



# ANNUAL REPORT 12 | 13

LUTHERAN  
community care



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***Strong, caring communities  
inspired through the love of God***



*Photos on front cover—Top to Bottom*

*Volunteers hold a Car Maintenance Workshop for the New Neighbours Settlement Support program; Cyclists join in our Sharing the Journey Bike Ride; A mosaic created by the Southern Domestic Violence Community Development Network with the help of the LCC Outer Southern Generic Homelessness Service; Director Helen Lockwood and staff at the SAINT District Synod 2012 (photo by Rosie Schefe); Elmo visits FamilyZone Hub; Kwatja Etatha Playgroup staff; Community Visitor Coordinator Annie Chambers with a Community Visitor Volunteer; Staff enjoy the beautiful surroundings at the 2012 Staff Development Day at Glenelg; Outer Southern Generic Homelessness staff celebrate achieving the Australian Service Excellence Standards certification at a morning tea.*

# Strategic Plan 2010-2013

- 1 Goal One**  
**A strong community focus**  
Achieved by  
Empowering the community through integrated education, awareness-raising and information to support and encourage strength and sustainability.
- 2 Goal Two**  
**A respected voice on social justice issues**  
Achieved by  
Forging strategic links with key people at local, regional, and national levels to raise awareness of social justice issues.
- 3 Goal Three**  
**A responsive, well-managed and dynamic organisation**  
Achieved by  
Setting and maintaining high standards of management and governance, which enable Council, staff and volunteers to work effectively to achieve organisational goals and live out our vision and values.
- 4 Goal Four**  
**Strong and purposeful strategic alliances**  
Achieved by  
Identifying and connecting with the community at local, regional, and national levels to promote and achieve the vision of LCC.
- 5 Goal Five**  
**An independent income to enable innovation and ensure sustainability**  
Achieved by  
Identifying and exploring options to generate independent streams of income, congruent with the vision of LCC.

## Our Values

<b>Respect</b>	Treat each individual with dignity and recognise their value before God
<b>Integrity</b>	Consistently act in a professional, honest and transparent manner
<b>Compassion</b>	Be caring and non-judgmental in our actions
<b>Humility</b>	Serve for the good of others
<b>Faithfulness</b>	Remain true to God's word in serving others
<b>Trust</b>	Trust God to guide us in all that we do

# Director's Report



Helen Lockwood  
Director

This year we had the energising experience of gathering the Lutheran Community Care staff together for two days under the theme of 'LCC's DNA'. The majority of our over 100 staff members were able to meet and discuss the essence of the organisation and explore our common vision of building

strong, caring communities inspired through the love of God.

Guest speaker Dr Lorna Hallahan from Flinders University helped us to focus on our vision and each person's role in realising it, wherever they work across the organisation. She likened our vision to that which Dr Martin Luther King Jr described as 'creating the Beloved Community'.<sup>1</sup> Poverty, hunger and homelessness will not be tolerated in the Beloved Community. Racism and all forms of discrimination, bigotry and prejudice will be replaced by an all-inclusive spirit of sisterhood and brotherhood. Love and trust will triumph over fear and hatred. Peace with justice will prevail over war and military conflict.

Lorna's challenge to us was if our goal is to create a beloved community, 'then this will require a qualitative change in our souls as well as a quantitative change in our lives'. This is a big global vision but we believe that LCC does contribute to creating strong and caring communities through the dedicated and values-based work of staff and volunteers and genuine community engagement with congregations, partners and the local community.

Being together as a whole-of-staff team reinforced the diversity of both our staff team and those we serve in the community. The Central Australian staff who came from Alice Springs led us through a session on Indigenous cultural awareness. Our New Neighbours team presented parts of the Cultural Intelligence Training session which they have developed and intend to use for equipping communities to be understanding and tolerant, as

they seek to live with different traditions and backgrounds in community. Staff had the opportunity to reflect on their practice and to learn from each other, even though they work in diverse programs and locations.

During the year there have been changes in the leadership of our governing council. John Munchenberg stepped down as chair and Simon Rodger took over the role. I would like to express my appreciation of John's leadership, for the commitment and wisdom he brought to governance of the organisation, and his support for the work of serving the community. The council has spent time refining its vision document and clarifying its governance role. I appreciate their time and energy and their willingness to wrestle with difficult issues as they set a course for the future.

Another change in leadership came with the retirement of Deputy Director Sharon Davis. Sharon came to LCC with extraordinary skills and experience which she shared selflessly as she contributed to the management of the organisation and mentored and encouraged managers and staff. She leaves a lasting legacy, including leading our quality team to achieve Certificate Level in the Australian Service Excellence Standards in 2013. Susan Lane joined us as Deputy Director and brings a depth of knowledge and experience in the community services sector. Together with the high level of skill, knowledge and experience of the existing executive team, Susan helps to provide positive leadership for the organisation. This positive and creative leadership is also shown by the managers who work at various sites throughout South Australia and Central Australia.

<sup>1</sup>Martin L. King Jr 'The Role of the Church in Facing the Nation's Chief Moral Dilemma' (1957)

This annual report gives you some idea of the capacity of our staff to provide support to over 17,000 people this year. However, far more important than the numbers is the quality of the care they provide, treating each person with dignity and respect and trying, wherever possible, to link people into community supports.

In order to encourage staff to also care for their own health and wellbeing in what can be a demanding workplace, we have placed a special emphasis on our Workplace Health and Safety activities this year.

We could not respond to the community need in the way we do without the dedication and skills of our volunteers. Together they have provided over 35,056 hours of volunteer time in order to reach out to others. Again, it is not the number of hours but the selflessness and enthusiasm of our volunteers which makes a difference in the lives of those they serve.

Our volunteers and staff work hard to provide much needed services but they can't do that without resources. We rely on our generous donors to provide the funds for programs which continue to meet the needs of the most vulnerable

Australians. We thank our donors for their generosity and the ongoing generosity of our congregations, schools and women's groups. Their dedicated support can be seen through the well-stocked pantries for emergency relief and the 800+ hampers which are distributed at Christmas as well as the 600 quilts, lovingly hand-made by women across SA for distribution to those in need.

The demand for our services continues to increase and as we develop our new strategic plan we want to ensure that we do our part, together with our partners, to make a positive difference in the lives of individuals, families and communities. We want to create a greater sense of physical, emotional and spiritual well-being, helping people to build resilience and to be empowered to live a life of purpose in communities which are safe, connected and inclusive.

*We could not respond to the community need in the way we do without the dedication and skills of our volunteers.*

**Helen Lockwood, Director**

# Chairperson's Report

'Strong, caring communities, inspired through the love of God' rolls off the tongue nicely but what does it really mean and how did Lutheran Community Care demonstrate this in 2013? Furthermore, how can we continue to achieve this in an environment of increasing community need and competition for resources?

During 2013 the LCC Board invested time in dealing with these questions. 'Why we exist' was answered clearly and consistently, namely to help us carry out our responsibility to live the gospel by caring for others. Although this responsibility sits with all of us as individuals - and it's important that we don't 'outsource our compassion' - we can extend our reach and achieve greater and more far reaching results through a professional body such as LCC.

So how did we go in 2013? Helen's report together with the remainder of the Annual Report demonstrates that LCC performed very well. Recognition must again be given to the hundreds of staff and volunteers across multiple locations and a variety of programs that spend countless hours under tough conditions delivering quality outcomes. The management team led by Helen should also be acknowledged as they continue to balance day to day challenges with the demands and responsibility of team leadership and the need to continually strengthen partnerships with congregations, government agencies and other agencies. I would also like to thank the Board who have demonstrated great commitment during the year and supported me in my first year as Chairperson. In particular it is appropriate to acknowledge the services of former Chair John Munchenberg and member Sue Renner who have completed their time on the Board.

A good organisation must always look forward though, and when we do this a number of significant challenges present themselves. Unfortunately, just when government funding to community services is at best very uncertain and at worst declining substantially, the actual need for



*The Lutheran Community Care Board pictured from left to right: Simon Rodger, Chairperson; Nick Heyne; Josephine Monk; Michael Pearson; Malcolm Jaensch; Malcolm Pech; Helen Lockwood, Director.*

assistance and support is increasing. Individuals and families are struggling in the midst of growing unemployment, low incomes, economic uncertainty, unaffordable housing, difficult family relationships and various kinds of marginalisation and social isolation.

If this sounds depressing that is because it is, however I can confidently report that LCC is poised to deal with these challenges from a solid position and one where we recognise the need for clear and different strategic thinking. We plan to confront these challenges in various ways, including diversifying our funding base, further strengthening our ties to the Lutheran Church of Australia and its departments and congregations, growing partnerships with industry peers, and raising our profile both within and outside of the church. That's not to say that it will be easy, but with the continued passion and commitment of the volunteers, staff, management and a refreshed Board, we can afford to be confident.

Maintaining our 'grace based' approach to working with people, and seeing each person as a gift to be treated with dignity and respect, is the foundation of the way LCC works, and a foundation that will ensure we will continue to build strong caring communities.

**Simon Rodger, Chair**

# Accreditations, Awards & Acknowledgements



## Accreditations

Australian Service Excellence Standards—Certificate Level

Children's Charter Champion

Licensed Foster Care Agency

Commonwealth Financial Counselling Service Provider

## Peachey Place Living Skills Centre Awards

Commitment to Community Award from Rotary Club of Playford

OPAL Mayor's Choice Award for Healthy Community

Playford Alive Local Hero Award for Commitment to Improving the Health of the Community

## Thank you for your support

### Commonwealth Government

Department of Social Services  
Department of Health and Ageing  
Department of Immigration and Border Protection

### South Australian Government

Community Benefit SA  
Department for Education and Child Development  
Department for Communities and Social Inclusion  
Child and Family Health  
Inner North Country Community Health Services  
SA Health—Mental Health Unit  
SA Health—OPAL  
Housing SA

### Local Government

City of Onkaparinga  
City of Playford  
City of Port Adelaide Enfield  
City of Prospect  
City of Salisbury  
Rural City of Murray Bridge

### Lutheran Church of Australia

Finke River Mission  
Lutheran Laypeople's League  
Lutheran Women of Australia

### Lutheran Church of Australia SA/NT District

President, Directors and Departments of the District  
Congregations and Members  
Congregational Representatives and Money Box Secretaries  
Lutheran Congregations that partner with LCC  
Lutheran Schools Association  
Lutheran Schools in SA and NT  
Lutheran Women of South Australia

### Sponsors/Supporters

Adelaide Produce Market  
Ambiescent Soaps  
Anglicare  
Asia Air Travel  
Association of the Burundian Community of SA  
Backpacks 4 SA Kids  
Barossa Arts and Convention Centre  
Barossa Lower North Futures  
Bake 'n' Serve Hectorville  
The Body Shop Rundle Mall  
Care and Clothes McLaren Vale  
Charlesworth Nuts  
Coles—Firle, Newton, Prospect  
Country Women's Association of SA  
Dorothy Materne  
Father's Farm Board  
Gloria Jean's Coffee

Home Hardware  
Joie Creative  
Kilburn Community Centre  
Kilburn Cricket Club  
Kmart Firle  
KW Wholesale Stationers  
Leonie Scriven, Ron Scriven Fund  
*The Lutheran*  
Magill Quilters  
Medibank Community Fund  
Mitre 10 Glynde  
Morialta Charitable Trust Fund  
NAJAFI Supermarket and Butcher  
Northern Volunteering  
Police Band of South Australia  
Playford Alive  
Playford Primary Health  
Premiers Initiative Fund  
Prospect Cricket Club  
Relationships Australia  
Save the Children  
Southern Volunteering  
Subway Magill  
Terry Howe Printing Services Pty Ltd  
*Together* Magazine  
Toy Boys  
Volunteering SA/NT  
Volunteers Support Fund  
Wyatt Benevolent Institute  
Zonta Club  
Staff and Volunteers of Lutheran Community Care

# Highlights

We continue to be amazed by our 617 volunteers who contributed 35,053.45 hours this year. It is estimated that the value of their contribution is at least \$821,022.06. This year we welcomed Mrs Liz Scarce, wife of Rear Admiral Kevin Scarce, Governor of South Australia, to join in on our Volunteer Appreciation celebrations.



Through the New Neighbours Settlement Support Program we were able to open a **Welcome Centre** in February to help asylum seekers find volunteer work, share a hot lunch, learn basic English and computer skills and find support and friendship. The Centre is run completely by volunteers and receives no funding.

The **Alice Springs office** extended their space to include the Finke River Mission shop on Gap Road. Reception has moved to the building and there is space for three Money Workers and the Emergency Relief service.



**Barossa Council Mayor Brian Hurn, LCC Barossa Manager Louise Mather and Deputy Director Susan Lane at the opening of the new Barossa location.**

The Barossa Office moved to a larger space at Gersch House and Schild House on Second Street in Nuriootpa, owned by St Petri Lutheran Church. The **Hand in Hand Family Centre** was launched from Gersch House and offers programs for children and parents.

At Morphett Vale we marked 20 years since the **Calvary Accommodation and Support** programs began in Adelaide's South. Staff and clients celebrated together with food, games and a treasure hunt with great prizes for all.



**Lutheran Women Naomi Steinhardt, Judy Zweck and Erril Kurtz with their wonderfully made quilts.**

The **Peachey Place Living Skills Centre** launched the Tool Library for Playford area residents. The library allows short term rental of gardening tools at little to no cost for participants.

In May we received over 600 beautiful handmade quilts from the Lutheran Women of Australia. The quilts donated to LCC were created by the South Australian ladies guilds for use by people doing it tough in winter.



LCC worked with nearly 500 talented children from 19 Lutheran Schools to develop a second Christmas CD ‘**A Christmas Note 2012**’ with a variety of Christmas carols. Some schools joined us for a concert celebrating the launch of the CD. The

disc featured the following schools:

- Immanuel College
- Loxton Lutheran School
- Spring Head Lutheran School
- Encounter Lutheran School
- Immanuel Primary School
- Endeavour College
- Tanunda Lutheran School
- Vineyard Lutheran School
- St Jakobi Lutheran School
- Immanuel Lutheran School (Gawler)
- St Michael’s Lutheran School
- Unity College
- St John’s Lutheran School
- Redeemer Lutheran School
- Good Shepherd Lutheran School (Angaston)
- Golden Grove Lutheran School
- St Paul Lutheran School
- Cornerstone College
- Concordia College



(Top to Bottom):  
Encounter Lutheran School, Loxton Lutheran School and Concordia College



**Shops Manager Natalie Bubner with Director Helen Lockwood at the Bike Ride.**

We held the first **LCC ‘Sharing the Journey’ Bike Ride** at Bonython Park to raise funds for our programs. Those who attended had a great time—the Prospect/Blair Athol Lions Club even joined us to cook much needed pancakes after all that exercise!



We held a fundraising concert in the Barossa and welcomed the **SA Police Band** as well as young local artists and schools. It was a great afternoon and we were able to raise much needed funds for programs in the Barossa Valley.

# Numbers Supported

## Community Programs

Program	People	Families*
Adult Community Education	200	-
Centre for Learning	571	-
Child and Family Encourager	25	-
Christmas Hampers	802	-
Community Garden	40	-
Community Mosaics	12	-
Community Visitors Scheme	151	-
English Lessons	40	-
Emergency Relief	1,697	-
Emergency Relief CALD	160	-
Family and Relationship Services	1,231	-
FamilyZone Hub	5,947	-
Financial Counselling	812	-
Home Visiting	1,587	-
Kwatja Etatha and Mobile Playgroup	573	-
Life Skills Sessions	105	-
Low Income Support Program	60	-
Magic Harvest Gardening	-	45
Money Management	348	-
New Arrival Info Sessions	264	-
New Neighbours Program	1,244	-
Talking with Tots Playgroup	-	8
Toolbox Parenting Courses	45	-
Tool Library	-	336
Welcome Centre	300	-
Parenting Workshops in Barossa	110	-
Youth Mentoring	65	-

## Outer Southern Homelessness

Program	People	Families*
Boarding House Program	56	-
Calvary Housing Association	-	8
Crisis Housing Program	-	6
Intensive Tenancy Support	-	107
Responsive Housing	-	117
Supportive Housing	14	23
Transitional Housing	-	10

## Alternative Care Services

Program	Children	Families*
Registered Foster Carers	-	67
Child Placements	85	-
Enquiries/Assessments	-	256

## TOTALS

<b>Community Programs</b>	<b>16,389 people + 389 families</b>
<b>Housing Programs</b>	<b>70 people + 271 families</b>
<b>Alternative Care</b>	<b>85 children + 323 families</b>

\*Many programs measure outcomes by singles supported while other programs are required to measure outcomes by family groups supported.

# Centre for Learning

Our Centre for Learning was formed in 2007 as a place for workplace training and relationship education for the community, staff and volunteers. Last financial year the Centre shifted focus towards providing more internal training for Lutheran Community Care staff and volunteers.

Manager and staff retreats were held to promote a culture of service excellence and to equip and inspire our work within the communities. A two-day staff retreat under the theme 'The DNA of LCC: Passion, Reason and Relationships' provided the opportunity to share flagship programs, increase our cultural intelligence and encourage peer based support and learning.

Throughout the year the Centre for Learning provided 57 courses and training for 571 people. Seven of the courses were run for the first time and are now on our regular calendar of training opportunities. These courses include an Induction Day Training for new staff, Administration and Frontline Training for existing staff, Grant and Tender Writing, Cultural Intelligence with New Australian Communities, and Helping Your Teen with their Emotions.

Many of the programs are focused on parenting and relationships but we also offer courses for the Emergency Relief sector.

- *Emergency Relief and Workplace Training*

Reaching out to equip the community sector, we hold a limited amount of Emergency Relief training, Child Safe Environments training and other workshops for staff and volunteers in South Australia and the Northern Territory.

- *Relationships and Family Courses*

Supporting congregations, couples and families, we hold courses in learning skills, retreats for couples, and parenting workshops.



**Lutheran Community Care staff at the 2012 Staff Development days.**

# Family and Personal Life

## Adult Community Education

Lutheran Community Care in the Barossa Valley provides educational courses for adults within the community. Participants are asked to simply give a gold coin donation at the door to cover the costs of coffee and biscuits. The courses are designed to add to the numeracy and literacy skills and offer a boost of confidence to participants. Subjects included Computer Skills, Craft, Cooking and Christmas Card making. There were 200 people who attended courses throughout the year.

**Site Location:** Barossa Valley

## Youth Mentoring

At the Father's Farm in Tanunda, we deliver a weekly program that links young people with education through hands-on learning experiences. The program is targeted toward students at risk of disengaging from the education system. The young people work one-on-one with a mentor in an area of their choice such as welding, woodwork, mechanics, viticulture, art, and cooking. The pair work together on projects for 2.5 hours per week during the school term. Activities are beneficial for both the mentors and students as they share the experience of gaining new skills and an understanding in a supportive and fun learning environment. Over the financial year, 65 youth were guided by 21 mentors to help them make positive choices and learn practical life skills.

**Site Location:** Barossa Valley



## Community Visitors Scheme

With funding from the Federal Government, we are able to coordinate the Community Visitors Scheme which links dedicated volunteers to residents of aged care homes who may be socially isolated or lonely. Our volunteers are matched with a resident in an aged care facility and provide regular, usually fortnightly, visits.

We are linked with 52 Residential Aged Care Homes throughout several regions in South Australia - Barossa Valley, Adelaide Hills, Murray Bridge, Strathalbyn, Southern Fleurieu Peninsula, Metropolitan East, Metropolitan North and the Metropolitan West.

In 2012-2013 we had 151 Community Visitor-to-resident matches with 48 new matches made and 58 visiting arrangements ending. A total of 3,092 visits were made, involving 94 approved Community Visitors.

LCC has been involved with the Community Visitors Scheme since we received the first grant on 1 December 1991 and received a 20 year certificate for our ongoing role.

**Site Locations:** Barossa Valley, Magill



*Opening celebration  
in the Barossa.*

*Window art created by  
students in the Youth  
Mentoring program.*

## Alternative Care Services (Foster Care)

With the number of children under the Guardianship of the Minister increasing each year, there is always a greater need for additional Foster Carers. Lutheran Community Care Alternative Care Services is funded by the Department for Education and Child Development to provide family based Foster Care services in metropolitan Adelaide, the Barossa and the Murray Mallee regions of South Australia.

Our main role is to recruit, assess and train suitable people who, after being approved as foster carers by the Department, may be supported by LCC to have a child placed with them who is under the Guardianship of The Minister. We can arrange for respite, emergency, short term and long term care. Our Placement Support team ensures that Carers are able to maintain successful placements.

Despite the implementation of new Foster Carer assessment and training processes, our registered Foster Carers increased by 28% to 67 families and we provided foster care placements for 85 children. Our office space has expanded to accommodate a 30% increase in staff. We aim to continue growing and supporting our dedicated foster carers to provide the best possible care with great outcomes for children in out-of-home care.

**Site Locations:** Barossa Valley, Glynde

## Family and Relationship Services

We are federally funded to offer counselling and parenting education services to vulnerable and disadvantaged families in South Australia. A general counselling service with a Christian focus is also available to the Lutheran Church and anyone in the SA community. A financial contribution is encouraged but nobody is refused because of an inability to pay.

Two major surveys were given to those who used our services to assess the effectiveness of the counselling and education provided. The immediate survey enquired into the experience of clients and course participants directly after the service was offered. A subsequent random survey was taken to check how users of the service were going three to six months later. Around 95% of respondents recorded the service as highly positive.

In the Barossa the counsellor also visits children in their school environment to ensure a minimum amount of disruption. She is supported by a volunteer one afternoon per week who provides counselling specific to men.

Family and Relationship Services counsellors assisted 1,231 individuals at all locations with many of them having multiple sessions of counselling.

**Site Locations:** Barossa Valley, Blair Athol, Magill, Murraylands

## Hand in Hand Family Centre

We were excited to launch our Hand in Hand Family Centre this year with a focus on strengthening family relationships.

The Family Centre programs are tailored for socially isolated families and those with complex needs and aims to connect families with local community support networks. We regularly have families referred from Child and Family Health, local psychologists, school, lawyers and other agencies.

The Centre provides families a place to feel safe and secure in their growth. The 'Talking with Tots' playgroup supports families and offers learning to children through play sessions while the 'Toolbox' parenting courses fill very quickly and aim to make parenting a positive experience. The 'Free to Write' journaling group continues to grow and assists women to explore their lives in a positive environment.

Congregational and volunteer support for the Family Centre has been essential in the development and implementation of the centre and we are truly grateful.

# Family Zone Hub



Our Family Zone Hub located at Ingle Farm is part of the Salisbury Communities for Children, an initiative of the Federal Government. Lutheran Community Care provides a

variety of programs through Family Zone, all designed to help increase the confidence and skills of parents with young children.

Through the **Home Visiting Program** we provide individualised support to families who may be experiencing isolation and/or difficulties coping in parenting their children. In 2012-2013, we linked experienced volunteers to 453 families, reaching 808 children, 453 mothers and 326 fathers. Commonwealth funding allows us to visit the Adelaide suburbs of Ingle Farm, Pooraka, Para Vista, Para Hills, Salisbury East, Mawson Lakes and Brahma Lodge. State funding allows us to also visit suburbs within the circle of North Adelaide, Norwood, Prospect, Campbelltown, Tea Tree Gully, and Golden Grove. The most important aspect of Home Visiting is to connect parents with the wider community to strengthen their capacity to respond to their child's needs. Requests for staff to visit families continues to grow.

Our **Mobile Crèche Service** is made up of volunteer child care workers who look after children in the community while their parents participate in various social, educational and therapeutic programs at Family Zone. Crèche provides routine, learning sessions and support for children who may not have these opportunities at home.

During 2012-2013, 3,128 families were involved in activities conducted at Family Zone, reaching out to 2,819 children.

Some of the activities offered at Family Zone include:

- *Culturally Specific Women's Groups*

Family Zone offers a range of culturally specific groups where women, children and families can come together to build a support system to help replace the links they have left behind. The focus within the groups is on social time as well as helping participants learn about life in Australia.

- *Preparing for Baby and Being with Baby Mental Health Support Groups*

*Preparing for Baby* is offered for women during pregnancy with a focus on strengthening their wellbeing to cope better with the future demands of motherhood. *Being with Baby* provides mothers with options and support after delivery of their newborns. Many of the women supported continue to meet to strengthen their friendships and support system.

- *Breakfast Club*

Celebrating its first birthday in 2012, this program provides breakfast to children at Ingle Farm Primary School two mornings each week. Rain or shine, our dedicated volunteers serve food to children in need for one hour before school commences. The local community supports the program through donations of goods and money.

- *Busy Fingers Craft Group*

The craft group enables women to meet together to socialise, learn new skills and enjoy a break as their children participate in crèche. The women have participated in sewing classes and knitting classes among many other crafts of their choosing.

## Taking away the stigma of asking for help

Many of the families who visit the Family Zone Hub are in urgent need of material assistance. We have been blessed to build many strong relationships in the community services sector with the help of students who have undertaken field placement and remain strongly linked to us even after gaining employment outside of LCC.

When agencies have goods in excess of their needs they have graciously passed them on to us which has allowed us to establish a 'give-away' table. This 'give-away' table has taken away the stigma attached to asking for material goods in fear of being seen as 'needy'. Items on the table include household goods, linen, books and clothing for Family Zone participants to take as needed.

- *Cooking Classes*

Throughout the year we offer a variety of cooking classes to encourage parents to learn new skills in the kitchen and encourage connection time with their children. Classes include 'Cooking on a Budget', 'Cooking Healthy Snacks', 'Cooking from a Variety of Countries' and 'Cooking with Kids'.

- *Mum Support Groups*

Many groups encourage and support women to meet together to strengthen their connections within the community. This enables facilitators to meet specific needs and mums have access to the mobile crèche for a break.

- *Move and Groove*

Held on a weekly basis, Move and Groove is facilitated by volunteers and encourages parents and their children to sing and dance to nursery rhymes and other children's songs. The focus is to strengthen the relationships between the mother and her child and provides an exciting opportunity to watch the growth of confidence and social skills of both.

- *Parenting Groups*

In conjunction with our community partner Relationships Australia, we offer programs to assist first time parents navigate their role.



**Enjoying Christmas celebrations at Family Zone.**



**Having fun at a Circus themed day.**

- *Playgroups*

Our Playgroups are facilitated by our community partner Save the Children. Although the groups welcome all from the community, there is a focus to support women who find it hard to attend group activities due to physical or mental health issues. Some playgroups are also able to support children with delayed development.

- *TAFE English Classes/Conversational English*

TAFE provides basic English classes to new arrivals in South Australia while Family Zone offers crèche for their children. Once participants have finished their hours within the class they can attend a conversational English group held at Family Zone.

- *Community Support*

Throughout the year we bring in professionals from community service providers to hold information sessions. Previous sessions have included financial counselling, budgeting and information by Centrelink. These sessions give participants the opportunity to build a positive rapport and better access to the services.

# Financial Hurdles

## Emergency Relief

Funded by the Department of Families, Housing, Community Services and Indigenous Affairs and the Wyatt Foundation, and supported by community and congregational donations, Emergency Relief offers assistance to individuals and families who are experiencing difficulties and are in immediate need. The program provides material assistance and referrals to financial counselling. Trained volunteers interview people who visit for assistance and determine the best possible support—assistance can range from food, bedding, or fuel vouchers along with community information and referrals to Lutheran Community Care services or community agencies. The service at Blair Athol is experiencing a surge in requests for help due to the new conditions for Bridging Visa E recipients who are not allowed to work while undergoing immigration review. Many of these people must live on 89% of the Special Benefit that is paid by DIAC.

In the Barossa Valley there has been an increasing demand for this service as there has been a noticeable decrease in entry level employment and several large employers have closed down or moved their manufacturing elsewhere. Increasing costs of living make it difficult for people to cover expenses such as rising utility bills. There is also a large need for accommodation and our caseworker together with referrals to other organisations works closely to assist people to move forward in their lives.

At Blair Athol in addition to the basic Emergency Relief program we also have a focus on offering assistance to the most at risk of groups - people from culturally and linguistically diverse (CALD) backgrounds, single men and vulnerable families. Our social worker assists clients with applications for housing to Housing SA, Community Housing and private rentals, and helps them deal with utility businesses, Centrelink, real estate agents and health professionals. Through regular appointments, our staff educate clients about housing, contracts and budgeting. If needed, material assistance is provided in the form of food, housing goods and bus tickets.

**Site Locations:** Alice Springs, Angaston, Nuriootpa, Blair Athol, Swan Reach

## Financial Counselling

With mortgage, rent and utility prices increasing, more people are seeking access to our free financial counselling program, funded by the Department for Communities and Social Inclusion and the Wyatt Trust. This service assists people to better manage their finances and to deal with creditors and debts. Financial counsellors negotiate and advocate on behalf of their clients and together they set up a financial plan to empower families in their weekly budget. People from new arrival communities often require support in organising payment arrangements for their utilities and sometimes do not properly understand the nature of contracts and the responsibility entailed before signing.

At Peachey Place our Financial Counselling service is offered to City of Playford residents and the Culturally and Linguistically Diverse (CALD) community.

Throughout South Australia and the Northern Territory our counsellors were able to assist 812 clients.

**Site Locations:** Alice Springs, Nuriootpa, Blair Athol, Peachey Place

## Emergency Relief

Site	Clients
Alice Springs	350
Barossa Valley	444
Blair Athol	743
Blair Athol (CALD)	160
<b>TOTAL</b>	<b>1,697</b>

## Low Income Support Program

Funded by the Department for Communities and Social Inclusion, the Low Income Support Program facilitates development of community services in Adelaide by providing networking opportunities and referral resources. We also build local networks that support service groups and the community to understand the implications of poverty and work together to improve service delivery. We auspice three networks that include the Inner Northern Community Assistance Network, the Eastern Anti-Poverty Forum and the Inner City Assistance Network.

During the year we also produced two directories—the 80-page Emergency Relief Directory that lists all ER services in SA and the 130-page Low Income Support (LISP) Directory. The directories list the contact details for over 250 agencies, their opening hours and the services they provide. We have received positive feedback about the directories from agencies who appreciate having the information readily available to them and their clients.

Issues addressed in the past 12 months included housing and mortgage stress, accessing grants and no interest loans, credit cards, pawn brokers and pay day lenders, rental contracts for goods, and general household bills.

**Site Locations:** Barossa Valley, Blair Athol

## Case Management

In the Barossa and at Blair Athol we also offer Case Management to clients with multiple and complex needs. We provide support and a planned approach to managing difficulties while linking with further services for assistance.

**Site Locations:** Barossa Valley, Blair Athol

## Christmas Hampers

To help families on low incomes celebrate Christmas, each year Lutheran Community Care provides Christmas Hampers in Adelaide and the Barossa district. The hampers include canned food items and families with children each receive a toy to help reduce costs at Christmas.

The donations of food and toys from the community, congregations, schools and local businesses makes our Christmas Hampers a success every year and we could not do it without their support.

In December 2012 we distributed 552 hampers and toys in the Adelaide area from our Blair Athol site. They were distributed in our coverage area and given to people through our Family Zone Hub, Foster Care Service and Outer Southern Homelessness Service. Toys were provided to children under 12 years of age. Hampers were tailored to special needs including vegetarian, Halal and gluten-free. During Anti-Poverty week in October people from the Homeless Expo helped to decorate our normally white hamper boxes in colourful Christmas designs. We also had many school groups request to help decorate the boxes as well as the Afghan Youth of South Australia group.

In the Barossa Valley, 250 hampers with gifts were delivered to individuals and families in need. Hampers included toys and books for families with children under 18 years of age.

**Site Location:** Barossa Valley, Blair Athol



# Alice Springs Services

## Northern Territory Money Management Services

Our staff in Alice Springs provide financial literacy support and emergency assistance to people in financial crisis through Money Management Services. The service covers Alice Springs and 13 remote communities (Areyonga, Docker River, Finke, Haasts Bluff, Hermannsburg, Kintore, Imanpa, Mt Liebig, Mutitjulu, Papunya, Santa Teresa, Tjuwanpa and Wallace Rockhole) throughout the MacDonnell Shire. In 2012-2013 our Indigenous Money Workers provided assistance to 348 clients.

Through the service we run approved Money Management Workshops to assist in budgeting techniques, working with banks, internet and phone banking, and obtaining credit and loans. The service aims to help people on low incomes and Indigenous community members increase skills in managing their own money, improve their savings patterns and help them avoid borrowing 'traps'.

The Money Management Service is working well because of the competency and expertise of our trained Indigenous staff. Four staff members gained qualifications in Financial Services this year which has allowed us to assist more people in remote communities and provide regular services to the Town Camps of Alice Springs. The team makes remote trips each week and sees a large number of clients in communities including Hermannsburg, Santa Theresa, town camps and the Correctional Centre.

## Financial Counselling

The Financial Counselling program has expanded in the past year with the employment of a skilled counsellor who has been able to mentor and train an Indigenous counsellor. When trained, the counsellor will be the first Aboriginal Financial Counsellor to work in Alice Springs. Two more Indigenous staff will commence training in 2014. We were able to support 88 people in the financial year.

## Emergency Relief

In Alice Springs we offer emergency assistance in the form of food vouchers, blankets and referrals to a Financial Counsellor. The service has expanded hours and is open every morning of the week which has doubled the amount of people we are able to support. Focus has been placed on the client interview so that staff can understand any underlying issues that may be contributing to a client's situation. We were able to support 350 people in the financial year.



**Above: Alice Springs staff with Director Helen Lockwood.**

**Left: Money Management Staff with the 'Let's Talk about Money' ute.**

**Right: Kids have fun at the Kwatja Etatha Playgroup.**

## Kwatja Etatha Playgroup

Kwatja Etatha playgroup targets vulnerable and at risk families from the town camps and Alice Springs township. It provides parent education, inter-agency support and referral, nutrition programs and helps in the child's transition to preschool. Staff are committed to providing the highest quality service and offer transport to families so that no one is left out.

Families that come to playgroup are amongst the most disadvantaged people in Australia and nearly all are Indigenous. For many parents and carers in Alice Springs, living in town camps can be a lonely and isolating experience. Kwatja Etatha offers a safe, calm and friendly atmosphere where carers can interact with each other.

The parent education program helps families learn to interact positively with their children, to understand their development and to form secure attachments. The program also helps to connect families with a range of services and agencies across Alice Springs.

Kwatja Etatha engaged 259 carers and children throughout the year.

## Mobile Playgroup

An exciting development is our Mobile Playgroup that brings the playgroup environment directly to the Town Camps of Alice Springs. Playgroup workers bring games and activities to families who otherwise would not be able to visit the Kwatja Etatha playgroup for support. Through this new program we have helped 314 carers and children.



Lutheran Community Care runs four Op Shops in South Australia - three in metropolitan Adelaide at Blair Athol, Payneham and Smithfield and one in the Barossa Valley at Swan Reach. The shops are generously supported with donations of clothing and other goods from our congregations and from individuals in the surrounding communities.

## Adelaide Shops

Our three shops in Adelaide are run with the help of 190 faithful volunteers who sort and price items for sale, serve at the counters, deliver goods between shops, support families and individuals through Emergency Relief requests, and prepare rags from clothing unsuitable to sale. Our Annual Garage Sale, held each October, was a great success because of our volunteers.

We were able to sort and pack clothing for several Aboriginal communities and helped a variety of organisations in the local community as well as overseas, including packing and sending bales of second hand clothing to India.

Donated antiques and vintage clothing are sorted and sold to antique and vintage clothing dealers for more profitable prices.

## Swan Reach

The Swan Reach Op Shop moved to Anzac Avenue and is now open four days per week, including Saturday. We held a naming competition for the new location, receiving 105 entries and narrowing it down to three finalists. Our volunteers chose 'tOP of the town' as the final name. The shop provides cheap clothing and goods for the community. Visitors include local residents as well as those from the houseboats that travel the Murray River, holiday makers travelling through and passengers from the Murray Princess.

# Outer Southern Homelessness Service

Located in Morphett Vale, the Outer Southern Generic Homelessness Service is funded by the Department for Communities and Social Inclusion through the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness. We have a specialised team dedicated to supporting people in the Onkaparinga Council area who are homeless or at risk of becoming homeless. We also support clients to access affordable and sustainable housing.

We offer programs to support those who are homeless or at risk of becoming homeless, including:

- *Crisis and Transitional Housing Programs*

These programs provide short to medium term accommodation for families with high and complex needs. Case Managers work together with families to develop a Case Plan that identifies barriers preventing them from accessing long term and sustainable housing. The Case Plan outlines goals set by families as they are supported to access and sustain future tenancies. In 2012-2013, 16 families were supported.

- *Intensive Tenancy Support Program*

This program provides early intervention support to individuals and families within the community who are at risk of homelessness in private rental, public housing, community housing or any other tenure. The program supports people to maintain their current tenancy and to address risk factors that have contributed to their situation. Staff provide support so that people are able to build their capacity to manage any future housing stress. There is always a constant demand for this program and excellent housing outcomes have been achieved. Over the year we supported 107 families at risk in private rental and community housing to maintain their tenancies.

- *Boarding Housing Support Program*

With a focus on developing community connections, this program supports couples and singles in need of Boarding House accommodation work towards independent housing. In 2012-2013 we assisted 56 people in Boarding Homes.

- *Motel Support Program and Responsive Housing Programs*

A very task-focussed and intensive program where families who are homeless and have no family or friends to live with temporarily are supported. Case Managers advocate for financial support from Housing SA for emergency accommodation at a motel while the family looks for alternative long term housing.

The Responsive Housing Program provides more appropriate temporary housing for families that is not in a motel or caravan park but is still short term. Housing SA provide this accommodation for up to 12 weeks. Intensive Case Management is provided to ensure the family is housed as quickly as possible in private rentals, community housing, supportive housing program or any other long term housing option with ongoing support to meet their needs long term.

In 2012-2013 we assisted 117 families in these programs.

- *Calvary Housing Association*

The Calvary Housing Association was established in 2007 and works in partnership with the Lutheran Church of SA/NT and other organisations to provide a safe, secure long term housing option for families exiting from our Crisis Housing or Intensive Tenancy Support programs. We currently have 8 tenancies which continue to be very stable.

- *Supportive Housing Program*

Through this program we offer support to high needs families, couples and singles that live in new properties built through the Nation Building Economic Stimulus Plan. Case Managers support people with individualised support and the program provides a Housing First Model to bring housing stability. Support is provided for the duration of need to those experiencing long term and complex barriers to sustaining their tenancies. The program is designed to encourage people to seek out employment, education and training opportunity for more stability. In 2012-2013 we supported 23 families and 14 singles through the program.

# New Neighbours Settlement Support

## New Neighbours

This service is funded by the Department of Immigration and Citizenship to support the settlement of people from refugee backgrounds and a few other vulnerable migrant groups in the Adelaide metropolitan area after the first few months of settlement. Support workers provide casework, referrals to other services, special help for isolated women, an Afghan youth group, information about life in Australia, and cultural competency information amongst other vital transition resources.

We were able to assist 1,244 people through the New Neighbours program. Support Workers collaborated with emerging communities to develop their capacity to independently manage their own affairs. The major issue facing clients in the metropolitan area is housing—inadequate housing and homelessness.

**Site Location:** Blair Athol

## English Lessons

The Department for Communities and Social Inclusion (DCSI) funds English lessons to residents from Culturally and Linguistically Diverse (CALD) backgrounds regardless of visa categories and entitlements.

The lessons take place at Kilburn Community Centre during school terms. The program is a collaboration between LCC, Kilburn Community Centre, Thebarton Senior College, the Muslim Women's Association and DCSI.

## Welcome Centre and Network

In 2012 the Australian Government enacted new regulations for Bridging Visa E holders (a bridging visa is a temporary visa that lets holders remain in the community while their immigration status remains unresolved). The regulations state that refugees who arrive in Australia on or after 13 August 2012 will not have permission to work. They will receive 89% of Special Benefit as their sole means of support. Staff with the New Neighbours program as well as other community agencies and groups were deeply concerned about these new regulations.

As a result, LCC set up the Welcome Centre and the Welcome Network. The Welcome Centre provides document assistance with bilingual volunteers, a cooked Halal lunch and English classes one day each week. The service is provided entirely by volunteers with oversight by the Manager at our Blair Athol office. The lunch is funded by a generous private donor

The Welcome Network is a group of representatives from non-government organisations, religious groups including Christian churches and the Imam Ali Mosque, community groups such as the Sri Lankan Tamil Association and other individuals. Through the Network the minimal services available to Bridging Visa E holders are coordinated and advocacy is organised. The LCC Blair Athol site sponsors the Network.

## Celebrating 10 years in the Murraylands

In July we celebrated 10 years of working with the Murray Bridge City Council to provide a welcoming place for new arrivals in the Murraylands. Unfortunately at the celebration our New Neighbours Manager Nayano Taylor-Neumann had to announce the end of funding for the program in Murray Bridge.

We were able to keep our Communities for Children program running in the area thanks in part to the Murray Bridge congregation and sharing office space with Teen Challenge. The Communities for Children program came to a close at the end of the financial year but we continue to employ a relationship counsellor part time at Holy Cross Lutheran Church in Murray Bridge.



**Congolese dancers at the anniversary celebrations.**

# Peachey Place Living Skills Centre



With the overarching vision of 'Connect, Learn, Live Well', the Peachey Place Living Skills Centre offers a place for people to meet and make friends while learning a variety of life skills such as cooking,

budgeting, home management and healthy living. It is the result of a partnership between Lutheran Community Care, Housing SA, Playford Primary Health, Association of the Burundian Community and the City of Playford.

Courses and workshops offered from **Peachey Place** include:

- *Financial Counselling*

We offer free financial counselling to new arrivals in the City of Playford to better manage their finances and deal with creditors and debts.

- *Life Skills Information Sessions*

Each fortnight we hold information sessions aimed at the new arrival community. Topics have included Legal Information to Know in Australia, Affordable Car Safety, Cooking Healthy Meals for Families, Why a Budget is Important, Financial Counselling, Using Bins in the City of Playford, Buying a House, and also include cooking demonstrations.

### **Peachey Place Living Skills Centre: People and Families Supported**

<b>Program</b>	<b>Supported</b>
Financial Counselling	124 people
Information Sessions	264 people
Tool Library	336 families
Community Garden	40 people
Life Skills Sessions	105 people
Magic Harvest	45 families
Community Mosaics	12 people



**Getting the word out about Peachey Place at the 2012 City of Playford Pageant.**

- *Magic Harvest for Families*

In partnership with Playford Primary Health, Housing SA and OPAL, we provide a hub where families come to learn how to prepare soil, plant and harvest a vegetable garden. Families take home a raised garden bed, soil, garden tools and seedlings to start their own garden. We were able to work with 45 families, a major increase from 10 families last year.

- *Mosaics Group*

Facilitated by skilled volunteers, locals come together to learn how to mosaic beautiful designs. Participants learn new skills and meet others. Twelve residents were involved in the Mosaic Group.

- *Tool Library*

This year saw the opening of our community Tool Library that allows City of Playford residents the opportunity to hire gardening tools for a small fee. This program encourages people to grow and tend a healthy vegetable garden at home even if they don't have all of the tools themselves. We have a variety of tools available ranging from a lawn mower and whipper snipper to a garden rake and yard broom. Volunteers are on hand to show residents how to use each tool safely and effectively.

- *Peachey Place Community Garden*

One of our most popular programs, the community garden was created in 2012 when several volunteers prepared a plot of soil behind the office. Community members have taken ownership of the garden and word has spread, allowing more people to get involved. Because financial counselling for new arrivals also takes place at the site, the garden has allowed local Australians to learn from new arrivals and in return teach these new arrivals about life in Australia.



***Peachey Place volunteers and staff with Minister Michael O'Brien and Minister Leon Bignell.***

In partnership with SA Health's OPAL program, the Peachey Place Living Skills Centre distributed over 8,000kg of fruit and vegetables from Foodbank to eight preschools and sporting groups so that children and their families could have access to fresh food.

The Centre also acts as a referral and general information service. Many residents visit our office to enquire about services or help within the City of Playford.

A major highlight for the year was welcoming the Honourable Michael O'Brien, MP and the Honourable Leon Bignell, MP to tour the Centre. Volunteers were able to show off their culinary skills and the ministers were able to see the rewarding work that LCC and our partners do in Davoren Park.

# Volunteering

The work we do on a daily basis would not be possible without the support of our 600 dedicated volunteers. The spirit of volunteering is part of the LCC culture and we strive to recognise and respect the great variety of natural and developed skills that volunteers offer. We thank the hundreds of volunteers who support our programs.

Throughout 2012-2013 we relied on volunteers through Accommodation Support, Christmas Hampers, the Community Visitors Scheme, Emergency Relief, Financial Counselling, Family Zone, Kwatja Etatha Playgroup, Mobile Crèche Service, Home Visiting, Low Income Support, New Neighbours Settlement Support, Op Shops, Peachey Place Living Skills Centre, Gardening and Maintenance, Barossa Tax Help and Youth Mentoring programs.

The Lutheran Community Care Council, responsible for the governance of the organisation, is also made up of volunteers who bring with them a range of skills and experience.

Other people that support our work, though formally not registered as volunteers include:

- *Congregational Representatives*—These volunteers act as a link between Lutheran Community Care and local congregations by providing information about events, campaigns and other details to Lutheran congregational members.

- *Reference Groups*—Groups are made up of community members who help to inform the services and development of our programs in their regions.
- *School Groups*—Students from The Heights School and bus drivers from Faith Lutheran School, Nuriootpa are a few examples of groups that have contributed through one-off volunteering. Groups have helped with packing our Christmas Hampers as well as general upkeep and odd jobs at our sites.

Lutheran Community Care celebrates National Volunteer Week every year and in May 2013 we held several recognition events to celebrate and thank volunteers. In Adelaide we welcomed Mrs Liz Scarce, wife of His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia, as the guest speaker. Celebrations were also held in the Barossa Valley and Murray Bridge.



**Left: Team Leader Leeann Kruger presents a certificate of Appreciation for 5 years of service to volunteer Jean Marr.**

**Below: Mrs Liz Scarce and Director Helen Lockwood with our longest-serving volunteers Estelle Hampel, Heather Obst and Jan Ziebarth.**



Our total number of volunteers and the hours contributed were:

<b>Program</b>	<b>Volunteers</b>	<b>Hours</b>	<b>Wage Equivalent (\$)</b>
Accommodation Support	1	259	6,065.78
Budget Skills & Financial Counselling	3	257.25	6,024.79
Christmas Hampers—Barossa	90	333	7,798.86
Christmas Hampers—Blair Athol	53	221.5	5,187.53
Community Visitors Scheme	94	3,092	72,414.64
Emergency Relief— Barossa	18	773	18,103.66
Emergency Relief— Blair Athol	12	1,626.55	38,093.80
Kwatja Etatha Playgroup	3	90	2,107.80
Op Shop—Metropolitan (Blair Athol, Payneham, Smithfield Plains)	185	13,992.50	327,704.35
Op Shop—Swan Reach	21	1,937	45,364.54
Mobile Creche	41	1,543	36,137.06
New Neighbours Settlement Support (Blair Athol and Murraylands)	34	860.90	20,162.28
Peachey Place Living Skills Centre	22	5,408	126,655.36
Office Support (Alice Springs, Barossa Valley, Glynde, Murray Bridge, Sefton Park)	10	518.50	12,143.27
Tax Help	2	63.25	1,481.32
LCC Council	7	301	7,049.42
Youth Mentoring	21	3,780	88,527.60
<b>Total</b>	<b>617</b>	<b>35,056.45</b>	<b>\$821,022.06</b>

Volunteering SA/NT calculate that each hour of volunteer time is worth \$23.42. Based on this figure it can be estimated that our volunteers contributed at least \$821,022.06 worth of hours for the financial year.

# Statement of Comprehensive Income

for the year ended 30 June 2013

	Notes	2013 \$	2012 \$
Revenues from ordinary activities		757,138	670,528
Donations and Bequests received		592,675	630,951
Grants received for operating activities		5,067,485	5,108,301
Interest received		99,487	90,473
Gain on disposal of non-current assets		3,340	6,102
Employee benefits expense		(4,298,957)	(3,994,417)
Administration expenses		(372,216)	(379,832)
Depreciation and amortisation expenses		(173,913)	(189,497)
Other expenses from ordinary activities		(1,651,439)	(1,737,821)
<b>Surplus from ordinary activities</b>		<b>23,600</b>	<b>204,788</b>
Capital spending income and Reserve transfers			
- Building Donations utilised for property	(1)	10,929	90,116
- Government Grants utilised for property	(2)	87,135	98,210
Net Surplus and total comprehensive income for the year (before transfers)		121,664	393,114
- Transfer (to) Bequests reserve		(1,035)	(114,447)
<b>Net surplus (after transfers)</b>		<b>120,629</b>	<b>278,667</b>

**Notes:**

(1) During the years ended 30 June 2009 to 2013, Lutheran Community Care has run an appeal for donations in relation to major renovations of the property at Blair Athol. Funds raised over this period up to 30 June 2013 amount to \$419,015.

The accounting policy of Lutheran Community Care in relation to these funds is to recognise the income of the appeal in the period it is expended. Accordingly, in the year ended 30 June 2013, Lutheran Community Care has disclosed income of \$10,929 as building donations utilised. These funds were expended directly on property and associated plant and equipment.

(2) Grants received from the South Australian and Commonwealth Governments are taken up as grants received in advance in the balance sheet. Grants are treated as income in the period in which the grants are expended. In some instances, grant moneys are utilised for capital purposes in the form of upgrading or acquiring assets and are distinguished from operating grants in the income and expenditure statement.

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

**Lutheran Community Care for the year ended 30 June 2013  
Independent Audit Report of Lutheran Community Care**

*Audit Opinion*

In our opinion, the financial report of Lutheran Community Care presents fairly in all material respects the financial position of Lutheran Community Care as of 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**MRL GROUP PTY LTD**  
Chartered Accountants

**Mark LeCornu**  
Director



Adelaide  
31<sup>st</sup> day of October 2013

# Statement of Financial Position

for the year ended 30 June 2013

	2013	2012
	\$	\$
<b>CURRENT ASSETS</b>		
Cash on hand	3,120	3,050
Cash at bank	2,445,680	2,524,398
Trade and other receivables	379,085	250,842
<b>TOTAL CURRENT ASSETS</b>	<b>2,827,885</b>	<b>2,778,290</b>
<b>NON-CURRENT ASSETS</b>		
Property	2,279,347	2,279,723
Plant and equipment	586,614	574,764
<b>TOTAL NON-CURRENT ASSETS</b>	<b>2,865,961</b>	<b>2,854,487</b>
<b>TOTAL ASSETS</b>	<b>5,693,846</b>	<b>5,632,777</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	661,909	687,317
Provisions – Current	239,133	227,200
Government grants received in advance	677,844	754,853
Other grants received in advance	526,198	480,919
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,105,084</b>	<b>2,150,289</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions – Non-current	240,436	194,630
Loans Payable	123,682	184,878
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>364,118</b>	<b>379,508</b>
<b>TOTAL LIABILITIES</b>	<b>2,469,202</b>	<b>2,529,797</b>
<b>NET ASSETS</b>	<b>3,224,644</b>	<b>3,102,980</b>
<b>EQUITY</b>		
Retained surpluses	2,868,829	2,748,200
Reserves	355,815	354,780
<b>TOTAL EQUITY</b>	<b>3,224,644</b>	<b>3,102,980</b>

## Sites

### State Office—'Graceworks'

Level 1, 219 Main North Road  
Sefton Park SA 5083  
PO Box 1020 Prospect East SA 5082  
Tel: **08 8269 9333** Fax: **08 8269 9390**  
Email: [stateoffice@lccare.org.au](mailto:stateoffice@lccare.org.au)  
[www.lccare.org.au](http://www.lccare.org.au)

### Alice Springs

55A Gap Road Alice Springs NT 0870  
PO Box 3469 Alice Springs NT 0871  
Tel: **08 8953 5160** Fax: **08 8953 1458**  
Email: [alicesprings@lccare.org.au](mailto:alicesprings@lccare.org.au)

### Barossa Valley

24-26 Second Street Nuriootpa SA 5355  
Tel: **08 8562 2688** Fax: **08 8562 2657**  
Email: [barossa@lccare.org.au](mailto:barossa@lccare.org.au)

### Blair Athol

309 Prospect Rd Blair Athol SA 5084  
PO Box 288 Kilburn SA 5084  
Tel: **08 8269 9300** Fax: **08 8269 9345**  
Email: [blairathol@lccare.org.au](mailto:blairathol@lccare.org.au)

### Glynde

Zion Lutheran Church  
PO Box 2137 Magill North SA 5072  
Tel: **08 8337 8787** Fax: **08 8337 2831**  
Email: [fostercare@lccare.org.au](mailto:fostercare@lccare.org.au)

### Ingle Farm

FamilyZone Hub Ingle Farm Primary School  
2 Belalie Rd Ingle Farm SA 5098  
PO Box 72 Ingle Farm SA 5098  
Tel: **08 8349 6099** Fax: **08 8359 5394**  
Email: [inglefarm@lccare.org.au](mailto:inglefarm@lccare.org.au)

### Magill

Centre for Learning  
19 Edward St Magill SA 5072  
PO Box 2137 Magill North SA 5072  
Tel: **08 8331 3111** Fax: **08 8364 5824**  
Email: [magill@lccare.org.au](mailto:magill@lccare.org.au)

### Morphett Vale

Outer Southern Generic Homelessness Service  
Tel: **08 8326 4688** Fax: **08 8326 5934**  
Email: [morphettvale@lccare.org.au](mailto:morphettvale@lccare.org.au)

### Murraylands

Cnr Florence & Charles Sts Murray Bridge SA 5253  
Tel: **08 8531 3644** Fax: **08 8531 0106**  
Email: [murraylands@lccare.org.au](mailto:murraylands@lccare.org.au)

### Peachey Place

50 Peachey Road Davoren Park SA 5113  
Tel: **08 7070 6711**  
Email: [davorenpark@lccare.org.au](mailto:davorenpark@lccare.org.au)

## Where to Find Us

### Op Shops

#### Blair Athol

307 Prospect Road  
Blair Athol SA 5084  
Tel: **08 8269 9300**

#### Payneham

236 Payneham Road  
Payneham SA 5070  
Tel: **08 8362 0604**

#### Smithfield Plains Shopping Centre

240 Peachey Road  
Smithfield Plains SA 5114  
Tel: **08 8284 3600**

#### Swan Reach—tOP of the town

24 Anzac Avenue  
Swan Reach SA 5354  
Tel: **0448 108 587**