was directed straight back into our Emergency Relief program, supporting individuals and families in crisis. ER vouchers were also distributed through the Blair Athol Op Shop and Elcies Tanunda, allowing those in immediate need to access essential goods like clothing, household items and food.

With the support of our volunteers, our retail stores have gone from strength to strength. Elcies Semaphore and Elcies Norwood have both expanded their reach and Norwood introduced Sunday trading, supported by the enthusiastic new 'Sunday Squad' volunteers.

Elcies Semaphore and Norwood proudly represented Lutheran Care at the inaugural 'Op til you Drop' event held at Hart's Mill in June, which was hosted by Life FM.

Staff and volunteers worked together in shifts throughout the day, creating a vibrant and welcoming presence. The event was a great success, with nearly \$3000 in sales and fantastic community engagement.

A renewed sense of energy and community has been evident at the Blair Athol Distribution Centre and Op Shop, which, over the past 12 months, has



Elcies Norwood, which is located on suburban shopping strip The Parade, is a popular store amongst shoppers in Adelaide's East.

More than \$1.2 million raised across all shops

undergone a wonderful transformation.

With a steady increase in donations, the centre has seen a growing need for volunteers to assist in sorting, assessing, pricing and preparing items for the shop floor. This surge in activity has brought fresh energy and collaboration among our dedicated team of staff and volunteers.

The Lutheran Care Op Shops at Smithfield and The Precinct have continued to play a vital role in supporting the local community, particularly as demand for affordable goods and community support services has increased.

The Smithfield store alone achieved close to \$100,000 in sales this past financial year, and thanks to a 12% growth in revenue at The Precinct, we were able to support ER even further, highlighting how these spaces continue to meet the needs of the community.

Spotlight: Elcies Tanunda

Elcies Tanunda was once again honoured to be invited to the 2025 Lutheran Women of South Australia/

Northern Territory Annual Conference held in Tanunda.

The event featured a lively and engaging Elcies fashion show, alongside a creative visual presentation that demonstrated how funds raised through Elcies are reinvested into the local community, highlighting the success and impact of our boutique thrift model.

With over 130 attendees, many returned to shop in store afterwards, and the event has led to a generous wave of donations from these wonderful community groups.

Following the success of this event, our Elcies Tanunda store manager has been invited by the local Barossa Lutheran women's group to present two fashion shows at an upcoming high tea, as well as coordinate a pop-up shop in Nuriootpa scheduled for late 2025.

Elcies Tanunda once again joined in the fun of the annual Valley Hot Rodders Street Party in January, which proved to be another fantastic event. The store enjoyed strong sales on the day and an impressive \$450 was raised through a wine raffle to support Lutheran Care.

Throughout the year the Elcies Tanunda team also held a series of pop-up stalls at Tanunda Lutheran Homes, building on their strong community ties.

38
Barossa Generic
Homelessness Pilot
Program clients

405
sessions delivered

CASE STUDY

IN July, a client sought housing support due to an urgent need to secure accommodation for her family. She, her partner and their children were experiencing financial difficulties.

Complicating their situation, two of the children have special medical needs, which made finding appropriate housing more critical.

Initially, the client and her family were residing with her mother due to increased rental costs, but her mother's lease was expiring, requiring a move by August. Following a breakup with her partner, our client faced financial pressures that made affording a private rental in the Barossa Valley impossible.

To accommodate the children's schooling and special needs, it was vital for our client to remain locally situated.

Our client's application with SA Housing Trust placed her in Category 3, which was not prioritised for immediate housing needs. In July, an application was submitted for transitional Aboriginal housing. However, there was a significant waiting list for families.

Considering the limitations posed by caravan parks and our client's financial condition, our worker contacted Centacare in July. They referred our worker to Peppertree emergency accommodation who had available space. With our client's consent, all necessary documents were submitted.

Within a few days, Peppertree accepted our client and her family for emergency accommodation. We assisted in completing private assistance forms and all necessary documentation for the accommodation.

The family was given a three-month stay, with the possibility of extending their stay. This placement provided immediate relief and a stable environment for our client and her children, allowing them to remain in the community and ensuring continuity in the children's education and medical care.

Barossa Valley

LUTHERAN Care's Barossa offices offered a range of programs in 2024/25, including Community Connections, Children's Contact Service, Aged Care Volunteer Visitors Scheme, Emergency Relief, Financial Counselling, Family and Relationship 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 May, we partnered with Relationships Australia South Australia by offering our Tanunda and Nuriootpa offices as a co-location for Family Dispute Resolution or mediation. Family Dispute Resolution is a confidential service to help families resolve conflicts, which may be a result of separation and parenting, as well as property or financial matters.

Homelessness pilot

Lutheran Care continued to support those at risk of or experiencing homelessness through our Barossa Generic Homelessness Pilot Program, which was established in July 2023 in response to the growing trend of homelessness in the region.

The pilot program was able to continue thanks to a generous donation to Lutheran Care from 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.

Our Case Worker provided 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 accessed our service would be redirected to Elizabeth.

We saw great outcomes achieved with clients and a need for the service to be provided within the local community. Unfortunately, due to funding, the program finished on 30 June 2025. Lutheran Care however will continue to support and advocate for those experiencing or at risk of homelessness in the Barossa region.

TESTIMONIAL

"During the last few months, I have been going through many struggles. If not for the amazing ongoing care and support I received from the worker and the amazing team at Lutheran Care, Barossa, I don't know where my family and I would have ended up. The team are caring and understanding. I highly recommend their organisation."



Lutheran Care's Barossa office receives generous support from local schools in the region, including Faith College who participated in our Winter Woollies fundraiser in 2024.



Lutheran Care's team with the Batchlor Institute's report: 'An exploration of the impact of Lutheran Care's Financial Wellbeing programs in Central Australia, the drivers of poverty and what can be done?'

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.

In summary, our highlights for 2024/25 included:

- Revealing new research looking at the drivers of poverty in Central Australia and what can be done to address them was released by Lutheran Care with the Batchlor Institute of Indigenous Tertiary Education. This independent report applauds Lutheran Care's work in Central Australia and exposes systematic barriers and failures set up to support Australians experiencing hardship or disadvantage.
- The NT team began working on creating flyers in simple English, which will then be translated into local languages from the Central Australia region.
- Community feedback suggests that using visuals and plain English will help us to communicate our services much more clearly with community members in Alice Springs and remote communities where English is many people's third or fourth language.
- Lutheran Care continued to partner with many organisations and businesses across Central Australia. One of those was CAAMA Radio in Alice Springs, where we secured a weekly timeslot on the station's drive show to talk about our programs in the region such as Financial Wellbeing and Emergency Relief.

Central Intake Service – a Territory-wide transformation in homelessness support

In 2024/25, Lutheran Care received



Lutheran Care's Financial Capability Worker Zak helped Mark, a respected community Elder from Ntaria, access his superannuation to purchase a vehicle so he could attend land council meetings, medical appointments, go shopping and visit family.

notification of successful funding for a landmark initiative in the reform of specialist homelessness services across the Northern Territory.

With a model of practice developed over nearly two years by two of Lutheran Care's Executive team, the NT Central Intake Service is the result of deep strategic investment in understanding the local context and listening to the voices of Territorians, service providers and Aboriginal Community Controlled Organisations.

This extensive engagement has shaped a model that is culturally safe, trauma-informed and tailored to the unique challenges of the NT. Through informal consultations and collaborative design processes, Lutheran Care has built a service that reflects lived experiences across the NT's urban, regional and remote communities.

The result is a single-entry point for

individuals and families experiencing or at risk of homelessness, offering coordinated assessment and warm referrals to housing, health and social services.

The CIS will operate through place-based hubs in Darwin, Alice Springs and Katherine, with outreach into Tennant Creek. These hubs are embedded in trusted community locations and staffed by Specialist Homelessness Workers, ensuring that support is accessible, responsive and grounded in local relationships.

Lutheran Care's proposal for the CIS was successful in securing multi-year funding from the Northern Territory Government's Department of Children and Families.

At its core, the CIS is a sector-leading partnership between Lutheran Care, Yilli Rreung Housing Aboriginal Corporation, The Salvation Army and a broad coalition of NT organisations.

Elcies - Positive Behaviour Support

ELCIES' Positive Behaviour Support team is committed to supporting people with disabilities, working closely with clients, caregivers and support teams to build meaningful, tailored approaches that best suit each person's individual needs.

PBS is a therapy-based service, which aims to increase quality of life for people with disabilities experiencing Behaviours of Concern at home, school, work or in community environments.

Highlights

This year marked a significant shift in the Elcies PBS program compared to the previous year, driven by leadership changes, strategic partnerships and a renewed focus on compliance and person-centred practice.

Over the past 12 months, partnerships have been developed with PBS Communities of Practice and academic institutions to improve the quality of service to our clients.

Elcies has also developed a partnership with SA Health to provide PBS to individuals who have experienced a medical event/issue to support them to transition from inpatient settings into the community.

We have also initiated referral pathways from non-NDIS providers, including iCare NSW. These partnerships have allowed us to improve service quality and support a more diverse range of people.

Growth

Under a new Clinical Lead, the team undertook a comprehensive review of PBS policies, procedures and documentation to align with evolving NDIS regulations. This resulted in clearer guidance for practitioners, improved service quality and increased implementation of PBS plans across the provider network.

Our team has grown to consist of eight Practitioners, one Senior Practitioner and one Clinical Lead. In positive news, feedback through our recruitment process highlighted that Lutheran Care and Elcies were the organisation of choice for many applicants.

Challenges

The environment in the disability sector can at times present significant challenges. The NDIS Quality and



Elcies' PBS practitioners Melissa, Jashan, Deeptika and Chris.

117 Positive Behaviour Support clients supported

Safeguards Commission is focussed on compliance and ensuring that Specialist Behaviour Support Providers are meeting their obligations under the relevant legislation.

This year, the PBS team has focused on strengthening compliance, improving service quality and adapting to sector changes.

To address this, key activities included:

- Updating core documentation templates to align with NDIS reforms
 - Implementing a PBS tracker to monitor plan expiry dates
 - Reviewing and revising the PBS process and procedure to support practitioners with clearer guidance and tools
 - Implementing structured training and development sessions to support practitioners to develop clinical skills to provide person-centred, evidence based positive behaviour support
- As a result of these changes,

practitioners report feeling more confident in service provision, as well as receiving increased positive feedback regarding behaviour support plans that have been developed in collaboration with stakeholders.

Moving forward

Looking ahead to 2025/26, the Elcies PBS team is focused on strengthening service delivery, enhancing compliance and expanding our reach through strategic partnerships.

A key priority is the full implementation of revised PBS policies and procedures, including planning tools that support practitioners to deliver timely, evidence-based plans and reduce reliance on restrictive practices.

We aim to finalise partnerships with SA Health and Flinders University to support workforce development and grow fee-for-service referrals, as well as potentially offering external supervision, diversifying our service streams.

There is also an opportunity to increase our capacity to service the greater Adelaide region by sharing resources and spaces with Better Self Allied Health and other Lutheran Care offices.

Better Self Psychology

LUTHERAN Care's vision of a building a more connected community took a significant step forward with the acquisition of Better Self Psychology, one of South Australia's largest psychology practices in August 2024.

At the time, the Better Self team joined Lutheran Care with 18 skilled psychologists working from two locations: Hutt Street in Adelaide's CBD and on Anzac Highway in Plympton.

Founded in 2019, Better Self Psychology was originally youth-focused and has since grown to work with clients of all ages.

Since joining Lutheran Care, one of Better Self's proudest achievements this year was the successful launch of its services at our Prospect office. This was a significant step forward in our goal to provide accessible, inclusive and high-quality care to more communities across Adelaide.

More than just a new location, Prospect represents an intentional investment in both client wellbeing and practitioner development.

The decision to expand into Prospect was driven by increasing demand for psychology

13,144
psychology sessions
delivered

services, particularly in areas where access was limited by geography or wait times.

Psychologists joined Lutheran Care's Speech Pathology team which was already operating out of the building in Prospect. Since then, we've seen a notable reduction in client waitlists and a marked increase in engagement from neighbouring suburbs.

What makes this expansion even more exciting is the integration with Lutheran Care's Speech Pathology services, allowing us to offer collaborative, multidisciplinary support for clients.

The new site has created a space where psychologists and speech pathologists can work side by side, enabling faster referrals, shared care planning and more holistic outcomes for clients with developmental, behavioural and communication needs.

Already we've built promising relationships with local GPs, schools and community organisations, with more collaboration planned in the year ahead.

This is more than growth; it's Better Self's commitment in action: creating welcoming, client-centred spaces that evolve with the needs of our community.

Moving forward

Better Self's psychology team is stepping into 2025/26 with clear priorities and an enduring focus on client care, workforce development and community impact.

Our strategic priorities include:

- Expanding therapeutic offerings, including further training in trauma therapies, family systems and developmental support
- Strengthening collaborative care models, particularly between psychology and allied health to offer more integrated and effective services
- Listening deeply to clients, with improved feedback channels and client-led service design
- Exploring Autism assessments and broadening our neurodiversity-inclusive services, while maintaining our high clinical standards

Better Self Speech Pathology

IN 2024/2025, the Better Self Speech Pathology team worked across six South Australian locations to provide in-person and telehealth assessment and therapy to almost 400 clients.

Additionally, our Stuttering and Cluttering clinic receives telehealth referrals from across Australia, particularly for the cluttering service.

This year we have continued to engage with UniSA students and have four students working with us on projects to expand our services to include paediatric feeding and adult swallowing services.

We had a successful placement block with two final year students from UniSA in July-September 2024 and recruited one of these students to our new graduate position for 2025.

This year also saw a change in branding for Lutheran Care's Speech Pathology services

from Elcies to Better Self, integrating the Speech Pathology team with Better Self Psychology.

The Better Self Speech Pathology team moved into a new location at Salisbury in December 2024 and welcomed the Better Self Psychology team to our Prospect location. Both sites have had their decor updated to create a warm and welcoming atmosphere for clients.

During the year, the sites in Berri and Port Adelaide were closed, with Speech Pathology services now consolidated to Salisbury, Prospect, Glen Osmond and Brighton.

Moving forward

In 2025/26, we are looking forward to integrating further into the Better Self team and continuing to grow our client base.

We aim to expand our services and the development of resources that can be provided to the broader community. We also plan to formalise our current new graduate mentoring into a graduate program



Speech Pathologists Michelle and Juri are part of our experienced Better Self team.

to support recruitment and also formalise a student-run clinic to provide lower cost services to the community.

A continued freeze on NDIS funding for allied health services is currently affecting the sector as a whole. However, new Medicare funding for speech pathology from 2026 will make access to Speech Pathology more accessible for a different group of clients who are not currently eligible for the NDIS.

394 speech pathology
clients supported
across **3674** sessions

Toward Home Alliance

Working together to prevent and end homelessness

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 leads a group of committed alliance partners including Baptist Care SA, Mission Australia, The Salvation Army, Sonder, Hutt St Centre, St Vincent de Paul Society, Aboriginal Family Support Services and the Department of Human Services.

As well as heading up the alliance as Lead Agency, Lutheran Care delivers the Access, Divert and Homeless Support programs, including accommodation services at Terra Firma.

These programs work collaboratively to connect individuals and families with appropriate services and support, helping them to explore housing options and pathways out of homelessness.

This year our programs have made a real difference by supporting thousands of people with warmth, respect and practical help when they needed it most.

Divert Program

What a year for Divert! The team supported almost 2000 people by stepping in early, before things reached breaking point.

Divert program supported 1993 people

22 individuals and couples supported through Terra Firma

By offering intensive case management, Divert helped stabilise housing and wellbeing, making it easier for people to move out of emergency situations and into safer, more secure futures.

In 2024/25, the team levelled up their game with new systems to better track outcomes and client stories, helping us understand what works and where we can grow.

Homeless Support Program

Our Homeless Support Program is there when people need it most. When individuals or families are facing homelessness, our team steps in early to help stabilise the situation before it becomes long-term.

With practical support, warm referrals and strong connections to other services, we aim to reduce the risk of people becoming stuck in the cycle of homelessness.

One of the feel-good highlights this year was our continued partnership with the wonderful team at Seaford Bunnings, who donated sleeping bags, cooler bags and tents.

Their generous support meant we could provide essential comfort and



shelter to people in crisis while we worked on longer-term solutions.

Additionally, our small but mighty team of Homeless Support Workers, supported over 400 people each month and constantly achieved fantastic outcomes.

Access Program

Our Access team is the friendly front door to the Toward Home Alliance, supporting more than 2500 people this year.

We proudly walked alongside a diverse range of clients, with 22% identifying as Aboriginal and Torres Strait Islander and 21% as young people.



Some of our amazing Toward Home Alliance team members



Our Toward Home Alliance program received some generous donations from Seaford Bunnings.

Access program supported 2549 people

Whether over the phone or in person, our team was there to listen, support and connect people to what they needed most. Many received immediate referrals to extra services, and for those in crisis, emergency relief was available to provide a vital helping hand.

Terra Firma

Terra Firma, which means solid ground, is exactly that - a safe and welcoming place for people over 45 who are experiencing homelessness.

Whether you're on your own, with a partner, or travelling with a furry friend, Terra Firma offers short-term accommodation designed to feel like a true haven.

This year, 22 individuals and couples found stability and support through Terra Firma, each outcome a step closer to long-term housing and brighter days ahead.

CASE STUDY

WHEN Peta entered the Terra Firma program in July 2024, she was facing some of the most challenging circumstances of her life.

Having experienced extended periods of homelessness, most notably living under a bridge from August 2021 to April 2022, her physical and mental health had significantly deteriorated.

Peta had been relying on temporary and insecure housing options, including a brief and unsustainable stay at a family member's property. Although her placement at Terra Firma provided some immediate relief, it remained a short-term solution and left Peta at risk of returning to homelessness.

Peta lives with complex health needs, including bilateral lower limb lymphedema, which causes chronic swelling, pain and mobility issues. In addition, she manages Bell's Palsy, Type 2 Diabetes and hearing loss—conditions that require ongoing medical support, consistent medication and a stable environment to manage effectively.

The absence of secure housing made it difficult to attend appointments, maintain a suitable diet, and safely store essential medications, increasing the risk of complications and hospitalisation.

Mental health was another significant concern. Peta experienced ongoing anxiety and depression, worsened by financial stress and housing instability. At the time of entry to the program, she was receiving JobSeeker payments and facing financial hardship, with limited ability to meet even basic living costs.

Her vehicle, purchased through a no-interest loan she was still paying off, had broken down and was sitting unusable in the crisis accommodation's parking area, further limiting her independence.

Initially Peta was disengaged

from support services and difficult to reach, carrying a deep sense of distrust built from years of instability and unmet needs. However, the Terra Firma program offered a consistent and safe foundation that helped her begin rebuilding trust and stability at her own pace. Over time, she developed a strong rapport with her case manager, which proved to be a turning point.

As the working relationship strengthened, Peta began to actively participate in her own wellbeing and planning. She engaged with a financial counsellor, successfully applied for grants and a no-interest loan to repair her vehicle and began accessing regular mental health support.

She also reconnected with her GP to manage ongoing physical health needs and began engaging with an employment provider to explore work readiness.

The positive shift in engagement enabled our case manager to advocate strongly on Peta's behalf. As a result, her housing application with the South Australian Housing Trust was re-categorised from Category 3 to Category 1, significantly improving her chances of being offered long-term housing.

In late June 2025, Peta was offered a long-term public housing property through SAHT and successfully moved into her new home that month. This marked the beginning of a new chapter, one rooted in stability, dignity and hope for the future.

Peta's journey highlights the transformative impact of safe accommodation, consistent support and a trusted relationship with a support network. It's a powerful reminder that when individuals are given the solid ground and support to engage in their own recovery, lasting change is possible.

Foster Care

Highlights

IN 2024/25, Lutheran Care's Foster Care program achieved a number of achievements including an increase in carer households, while its Peer Support program played an important part in furthering connections amongst carers.

To achieve this, our Family Engagement Worker organised 28 unique events, engaging with about 180 participants. Key highlights included the Ultimate Barossa Retreat, which provided single carers and children a rejuvenating weekend, our inaugural Quiz Night, which fostered teamwork and community spirit, and a Paint and Sip event.

All events received overwhelmingly positive feedback, with participants expressing gratitude for the opportunity to connect and recharge.

Lutheran Care's Foster Care program has successfully increased engagement in other initiatives, such as Carer Connect events, which previously struggled to attract participants. The Family Engagement Worker's lived experience as a carer has been instrumental in building trust and rapport within the community.

Collaborations with community groups, such as local councils and libraries, have also strengthened Lutheran Care's presence and reputation. The program has empowered carers to share their voices, shaping future initiatives like our Dad's Group and wellbeing events. Notable achievements include facilitating respite



Foster Care 2025 Easter Party.

250
registered Foster Care
households

for carers through teamwork and creative problem-solving, such as arranging childcare for events.

The program's impact extends beyond individual events, contributing to a growing culture of connection and support within the Lutheran Care village. Carers have reported feeling valued and appreciated, with many expressing excitement for future opportunities.

These achievements position Lutheran Care as a leader in peer support, with a unique model co-designed by carers, driving retention and fostering a sense of belonging among fostering families.

Challenges

The demand for foster care placements continues to grow across South Australia, while the pool of prospective carers is steadily shrinking.

Foster Care agencies in SA, which meet quarterly to share insights and best practices, are collectively observing this trend. Several external pressures are contributing to this recruitment challenge, including:

- Cost of living crisis - financial pressures impact prospective carers, who must demonstrate financial stability during the assessment process and show that caring for additional children will not strain household resources.
- Housing shortages - housing costs and limited availability affect families broadly and reduce the physical capacity of potential carers, especially those whose adult children remain at home due to delays in property development.



Lutheran Care booth at the Royal Adelaide Show.



Our inaugural Foster Care Quiz Night was a hit amongst staff and carers who had the opportunity to dress up to a music theme.

205

children in generalist placements

- Negative media and public perception - public understanding of foster care is often shaped by media coverage that highlights exceptional or historical cases. These portrayals can reinforce misconceptions about children in care, birth families, the Department for Child Protection and the role of foster carers and agencies. This creates barriers to recruitment by distorting the everyday realities of fostering.

In response to declining foster care enquiries and broader sector pressures, Lutheran Care's Foster Care program has implemented a multi-pronged strategy to strengthen recruitment and engagement.

To counter the cost of living and housing pressures, the program is expanding visibility through community partnerships, including early-stage collaboration with NIDO childcare centres and TAFE SA's Aboriginal Access Centre. These partnerships aim to raise awareness and provide accessible entry points for potential carers.

Recognising the impact of negative public perception, the program has launched the Fostering Courage podcast and promoted creative initiatives like the Three Rivers media project, showcasing authentic carer and child experiences. These efforts aim to reshape narratives and highlight the positive realities of foster care.

To address low engagement in information sessions, the team is trialling alternative formats, reinstating paid advertising and increasing presence at community events such as the Gawler Show. A strategic recruitment campaign for 2025/2026 is underway, with a focus on CALD and kinship communities.

Internally, the program is enhancing operational efficiency through new compliance tools, peer supervision and process reviews. These measures support staff wellbeing and ensure readiness to meet placement demands.

Finally, the program is advocating for workforce sustainability in light of the pending Social Work Registration Scheme, with a detailed analysis of staff

qualifications and proactive engagement with sector leaders to mitigate risks.

Looking forward

Lutheran Care's Foster Care program continues to prioritise lived experience and workforce diversity.

The soft launch of the Our Village peer support initiative and collaboration with CREATE and Scouts SA to develop a youth reference group, reflect a strong commitment to amplifying client voices.

Recruitment strategies are increasingly focused on CALD and kinship communities, with the establishment of a Kinship Recruitment Working Party and targeted outreach efforts.

Strategic partnerships are being actively pursued to expand service reach. The early-stage collaboration with NIDO childcare centres aims to increase foster care visibility through training and promotional opportunities.

Continued engagement with Mentoring Coaching & Counselling, Willows Children's Centre and Grandcarers SA supports broader service integration. The program is also contributing to sector-wide initiatives, such as the Thriving Families Intergenerational Strategy and the inaugural Home Stretch SA working group, positioning Lutheran Care as a thought leader in transformative service delivery.

Efforts to diversify engagement and recruitment channels, such as bus advertising, community events and CALD outreach are aligned with long-term sustainability goals.

TESTIMONIAL

"We had the most fantastic time away (Ultimate Barossa Retreat) and can't thank Lutheran Care enough for giving carers the opportunity to attend. I do hope you continue them so more foster carers can attend."

The Cultural Support Tools Project and ongoing Cultural Review work ensure services are designed with cultural responsiveness and evidence-based practice.

The program is also preparing for the operational impact of the Social Work Registration Scheme, with a comprehensive analysis of job descriptions and workforce qualifications already completed to inform future planning and mitigate risk.

Lutheran Care's Foster Care program continues to build its profile through high-level stakeholder engagement, including meetings with the Department for Child Protection and the Social Work Registration Board.

Participation in the International Childhood Trauma Conference and the Gawler Cinema Three Rivers media project further amplifies Lutheran Care's voice and showcases its commitment to trauma-informed, culturally connected care.

The Be the Village campaign and Echo the Echidna project are strengthening brand recognition and reinforcing Lutheran Care's reputation for service excellence.



A group of carers enjoying our Paint and Sip event.

62

children in specialist placements

Family and Relationship Services

256

**individuals supported
through FRS**

LUTHERAN Care's Counselling program offers counselling services for individuals, couples and families who may be experiencing challenges or difficulties.

Our key priority is listening and strengthening personal wellbeing, family relationships and ensuring the safety and wellbeing of children.

In addition to our counselling service, we deliver education groups and workshops to the community and service providers. We currently offer the following programs:

- Circle of Security
- Self-care
- Incidental counselling
- Grief and loss
- Coercive control
- Grandparenting
- Healthy boundary setting
- Making changes - alcohol and other drugs
- Vicarious resilience.

Between July 2024 and June 2025, our team of three counsellors/facilitators provided counselling to 256 individuals across five service locations: Blair Athol, Kent Town, Murray Bridge, Tanunda and St Paul Lutheran Primary School at Blair Athol.

Referrals were received from 16 different agencies, including self-referrals. We're proud that our reputation continues to be a key driver of referrals, highlighting community trust in our service.

This financial year our referrals have continued to grow with the main presenting support areas in mental health, relationships issues, domestic and family violence, parenting challenges and loss and grief.

This year has also seen an increase in counselling sessions delivered from 1316 in 2024/25 to 1388 sessions. It is important to note that rising client demand and increasing pressure on families are creating greater challenges in ensuring timely service availability for



Lutheran Care's Family and Relationship Services offer counselling and workshops to those experiencing challenges or difficulties.

TESTIMONIAL

"I am more than happy that my counsellor gave me advice and made me believe in myself - that I can do better in the future than my past."

51

**education sessions
delivered to
184 people**

those in need.

We continue to strengthen our partnerships through collaborative initiatives. This includes a counsellor who is based at St Paul Lutheran Primary School, Blair Athol, providing direct support to students as part of our integrated wellbeing approach.

At Willows Children's Centre, we are working in close partnership to deliver

parenting programs that support and enhance other programs within their network.

We remain committed to responding to community needs by actively listening to the voices of lived and living experience. Through this approach, we continue to strive for service excellence, ensuring our programs are both compassionate and impactful.

CASE STUDY

JOE is a male aged in his 30s, living with Multiple Sclerosis and raising two young children aged four and two with his partner Sue.

Since the birth of their eldest child, Sue has experienced postnatal depression and anxiety. She often becomes emotionally triggered by the children's crying and withdrawals, particularly from their older child, who frequently displays aggressive behaviour toward her.

In contrast, the children respond more positively to Joe, who, despite his chronic illness, is able to gently encourage them to participate in household routines and responsibilities.

While Joe is highly engaged as a parent, he has noticed that Sue struggles to maintain authority and connection with the children, which has placed further strain on her emotional wellbeing. In his efforts to help, Joe often jumps in to fix the situation without first listening to Sue's perspective, which unintentionally invalidates her experiences and leaves her feeling unseen and disempowered.

Joe sought counselling support independently, hoping to become a better partner and more effective co-parent. He expressed a strong desire to understand his wife's emotional world, improve communication in their relationship and manage their parenting challenges more collaboratively, all while coping with the demands of his own health condition.

The clinician introduced active listening as a foundational skill, helping Joe learn how to slow down, withhold judgment or solutions, and tune into Sue's underlying feelings. Through reflection exercises and examples, Joe practiced acknowledging emotions before moving into problem-solving. This shift allowed Sue to feel more emotionally held and respected in their conversations.

Joe explored how secondary emotions like frustration or silence often mask deeper feelings of sadness, overwhelm or rejection. By focusing on primary emotions, both his and Sue's, he became more compassionate and responsively aligned to her needs during emotionally charged moments.

Cognitive Behaviour Therapy was also used to help Joe examine and reframe his automatic thoughts.

Over the course of the counselling sessions, Joe experienced meaningful personal growth. As a result, his communication with Sue improved noticeably. He began to listen more intentionally, validate her experiences without trying to immediately fix them and support her in ways that reflected her emotional needs.

Joe also reported a growing sense of confidence in how he approached parenting, particularly in using values-based strategies that encouraged empathy and responsibility in his children.

242
SFVS counselling sessions
delivered to **37** individuals

Specialist Family Violence Service

LUTHERAN Care's Specialist Family Violence Service provides one-on-one counselling for individuals from the Culturally and Linguistically Diverse community, including migrants and refugees.

The team's unwavering commitment to supporting individuals for whom English is an additional language has been truly commendable.

This year, delivering workshops to a group of women speaking four different languages presented unique challenges, particularly with coordinating multiple interpreters.

Despite this complexity, the facilitators demonstrated exceptional patience and professionalism. Their efforts ensured that the sessions were inclusive, engaging and well-received by participants.

It takes immense strength for someone affected by family and domestic violence to seek help and every individual who walks through our doors carries that bravery.

We are proud to share that our counsellors provide not only a safe space, but also a deeply empathetic ear, helping women navigate the trauma they've endured.

Many have little understanding of their rights or their children's rights in Australia and our team walks alongside them to offer guidance, support and empowerment at every step.

16
SFVS workshops
delivered to **96**
people

While our core service deliverables have remained consistent in alignment with our activity work plans, we've taken steps to expand our reach by engaging a broader network and actively pursuing new partnerships to support future collaboration.

We're excited to continue supporting every individual who walks through our doors, offering compassion, respect and tailored services to meet their evolving needs. A key priority is deepening our understanding of lived and living experiences.

By actively capturing these stories, we aim to shape and strengthen our service delivery, ensuring it remains responsive, culturally sensitive and grounded in real-world challenges.

TESTIMONIAL

"Thank you so much for being there and also for being my listening ear. You are so amazing to me."

757
clients supported
over **2346**
appointments in
Blair Athol

CASE STUDY

AN older couple who were experiencing chronic homelessness had been supported with Lutheran Care's Emergency Relief for several months.

For an extended period, they lived in their car, stayed in caravan parks and occasionally in motels, unable to afford private rental housing. Still, they were considered low priority for community or government-funded accommodation.

Due to the high cost of temporary accommodation, the Emergency Relief team provided ongoing support, including food, car registration, fuel vouchers, swags and clothing to help make their situation in the car as safe and comfortable as possible.

Eventually the couple secured funding to purchase a caravan, offering them a more stable living arrangement.

In a heartfelt gesture of gratitude and connection, they invited ER volunteers to visit their new home in the caravan. This invitation reflected the deep bond and trust built over time through consistent, non-judgmental and compassionate support.

The couple was visibly moved during the visit, expressing their appreciation with tears and heartfelt thanks. They shared how much it meant to have Lutheran Care's ER team not only assist them during hardship, but also celebrate their milestones - demonstrating genuine care and respect for their journey.

389
clients supported
over **532**
appointments in
the Barossa



Lutheran Care's Emergency Relief program relies on the kind donations of schools, churches, community groups and the general public to help families and individuals in need. Pictured here are students from St Michael's Lutheran School, Hahndorf.

Emergency Relief

LUTHERAN Care's Emergency Relief program has seen a significant rise in clients accessing the service across South Australia this year.

Across all our locations, we are finding people presenting to ER for the first time due to the rapid increase in cost of living. These are often two-income families with mortgages who are unable to put food on the table for everyone. We often hear of mothers eating their children's leftovers as their sole meal for the day.

While we are supporting a new cohort of the community, we continue to support people affected by family and domestic violence and homelessness.

Most importantly, our program ensures that no one leaves our sites empty-handed, with food often provided as a minimum.

We continue to rely on the generosity of community, schools and church donations, as well as collaborations with grassroots organisations to support our clients.

ER continues to be the gateway to other Lutheran Care services, such as Financial Counselling, Family and Relationship Services and Community Connections.

We have developed and nurtured new partnerships with the Mount Barker Community Centre and The Hut Community Centre to deliver Emergency Relief on behalf of Lutheran Care. This has resulted in a stronger and more consistent service within the Adelaide Hills community.

These partnerships enhance the valued connections we already have

158
clients supported
over **231**
appointments in
the Adelaide Hills

with multiple agencies and community organisations across all our funding regions.

Volunteers

The Emergency Relief program is run primarily by volunteers, but as with most people, the cost of living affects our volunteers too.

We see our volunteers gain much-needed experience and skills, which lead to employment. With the steady influx of new clients, there is an increased need for more volunteers to help facilitate services.

We have increased our team to 20 amazing volunteers, who support the program by conducting ER interviews, organising deliveries, data entry and sharing their individual skill sets with each other.

One of our volunteers Lyn said "volunteering at Lutheran Care has been very enjoyable. Being able to help people through Emergency Relief is most humbling and has deepened my understanding of the challenges many individuals face. It's incredibly rewarding to offer support during difficult times and to see firsthand the impact that compassion and community service can have."



Financial Wellbeing

LUTHERAN Care's Financial Wellbeing team provides statewide support, working primarily across Adelaide's inner north, Barossa & Light region and the Adelaide Hills.

Clients can have anywhere from three to 12 appointments with a financial counsellor, and depending on the complexity of the case, their time with us can be ongoing for a few years.

In 2024/25, we have embraced a hybrid model of service delivery, offering face-to-face, phone and online appointments to ensure accessibility and flexibility for our clients.

We also have several exciting new partnerships ongoing including:

- Zahra Foundation collaboration - through this partnership, clients now have monthly onsite access to a family and domestic violence financial

counsellor in both the Barossa and Adelaide Hills, enhancing support for vulnerable individuals in these regions

- InComPro Aboriginal Financial Counselling Scholarship - our team is proud to host and mentor a financial counselling intern as part of this scholarship program
- Mindful Money project expansion - this initiative, which places financial counsellors within mental health facilities, has entered its second year and now operates across six sites in Adelaide, providing integrated support to clients experiencing mental health challenges
- DHS Outreach: Virginia Tomato Farms Virus Response - at the request of the Department of Human Services, our team established an outreach service in Virginia to support employees affected

TESTIMONIAL

"I would like to thank you for all your help with my car loan. It is with a heartfelt gratitude for all you've done for me. Without your support, I would not be in a position to feed my family. Thank you."

by the Virginia tomato farms virus. This includes access to financial counselling and emergency relief, helping workers navigate financial stress during a difficult time.

271
financial counselling
clients in SA



The Rotary Club of Prospect are generous supporters of Lutheran Care, this year donating much-needed shelter bags for our ER clients sleeping rough.

CASE STUDY

OUR client, a 42-year-old single mother of seven from a culturally and linguistically diverse background, came to us after the sudden loss of her husband.

To add to her troubles, an electrical fire had destroyed her public housing property, so she and her children - aged between 7 months and 18 years - were placed in emergency motel accommodation.

Living in a cramped two-bedroom room with only a microwave for cooking, she relied on takeaway meals to feed her family. With \$700 of her fortnightly Centrelink income going toward rent, there was little left for anything else.

When she received an invoice for a broken window in the motel and was told she'd be evicted in five days if she didn't pay, she came to our Emergency Relief service in tears.

A financial counsellor met with her immediately, assessed her situation and negotiated with motel management to reduce the repair cost. A grant was secured to cover the expense, removing the threat of eviction.

She was also referred to one of Lutheran Care's family and relationship counsellors for emotional support and connected with homelessness, mental health and food relief services.

Over the next few months, she continued working with our financial counsellor to build financial literacy, and after three months in the motel, her family moved into a safer community housing property.



More than 700 members from the community attended Family Zone's Family Fun Day in April.

Family Zone

THIS year Lutheran Care's Family Zone team once again successfully delivered both parenting programs and the Home Visiting program.

Programs delivered have included Conversational English, Cooking from the Heart, Dads Matter, Men's Support Hub, Multicultural Women's Group, Citizenship Class, Bringing Up Great Kids, Neurodiversity Support Group and Circle of Security.

Home visiting

The Home Visiting Service remains well-utilised, with ongoing engagement from families.

Its success lies in our ability to meet families where they are, providing a comfortable, supportive environment tailored to their individual goals and

helping them work toward meaningful and positive outcomes.

Notably, some past clients have chosen to re-engage with the program, citing the sense of dignity and non-judgmental support they experienced previously.

Many participants involved in this program also actively engage in additional services at Family Zone, including parenting programs, playgroups and other relevant supports—further strengthening their connection to the community and enhancing their overall wellbeing.

We continue to strengthen partnerships with other services, ensuring families are well-connected and never feel alone in facing challenges.

This year we've expanded our Home Visiting program from six sessions to 10, enabling us to provide deeper, more

responsive support to families facing multiple and complex challenges.

Community engagement

This year, Family Zone has continued engaging with the community through a range of outreach activities.

During this time, we've also gathered valuable insights by collecting survey responses and client stories to better understand community needs. Based on the responses, we identified the community's top priority needs and organised targeted workshops to address it.

One example was our annual Family Fun Day, which was a huge success again.

We had 762 community members attend this event, which included a petting zoo, jumping castle, face painting, games and a magic show. The initiative is to provide families with a free and fun event in the school holidays.

32
Family Zone programs
had **216** participants

334
home visiting
sessions delivered
to **48** families

Community Hubs

IN 2024/25, Lutheran Care continued its vital role as the support agency for Community Hubs Australia's 10 hubs in South Australia.

These hubs are embedded within local primary schools across the Port Adelaide Enfield, Salisbury and Playford local government areas.

Lutheran Care supports Community Hubs at the following South Australian schools; Elizabeth Park Primary School, Elizabeth Vale Primary School, Karrendi Primary School, Paralowie R-12 School, Para Vista Primary School, Playford College, Salisbury Primary School, St Augustine's Parish School, St Brigid's School and St Mary Magdalene School.

Community Hubs provide culturally safe spaces for all families to connect, learn and thrive.

Through early childhood programs, English language support and vocational pathways, the hubs helped build stronger, more inclusive communities and serve as vital bridges between culturally diverse families and their local communities.

In a 2025 survey, 91% of people visiting a hub reported feeling better connected to others because of the program.

Supporting families in their child's development and school readiness continues to be a core focus across many of our hubs.

This ongoing work is primarily delivered through our playgroup settings, which provide a nurturing and engaging environment for early learning and social connection.

We are proud to share that childhood

TESTIMONIAL

"Taking two toddlers out in nature is tough and I don't have the confidence to do it alone, but in the bush playgroup sessions with a group of fellow mums, it's like having a village for support and gives the children early friendships and new environments to learn and develop in."



Parvin started her journey with the Karrendi community hub as a student in the Adult English class, before going on to further study. She now attends the hub as a volunteer in its toy library program.

development checks are now being conducted at all our hubs. These checks help identify developmental milestones and provide early intervention support where needed, ensuring children are on track for a successful transition to school.

In addition to this, three of our hubs now host MyTime; a dedicated support session for parents and carers of children who require a higher level of care. These groups offer a safe space for families to connect, share experiences and access tailored resources.

Nature playgroups

Following on from 2023/24, this year we have been thrilled to see the partnership with Green Adelaide and Words Grow Minds for the Bush and Beach Playgroup project thrive.

Every school term all hubs come together to deliver nature-based

772
Community Hubs
playgroup sessions

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.

Recently, hub leaders coordinated a playgroup excursion to Webb Beach, where over 220 parents and children were supported to explore and play in new surrounds.

Our next trip is to Para Wirra Conservation Park, where we will come together to roast marshmallows on campfires and to learn about Aboriginal Dreamtime.

Aged Care Volunteer Visitors Scheme

278 recipients
were visited by
148 Lutheran Care
volunteers

THROUGH the Aged Care Volunteer Visitors Scheme, Lutheran Care is funded by the Australian government to recruit, train and support volunteers to visit older people wanting social connection.

To be eligible for visits from a volunteer, a person must receive a Home Care Package or be waiting to receive one, or live in an aged-care residence.

The ACVVS is one of Lutheran Care's longest running programs and we have received funding to provide this service for more than 30 years.

In 2024/25, Lutheran Care's ACVVS team celebrated several highlights and achievements. This included increasing the number of both recipients and volunteers, as well as getting several new initiatives up and running, including the ACVVS Intergenerational Pen Pal Pilot.

This pilot has included six volunteers who are supporting six older people to read and reply to thoughtful letters from 40 year four students from St Paul Lutheran School, Blair Athol.

These connections are bringing so much joy to everyone involved. The students are nine to 10 years old and are writing to recipients in their 90s, with one recipient being 103 years old! An incredible innovation – we hope to expand this pilot in the coming year.

This year, we were also fortunate to be involved in the filming of one of our wonderful volunteer/recipient stories by the Department of Health and Aged Care.

Our volunteer Sandeep had been visiting Som in his aged care facility every week for six months. They connect through shared interests including current affairs and chess. They also like sharing their personal goals.

The filming was a wonderful experience for them both and for Lutheran Care to be involved. We are looking forward to seeing the final product!

Finally, in response to volunteer suggestions, our team organised the first ACVVS online support group meeting in April. This is in addition to regular

face-to-face support group meetings with the aim to provide flexible options for volunteers unable to attend these in person.

The online meeting was well received by volunteers, with positive sharing from all who attended. We have planned to continue these into the next financial year.

In 2025/26, we are hoping to grow and deliver more ACVVS visits to bring more joy to many more volunteers and socially isolated recipients.

Volunteer recognition

Lutheran Care is incredibly grateful to all our ACVVS volunteers who make a significant difference in the lives of those they visit.

This year we had several volunteers formally recognised for their volunteering efforts.

Barossa volunteer Allan Catlin received a Premier's Certificate of Recognition for outstanding volunteer service since 2009.

TESTIMONIALS

"Each time I leave, the person thanks me profusely for coming. The person says he will look forward to the next visit. What encouragement that is for me."

"My beautiful recipient Jan has not only verbally expressed how grateful she is, but also is eagerly asking when I'll visit next. As she lives alone, it is rewarding knowing that I'm having a positive impact on her life - and little does she know, she's changing my life too."

"I have been told by the recipient's family that I make their father very happy and that they look forward to my visits. We always manage to have a good laugh and chat."



Volunteers enjoy the ACVVS Christmas lunch in 2024.

The Lutheran Care-led ACVVS Consortium includes five auspices from the Adelaide Metro area, Hills, Mallee, Southern Barossa, Lower North, Limestone Coast and the Riverland in South Australia.



ACVVS volunteer Dani Shinkfield in a visit to an aged care facility in December.

Allan has made over 370 visits to nine recipients in aged care facilities and in the community, offering friendship and companionship to help improve their quality of life.

Allan has always found something in common with everyone he visits and he enjoys his time chatting with his new friends.

Lutheran Care was also proud to support Dani Shinkfield, who was named a finalist at the South Australian Community Achievement Awards.

Dani was one of five finalists in the Local Legend category, which applauds community champion individuals who excel in their profession, chosen field of endeavour, volunteering or community service.

Dani has been volunteering in our ACVVS program for three years. In this time, she has individually visited more than 15 residents in an aged care facility every week.



ACVVS volunteer Allan Catlin received a 2025 Premier's Certificate of Recognition for outstanding volunteer service.

444 recipients
were visited by
234 consortium
volunteers

Children's Contact Service

IN 2024/25, 24 families engaged with the Children's Contact Service at Lutheran Care, up from 17 families in the previous financial year.

This service is based at our Nuriootpa office but available across the Barossa Valley, Mid North and Yorke Peninsula regions.

Lutheran Care's Children Contact Service provides a safe, reliable and neutral place for parents to stay connected with their children during and following separation. Our focus is on children and developing their full capabilities.

Our skilled staff support families throughout their individual journeys and can refer to appropriate services to assist them with concerns that may be affecting the family.

We provide 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 client families to services available for supporting the whole family during separation.



Lutheran Care held a Children's Contact Service Open Day in April.

This year, we have achieved our goal of increasing the number of people accessing our service, which is a testament to our staff for extensive networking.

In April our team hosted an Open Day, where service providers and community members had an opportunity to come meet the team, ask questions and view our welcoming space in Nuriootpa.

**997 Children's
Contact Service
sessions delivered**

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 where each person is supported to establish and maintain meaningful social connections

with community, social networks and a sense of belonging.

New partnerships

We have found over the years that there are limited face-to-face men's support groups in the Barossa region.

We would often find it difficult to find groups to refer the men we were supporting and heard of their struggle to find appropriate social referrals that were not sport focused or bar/alcohol focused.

With this in mind, we partnered with the Good Better Best Men program, who was the recipient of flexible funding for the 2024/25 financial year.

Good Better Best Men is a South Australian program that focuses on supporting men to become the best versions of themselves by supporting men's physical, mental and emotional wellbeing, as these aspects are crucial for their positive contributions to society.

After a few introduction sessions, 10 local men committed to the nine-week program in Tanunda. At the final session there were 15 participants and the demographic of attendees ranged from men in their late 20s to men in their 60s.

Throughout the nine-week journey, Lutheran Care and GBBM checked in frequently to track how the group was progressing.

One participant said he was walking away from the program feeling really connected to his purpose, with a community of men he can call on for support.

In the Adelaide Hills, Lutheran Care has also established a LGBTIQ+ group called 'Pride of the Hills', which is focused on understanding the needs for the Adelaide Hills LGBTIQ+ community and identifying opportunities to support the development of a more inclusive community.

The group is working towards launching later in 2025.

**63 Community
Connections clients
712 Community
Connections
sessions delivered**

Marketing, Communications and Fundraising

Marketing and Communications

THE Lutheran Care brand continues to grow as more people are becoming aware of who we are, what we do, our vision and our values.

We continue to promote the organisation and tell our story effectively, largely through our growing digital presence including social media content, videos, websites and online articles.

In the past year, our Lutheran Care website has once again seen significant growth. Overall it attracted 195,000 views by over 55,000 users. Our most popular web pages were Foster Care (6939 users), Emergency Relief (2381 users), Family Zone (2024 users) and Op Shops (1962 users).

Our social media presence has also increased, with seven Facebook pages, six Instagram pages, three LinkedIn pages and one YouTube channel.

The Lutheran Care Facebook page continued to be our strongest performer on social media, with its content reaching a total of 408,000 users (up 26.3% from the previous year). Engagement has also increased by an incredible 52% this year (total of 14,600 interactions) - a result of our consistent and engaging posts to this page.

The hire of a new videographer to the Marketing and Communications team also has allowed us to increase our production of professional videos including our donor pledge video for our Gala Dinner and reels for our social media pages.

This year we also designed and relaunched a brand-new Lutheran Care eNews, which allows us to reach difference audiences such as our Gala Dinner guests and regular monetary donors.

While digital communication is important, we continue to communicate through traditional media, sending printed letters to our donors, schools and churches during our Lent, Winter and Christmas appeals.

In 2024/25, it has been pleasing to see participation increase in our appeal



Gala Dinner 2025: Lutheran Care's 2025 Gala Dinner was a major fundraiser and event for the organisation in May.

sub-campaigns: the '12 Days of Giving' at Christmas time, 'Wear Your Winter Woollies' during the colder months and '40 Days of Kindness' during Lent. Schools, workplaces and churches have donated generously to our Emergency Relief program through these fundraisers.

The Marketing and Communications team also dedicated significant time to the successful 2025 Gala Dinner in May, assisting with branding, graphic design, video production, screen graphics, general event organisation and running the online silent auction through GalaBid and managing tickets through TryBooking.

Fundraising and Philanthropy

LUTHERAN Care has had another successful year with its traditional appeals, with the Marketing and Communications team bringing in some much-needed funds for our Emergency Relief program:

- 2024 Winter Appeal - \$180,301
- 2024 Christmas Appeal - \$169,361
- 2025 Lent Appeal - \$86,530

Despite a challenging economic climate, our philanthropic efforts have remained creative and resilient.

As mentioned earlier, the 2025 Gala Dinner raised significant funds (more than \$150,000) thanks to generous auction items and strong community support.

We've also deepened relationships with donors through personal outreach

and storytelling and launched our 'Gift in a Will' campaign.

Behind the scenes, we're in the process of crafting a refreshed fundraising strategy for 2026 that blends corporate partnerships, community giving and bold new ideas to sustain our mission well into the future.

Events

LUTHERAN Care continued to enjoy a strong presence at community and sector events in South Australia in 2024/25.

Under the guidance of the Marketing and Communications team, Lutheran Care (excluding Foster Care) attended a total of 20 external community events and expos. Key events included:

- Disability, Ageing and Lifestyle Expo
- KYD-X Expo
- Source Disability Expo
- Op Til You Drop Market

A highlight for the year was the Kids and Young People with Disability (KYD-X) Expo. Through our disability and allied health services, the organisation expanded our support of this expo with a double booth at the 2024 event.

The booth greeted over 120 visitors throughout the day and children were also invited to sit with the team and create chatterboxes to take with them, while their guardians spoke with practitioner team members about our services.

People and Culture

Building a connected, capable and inclusive workforce

OVER the past five years, Lutheran Care has undergone a purposeful transformation from around 100 staff, to a dynamic, values-led employer with a clear vision for impact and inclusion with nearly 250 staff and 330 volunteers.

This evolution has not been about growth for growth's sake. It has been about strengthening our foundations, improving systems, building leadership capability and creating a culture where people feel safe, supported and empowered to do their best work.

We've invested in modernising our HR processes, embedding accountability and introducing a comprehensive HR Information System (ELMO) to enhance compliance, onboarding and employee experience. These changes have enabled us to expand our services, attract high-calibre professionals and better meet the needs of our diverse workforce.

Staff Consultation Hub

In 2024–25, we launched the Staff Consultation Hub, a SharePoint-based platform that invites our workforce to contribute feedback on policies, projects and initiatives that impact their work.

The hub is part of a broader commitment to inclusive consultation through creating structured opportunities for input, reinforcing our commitment to shared ownership, continuous improvement and a workplace culture where every voice matters.

All Staff Day

A highlight of the year was All Staff Day held at the Adelaide Zoo.

With 154 staff attending, including our Northern Territory team, the day featured inspiring presentations, a lively 'Amazing Race' around the Adelaide Zoo and a dress-up theme that sparked joy and camaraderie.

Feedback was overwhelmingly positive where 94% of attendees felt valued as employees.



Staff got into the dress up theme for All Staff Day 2024.

2024 Employee Engagement Survey

Our 2024 Employee Engagement Survey offered meaningful insight into how our people experience Lutheran Care and the results were deeply affirming.

We scored above the Australian and New Zealand benchmark on 44 out of 54 questions, with one result standing out:

Staff were 24% more likely than the national benchmark to recommend Lutheran Care as a place to work.

This is a remarkable endorsement. It reflects not just satisfaction, but a strong sense of pride and trust in the organisation.

In a competitive labour market, this level of advocacy positions Lutheran Care as a genuinely desirable employer - one where people feel they belong, where their values are reflected in their work and where they are supported to thrive.

Other high-performing areas included:

- 96% agreed we have a strong focus on customer satisfaction
- 94% said they enjoy working with their team
- 92% believe in our organisational purpose

- 97% felt their team willingly shares knowledge and experience.

While we celebrate these achievements, we remain committed to continuous improvement. Key focus areas include further developing leadership capability, enhancing reward and recognition systems, and strengthening internal communication and consultation.

We are proud of the culture we've built, one where people feel safe to bring their whole selves to work, where diversity is celebrated and where every role contributes to making a meaningful difference in the lives of others.

Finally, Lutheran Care acknowledges the incredible care and support our workforce has shown following the passing of our Chief Executive Officer Rohan Feegrade.

The way our people came together, with compassion, respect and genuine kindness, was a powerful reflection of the culture we've built.

It reminds us that Lutheran Care is more than just an organisation; it's a community and that Rohan's legacy lives on in the values we uphold and the way we continue to show up for each other and the people we serve.

Strategy and Impact

Reconciliation Action Plan

BUILDING on the foundation of our first Reconciliation Action Plan launched in February 2022, we made the strategic decision in 2024 to complete a second Reflect RAP, a purposeful extension designed to strengthen our reconciliation foundations before progressing to the Innovate phase.

This Reflect RAP, covering August 2024 to August 2025, reflects our commitment to continuous learning and growth. This deliberate approach allows us to better understand what our practice framework needs to incorporate in terms of culturally appropriate practices and processes, while expanding our community relationships and consultation processes.

The RAP focuses on four key pillars: Relationships, Respect, Opportunities and Governance. Some of our major achievements and ongoing commitments include:

- strengthening partnerships with Reconciliation SA and various Aboriginal Community Controlled Organisations
- significantly expanding our cultural learning initiatives
- developing business cases for Aboriginal and Torres Strait Islander employment
- participating in significant cultural events such as National Reconciliation Week.

The transition to an Innovate RAP represents our readiness to take on more ambitious reconciliation commitments, building on the solid foundations established through our Reflect RAP journey. This next phase will see us embed reconciliation more deeply into our strategic planning and expand our partnerships with Traditional Owners across SA and NT.

Our reconciliation journey is not just about meeting deliverables; it's about creating lasting change that ensures our clients' needs remain central to everything we do. We acknowledge that reconciliation is everybody's responsibility, and we remain dedicated to bringing individuals and groups together to achieve stronger and improved outcomes for Aboriginal and Torres Strait Islander peoples.

ASES audit achievement

Lutheran Care is proud to share the outstanding results from our Australian Service Excellence Standards audit, conducted by the Highwire Group in June 2025.

This comprehensive evaluation assessed our organisation against 148 rigorous standards across all our programs and services, and the

results reflect the exceptional quality of work happening across our organisation every day.

We achieved an impressive 100% compliance at both Certificate and Award levels, a testament to the dedication, professionalism and commitment of every team member.

The auditors offered high praise throughout the process, identifying numerous areas of exemplary practice, including our visionary leadership, person-centred approach to service delivery, innovative 'Be the Village' Foster Care campaign and digital transformation.

The audit recognised particular strengths in our understanding of community needs, our commitment to diversity and inclusion, and our strategic approach to partnerships and collaboration.

We also received recommendations for continuous improvement, as is normal in these audits, which we view as valuable opportunities for growth.

This recognition validates what we know to be true: Lutheran Care is an organisation where values-driven practice, innovative thinking and genuine care for our communities create meaningful impact in the lives of those we serve.

IT transformation

Two years ago, Lutheran Care's technology was holding us back and we've been on a huge journey since then.

The transformation started with the basics and we are now moving to the next phase. With strong foundations in place, we're focusing on better software, smarter systems, and data that tells the story of our impact. New platforms are coming that will make our organisation stronger, make client journeys smoother and help us understand our outcomes better.

Our goal is simple: give staff better tools so they can spend less time on screens and more time with clients.

Over the last 12 months, innovative thinking led to some real wins. 'The Library' helps workers find documents in seconds instead of searching through folders. And 'Ask Julie!' - our AI chatbot - answers policy questions instantly, freeing up time for what matters most.

We've also embraced new technology like artificial intelligence, but always with one question, 'How does this help our people do their jobs better?' This isn't about keeping up with technology trends; it's about making sure technology serves our mission.



"Inclusive, flexible and full of opportunities - I'm proud to be part of Lutheran Care."

"A deeply connected organisation that truly lives its values."

"The most supportive workplace I've ever worked in."

Statement Of Comprehensive Income For The Year Ended 30 June 2025

	Notes	\$ 2025	\$ 2024
General revenue	6	7,073,628	4,397,791
Donations and bequests received		1,135,728	1,216,959
Grants and subsidies received	6	31,386,985	30,426,032
Interest received		96,066	174,676
Gain on disposal of non-current assets		26,795	50,572
Employee benefit expenses	7	(19,095,652)	(15,427,127)
Administration expenses	8	(1,376,601)	(1,165,617)
Auspicing fees		(13,120,092)	(12,891,374)
Depreciation and amortisation expenses		(1,535,608)	(1,281,416)
Other expenses	9	(4,834,857)	(5,707,753)
Loss on disposal of non-current assets		-	-
Net Surplus		(243,608)	(207,257)
Other Comprehensive Income			
Revaluation of non-current assets		-	1,110,130
Total other comprehensive income		-	1,110,130
TOTAL COMPREHENSIVE INCOME FOR YEAR		(243,608)	902,873

Statement Of Financial Position For The Year Ended 30 June 2025

	Notes	\$ 2025	\$ 2024
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	10	2,217,771	2,984,424
Trade and other receivables	11	1,518,033	254,040
Loans receivable	12	-	69,000
Other assets	17	200,136	300,698
Financial assets	13	2,101,783	482,190
Total current assets		6,037,723	4,090,352
NON CURRENT ASSETS			
Loans receivable	12	-	1,968,903
Property and equipment	16	10,449,991	9,852,620
Total non current assets		10,449,991	11,821,523
TOTAL ASSETS		16,487,714	15,911,875
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	14	966,714	242,103
Provisions	19	1,342,709	1,119,301
Government grants received in advance	20	654,879	678,923
Other grants received in advance	21	55,484	147,024
Other liabilities	18	1,046,616	1,119,290
Total current liabilities		4,066,402	3,306,641
NON CURRENT LIABILITIES			
Provisions	19	256,479	115,614
Other liabilities	18	1,011,289	1,092,468
Total non current liabilities		1,267,768	1,208,082
TOTAL LIABILITIES		5,334,170	4,514,723
NET ASSETS		11,153,544	11,397,152
EQUITY			
Accumulated funds		7,597,317	7,840,925
Reserves	22	3,556,227	3,556,227
TOTAL EQUITY		11,153,544	11,397,152

Statement Of Changes In Equity For The Year Ended 30 June 2025

	Retained Valuation Reserve (\$)	Bequest (\$)	Asset (\$)	Total Surpluses (\$)
Balance as at 30 June 2023	7,986,220	643,692	1,864,367	10,494,279
Comprehensive income				
Net operating surplus 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 (from) retained surpluses to reserves	61,962	(61,962)	-	-
Balance as at 30 June 2024	7,840,925	581,730	2,974,497	11,397,152
Comprehensive income				
Net operating (deficit) for the year	(243,608)	-	-	(243,608)
Other comprehensive income	-	-	-	(243,608)
Total comprehensive income	(243,608)	-	-	902,873
Transfer to (from) retained surpluses to reserves	-	-	-	-
BALANCE AS AT 30 JUNE 2025	7,597,317	581,730	2,974,497	11,153,544

Statement Of Cash Flows For The Year Ended 30 June 2025

	Notes	\$ 2025	\$ 2024
Cash flows from operating activities			
Receipts from customers		13,149,729	8,986,362
Donations and bequests received		1,135,728	1,216,959
Grants received		30,107,970	30,143,800
Interest received		96,066	174,676
Payments to suppliers and employees		(44,708,982)	(41,128,627)
Net cash (used by) from operating activities	23	(219,489)	(606,830)
Cash flows from Investing activities			
Proceeds from sale of property and equipment		54,091	137,325
Purchase of property and equipment		(1,109,565)	(1,119,243)
Receipt (Advance) of loan repayments		2,037,903	34,638
Investments in allied health companies		(1,619,593)	(482,190)
Net cash (used by) investing activities Net Surplus		(547,164)	(1,429,470)
Net (decrease) in cash and cash equivalents		(766,653)	(2,036,300)
Cash and cash equivalents, beginning of the year		2,984,424	5,020,724
Cash and cash equivalents, end of the year	10	2,217,771	2,984,424

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 2025, 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 2025 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

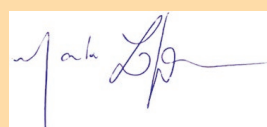
The Board of Lutheran Community Care is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 2 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members.

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
30th day of September 2025

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

CALVARY HOUSING ASSOCIATION

Detailed Income Statement For The Year Ended 30 June 2025

	Notes	\$ 2025	\$ 2024
INCOME			
Interest income		1,449	1,420
Rent received		91,746	123,973
Gain on sale of property		953,800	0
Total Income		1,046,995	125,393
OPERATING EXPENDITURE			
Audit fees		2,750	3,050
Bank fees and charges		2	133
Consultancy fees		34,186	3,327
Conveyancing fees		8,149	0
Insurance premiums		7,760	7,454
Interest paid		8,510	34,377
Membership fees		0	0
Property management fees		8,351	15,027
Rates and taxes		10,081	14,763
Repairs and maintenance		19,624	15,886
Total operating Expenditure		99,413	94,017
NET SURPLUS (DEFICIT) FOR THE PERIOD		947,582	31,376

Balance Sheet For The Year Ended 30 June 2025

	Notes	\$ 2024	\$ 2024
CURRENT ASSETS			
Cash and cash equivalents	2	10,271	145,922
Trade and other receivables	3	236	970
TOTAL CURRENT ASSETS		10,507	146,892
NON-CURRENT ASSETS			
Property	1,4	1,785,000	2,775,000
TOTAL NON-CURRENT ASSETS		1,785,000	2,775,000
TOTAL ASSETS		1,795,507	2,921,892
CURRENT LIABILITIES			
Trade and other payables	1,5	0	36,050
Loans payable	1,6	0	69,000
TOTAL CURRENT LIABILITIES		0	105,050
NON-CURRENT LIABILITIES			
Loans payable	1,6	0	1,968,917
TOTAL NON-CURRENT LIABILITIES		0	1,968,917
TOTAL LIABILITIES		0	2,073,967
NET ASSETS		1,795,507	847,925
EQUITY			
Accumulated funds	1,7	1,650,707	703,125
Reserves	1,8	144,800	144,800
TOTAL EQUITY		1,795,507	847,925

Cash Flows Statement For The Year Ended 30 June 2025

	Notes	\$ 2025	\$ 2024
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		92,480	126,626
Interest received		1,449	1,420
Payments to suppliers		(135,463)	(143,008)
NET CASH (USED IN) PROVIDED BY OPERATING ACTIVITIES	9	(41,534)	(14,962)
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		1,943,800	0
Purchase of property, plant and equipment		0	0
Net cash (used in) investing activities		1,943,800	0
CASH FLOW FROM FINANCING ACTIVITIES			
Net proceeds (repayment) from borrowings		(2,037,917)	(34,624)
Net cash (used in) investing activities		(2,037,917)	(34,624)
Net (decrease) increase in cash and cash equivalents held		(135,651)	(49,586)
Cash and cash equivalents at the beginning of the year		145,922	195,508
CASH AND CASH EQUIVALENTS AT YEAR END	2	10,271	145,922

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 2025, 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 2025 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 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
30th day of September 2025

