



Annual Report 2011-2012

LUTHERAN
community care



Photos on front cover—Top to Bottom

Children from the Kwatja Etatha playgroup in Alice Springs enjoy time in the pool; Volunteers from our Appreciation Luncheon; Director Helen Lockwood with staff members from Alice Springs; A cooking demonstration for a group of women; Volunteers holding hands in a sign of support; Volunteers placing a sign at our Peachey Place Living Skills Garden; A group of volunteers from metropolitan Adelaide; A couple enjoys time together during a relationship retreat held by our Centre for Learning; Staff members from our Outer Southern Generic Homelessness Service gear up for a pirate theme session.

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

Chairperson's Report



John Munchenberg
Chair

My term as Chairperson of Lutheran Community Care has now ended and I have found it interesting to look back over the past 12 months to identify what I believe to be the highlights of the year. This led me to also identify an issue of concern which I comment on towards the end of this report.

Anyone having contact with LCC will quickly note that, in seeking to fulfil its mission, the organisation's work is achieved through a diverse mix of people. Not only do members of staff display and make an outstanding commitment to helping others but they in turn are ably supported by an extensive number of volunteers who give freely of their time and talents. Then there are the generous members of congregations who continue to provide the finances which are essential and without which some programs could not be provided.

It would be remiss of me not to comment on the leadership of the LCC team. We have been blessed by having a great management team led by Helen Lockwood in her role as Director and supported by Sharon Davis as Deputy Director. They work well together with their individual skills, strengths and experience enabling them to make an outstanding contribution.

The Council of LCC, another group of volunteers, merits a mention in the year's highlights.

The Council has a broad range of expertise and experience to ensure the ongoing good governance of the organisation. Council Member John Belcher retired this year and contributed in many ways to this governance. To better equip LCC to respond to the many changes it faces in pursuing its Mission, the Constitution was redrafted during the year with the support of the Constitutions Committee. While final approval for the new Constitution has yet to be received, it is being used as a guide in fulfilling our charter.

Council Member Simon Rodger provided major help during the year as we moved toward a more future-focussed Council. The Strategic Plan was revised, the agenda format changed to

ensure that time was available at each meeting to focus on specific strategic issues, and the format for reports on programs and from offices was standardised. In another progressive step we have decided to meet every second month for formal Council Meetings in 2013 with the alternate month being available for training, strategic planning and review purposes. Coupled with this, Council Members will accept responsibility for monitoring and reporting on specific portfolios (e.g. ICT, Low Income Support). Adopting this approach should ensure a continuing focus on efficiency and effectiveness and on our Mission.

With growth in the offices, programs, amount of services provided, and reporting demands **placed on the organisation came the need to update LCC's aged ICT system. Following** determination of present and likely requirements for ICT services, tenders were invited for the provision of a new system. The Council approved in September 2011 and a contract was entered into with Star Business Solutions Pty Ltd for the design and installation of a largely **tailor made system 'Greentree CRM and Accounting'. Work commenced in early 2012 and is** due for completion in 2013. Business Manager Jeff Hartwich has been responsible as Project Manager for this demanding task while also performing his normal role.

Staff display and make an outstanding commitment to helping others and are ably supported by volunteers who give freely of their time and talents.

Council, and no doubt LCC Management, are greatly appreciative of the way in which he has fulfilled this role. Indications to date are that the system will be very successful and will help in improving our efficiency.

Our Northern Territory operations continued to be challenging and demanding in terms of resources. We recognise the role of the LLL in helping to make the appointment of a Central Australian Manager possible. We are also grateful for the continued support provided by the Finke River Mission Board and staff, and for the opportunity to work closely with them. Their assistance with the provision of accommodation and other resources enabled us to achieve much more than would otherwise be possible in an area where the needs and demand for services are immense. Recognising the value of displaying a united front, we have recently been working on a new Memorandum of Understanding to further develop our relationship and commitment to work in support of each other wherever possible and to maximise the use of the resources available to us.

While much has been achieved in the past 12 months there is still much to be done. LCC exists to support and serve others in need and, regrettably, the demands facing the organisation continue to far outstrip the resources available. LCC has continued to try and meet the challenges and we have grown to the stage where we must determine the most effective size we can operate at to maximise performance and still continue to provide timely, sensitive and caring support.

This brings me to my issue of concern which must be recognised and addressed not just within LCC but by politicians and government departments. With government budget constraints has come a reduction in funding available to deliver programs. Unfortunately this has also meant that on some occasions there have been extended delays in the receipt of actual funding being paid even though an indication has been received that a tender to provide services has been approved. This means that LCC has to organise funding by borrowings or other means until such time as funding is received in order to enable continuation of some services. The other option is to dismiss staff and discontinue the service to the detriment of those in need.

At the same time as funds have been reduced for delivering services, the recording and reporting demands of the funding departments have grown appreciably, leading to increased administrative costs which detract from the funds available for services. In introducing new and demanding reporting changes there appears to be a need for a cost benefit analysis to be applied to ensure the maximum return is being derived from the dollars provided.

Finally, it has been an interesting, challenging but rewarding 12 months. I feel privileged to have had the opportunity to serve as Chairperson and give thanks to the Council, staff and all who supported and contributed to LCC in any way in this financial year. I am confident that LCC will rise to meet the many great challenges yet to come.

Grace and Peace

John Munchenberg

Chair

LCC Council 2011-2012

John Munchenberg
(Chair)

Rev Malcolm Pech
(Deputy Chair/Spiritual Advisor)

Simon Rodger
(Treasurer)

Josephine Monk

Malcolm Jaensch

Sue Renner

Eric Schubert

John Belcher

Director's Report



Helen Lockwood
Director

In July 2012 the people of the Lutheran Church of Australia SA/NT District met in Alice Springs to hear about the work we are doing together within the church and the community. We sang the following lines together:

***'These ears that hear, these eyes that well with tears
Then it is these hands that serve and this voice that speaks out against injustice'***

These words sum up for me much of the work carried out by staff, volunteers and supporters at Lutheran Community Care. Each year we hear the stories of 1,000s of people who are going through personal or family struggles. Our hearts are touched by their stories and we try to respond in a way which is respectful and appropriate by giving more than a handout. We help individuals, families and communities to become strong and resilient and get back on their feet. We walk with them until they can walk alone. Sometimes the stories we hear call us to speak out against systems which are unjust and disempower the vulnerable.

The inspiration for our work comes from God's love already shown to us and our desire to share that love with others. I am constantly amazed at the dedication and resilience of our nearly 110 staff members, 500+ volunteers and our many supporters. I want to thank you for your servant hearts and your willingness to walk with those who need support. Examples of this kind of caring community are shown every day through:

- the community visitors who have visited those in aged care facilities every fortnight for 20 years
- staff in our homelessness service who work with families to provide a roof over their heads and support for their family's needs
- supported playgroup staff who create safe places for children to gather, play and learn, and encourage families in positive parenting
- financial counsellors who work with people in financial difficulty to get them back on track
- new arrivals who are supported to settle in Australia
- people from diverse cultures discovering life skills from each other
- volunteers learning new skills so that they can serve others
- foster carers who welcome displaced children into their homes
- our donor community, which through their generous support enabled renovations to our Blair Athol shop, opened on LCC's 42nd birthday.

The need for these services is always greater than what we can provide and so we continue to look for ways of partnering with congregations and other parts of the church as well as other community service organisations. We are grateful to the congregations and the organisations who are willing to see the needs and partner with us in any way they can.

The LCC Council has provided sound governance to ensure that we maintain strategic focus and has supported us to identify our strengths as an organisation and to build on those strengths. I would like to thank them all for their commitment, especially John Munchenberg for his leadership and support in the role of Council Chair.

As the available funds from Government decrease and the field becomes more competitive we need to find other funding sources to meet the needs we see every day. As part of our ongoing commitment to excellence we have continued to work through the Service Excellence Accreditation and our external audit is scheduled for early 2013. We welcomed the Fair Work ruling on the Pay Equity case which brought recognition of the vital work done by workers in the community services sector.

Amongst the daily work we do, Lutheran Community Care has also been able to contribute to the wider community sector in many ways. Our Emergency Relief Volunteer Training has been well received in both South Australia and the Northern Territory. We have been represented on the South Australian Council of Social Services Policy Council and Australian Churches National Gambling Task Force. We have worked with other agencies and church bodies to gain a greater understanding of the needs of new arrivals in Australia and to advocate for them. We have also contributed to sessions across the state to increase awareness of domestic violence and appropriate responses for clergy and pastoral workers.

There continue to be many challenges for the organisation and our staff and volunteers. Our foster care program is growing but there are still many children who have been neglected or abused and in need of a loving home. Our dedicated staff in Central Australia travel thousands of kilometres to remote communities and continue to make a difference to families through the Kwaja Etatha playgroup, providing a safe play environment for children. They can also identify other issues facing families and individuals within their community and are keen to find the resources to address these issues. Many families in South Australia and the Northern Territory are still homeless but there are limited places in our homelessness program. Meanwhile, those from refugee backgrounds are finding it difficult to afford suitable housing and to secure work to support their families.

The Lutheran Community Care team, together with our supporters, are ready to face these challenges and others that the new year may bring. Together, inspired through the love of God, we can continue to build strong, caring communities.

Helen Lockwood

Director

We are grateful to the congregations and the organisations who are willing to see the needs and partner with us in any way they can.

Highlights



In March, Federal Minister Jenny Macklin visited our [Kwatja Etatha Playgroup](#) in Alice Springs as she launched the Stronger Futures Legislation in the Northern Territory.



Our [Refugee Services](#) and [New Settler Services](#) programs were renamed the 'New Neighbours Settlement Support Program' to acknowledge that settlement is a double-sided process. Resident Australians are as much 'new neighbours' to the new arrivals in their midst as the people from refugee backgrounds are new neighbours for these residents.

From the first foster carer registration in 2009, our [Alternative Care Services](#) has maintained consistent growth. Within one year our Carers grew from 29 to 52 registered foster care families.

The [Peachey Place Living Skills Centre](#) in Davoren Park was launched on 8 December 2011 as a meeting place for Playford Council residents to make friends and to learn a variety of life skills like cooking, budgeting, home management and healthy living.



Because of the huge growth in need for our services, we began the first stages to move our Barossa family services from Gawler Street to Gersch House on Second Street, owned by St Petri Lutheran Church. The new '[Hand in Hand Family Centre](#)' will feature a playground for children and the remaining Barossa services will move to a neighbouring house in 2013.

2011-2012 in Numbers

Program	People	
	Supported	Volunteers
Adult Community Education	35	-
Alternative Care Services (Foster Carers)	52	-
Alternative Care Services (Child Placements)	68	-
Boarding House Program	46	-
Budget Advice	3	1
Centre for Learning	1,017	-
Christmas Hampers	838	133
Christmas Lunch	60	6
Communities for Children Murraylands	400	-
Community Visitors Scheme	145	107
Emergency Relief	1,404	25
Family and Relationship Services	1,696	-
FamilyZone Hub	3,379	68
Financial Counselling	982	-
Intensive Tenancy Support	278	-
Kwatja Etatha Playgroup	609	-
Low Income Support Program	N/A	5
Money Management	339	-
New Neighbours Retreat	320	-
New Neighbours Settlement Support	1,274	47
Office Support (Barossa, Sefton Park)	-	8
Op Shops	-	213
Peachey Place Living Skills Centre	154	9
Responsive Housing	30	-
Supported Accommodation	15	-
Supportive Housing	37	-
Talking with Tots Playgroup	144	-
Tax Help	115	2
Youth Mentoring Barossa	49	15
Wait List Program	45	-
TOTAL	13,534	639*

*Number does not include the 9 LCC Council Members

Key Area of Service

Communities for Children

With support from ac.care and funding from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), Lutheran Community Care established the Communities for Children: Play Spaces program in 2010. The project seeks to connect families with neighbourhood representatives to work together for the broader community through building more family-friendly spaces in the Murraylands. The program has grown to include 29 volunteers and has connected with 400 people in the Murray Bridge, Callington, Mannum and Taillem Bend areas.

Murray Bridge

In Murray Bridge, two community groups have been established with the goal of transforming neglected spaces in their local areas. They are guided by an advisory group made up of representatives from local government, clubs and businesses.

Through their work a new playground was installed in Homburg Park and the Plover Place Park was upgraded.

Callington

The Callington Community Group continues to hold play groups, yoga mornings and various social events in the Hall.

Site Location: Murraylands

Youth Mentoring in the Barossa

Through funding from ICAN Barossa, we link young people with education through hands-on learning experiences. The young people work one-on-one with a mentor in an area of their choice such as welding, woodwork, mechanics, viticulture, art, cooking and martial arts. The pair work together on projects for 2.5 hours per week through the school term. These activities can be very therapeutic for both the mentors and mentees as they share the experience of gaining new skills and an understanding in a supportive and fun learning environment. Over the financial year, 49 youth were guided by 17 mentors to help them make positive choices and learn practical life skills.

Site Location: Barossa Valley



The new playground at Homburg Park in Murray Bridge.

Family Zone Hub

Our Family Zone Hub 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 Service we provide individualised support to families who may be experiencing isolation and/or difficulties coping with their children. Although aimed at disadvantaged families in surrounding suburbs, workers also visit women from all backgrounds in need of short-term support following the birth of a baby or multiple babies. In 2011-2012, we linked experienced volunteers to 774 families, reaching 1,008 children, in the Adelaide suburbs of Ingle Farm, Pooraka, Para Vista, Para Hills, Ingle Farm, Salisbury East, Mawson Lakes and the suburbs within the circle of North Adelaide, Prospect, Tea Tree Gully, Golden Grove, Campbelltown and Norwood. We continue to establish links with local services and activities to enable us to make appropriate referrals that assist parents meet their own needs while caring for their children.

We also provide a Mobile Crèche Service 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 to enhance parenting skills. Some of these programs are facilitated at Family Zone and others are run in the broader community through other agencies such as Disability SA, Families SA or foster care agencies and schools. Crèche provides routine, learning sessions and support for children who may not have these opportunities at home.

During 2011-2012, 3,379 families were involved in activities conducted at Family Zone, an increase of 61 percent from the last financial year.

Some of the activities offered at Family Zone over the year include:

- *Afghan, African and Indian Women Support Groups*

This group offers social and practical support to women from Afghanistan, Africa and India. Some of the women are also visited through the Home Visiting Service for additional support and to assist in connecting to the local community. The groups have a strong social focus and many of the women have built lasting friendships and created 'families' amongst themselves to replace those left behind.

- *Preparing for Baby, Being with Baby, and The Graduates—Perinatal 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. *The Graduates* is a continuing support group for mothers who have attended either *Preparing for Baby* or *Being with Baby*.

- *Breakfast Club*

Created in 2011 with the help of the Lions Club of Paralowie, this new 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.



Children were able to attend a Bike Safety course facilitated by SA Police at Family Zone.

- *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. Participants also have the opportunity to gain support with any issues they may be dealing with in their life while working on the project.

- *Cooking Classes*

Throughout the year we have offered a variety of cooking classes, including Budget Cooking, **Cooking for Kids, Healthy Eating, Cake Decorating and Boy's Cooking Group.** Cooking courses are usually very popular and well attended.

- *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*

Lutheran Community Care has offered parenting groups like Toolbox, 1-2-3-Magic and a Co-parenting course. The Toolbox courses are a series of informal parenting sessions with a focus on making parenting a positive experience, offered through the Centre for Learning (see report on page 22). The Co-parenting Course allows couples the opportunity to explore their different expectations and styles of parenting so that they are on the same page. 1-2-3-Magic provided the opportunity for parents who had experienced the removal of their children by Families SA to come together to talk about their experiences in a confidential environment. Participants were able to share and learn positive ways to enjoy the limited time they have with their children during access appointments.



Family Zone (continued)

- *New Mum and Young Mum Support Groups*

First time mums and young mums are often isolated within their families and communities. These support groups attempt to reduce individual isolation and improve overall well-being.

- *Playgroups*

Our Playgroups are co-facilitated with Save the Children for children 5 years and under to play and socialise. We offer a variety of playgroups as an informal environment for parents and their children to interact with each other. We also provide a supported playgroup for women who experience mental health and/or children who need more individualised support.

- *School Holiday Programs*

We offer a variety of programs for children and parents once a week during school holidays. By engaging vulnerable families into activities our facilitators were able to work to build relationships with families and build their confidence to access further support from us.

- *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.

FamilyZone would like to acknowledge grants from:

- SA Health which funded a Pap Smear awareness activity for women
- **Children's Week Association sponsored us to invite nursing home residents to enjoy craft and reading to children at a playgroup**
- The Lions Club of Paralowie for donating money to start our Breakfast Club
- Funding from the City of Salisbury which has allowed the continuation of our Breakfast Club
- Parenting SA for assisting us to facilitate a Circle of Security parenting group.

Site Location: Ingle Farm

Family and Relationship Services

Through Family and Relationship Services we are federally funded to offer counselling and educative services to clients in South Australia. This financial year saw a shift of focus within the program to cater to the most disadvantaged and vulnerable families as well as Indigenous families. However, the service is still available to anyone in the prescribed areas and beyond.

Two major surveys were given to those who used our services—immediately after the service and up to 6 months later—and we received great positive feedback including a comment from one that **they felt ‘very encouraged’**.

In the Barossa the focus was on developing parenting skills through the Toolbox courses with the aim to make parenting a positive experience. We were also able to expand the course to Freeling thanks to collaboration between agencies.

Family and Relationship Services counsellors assisted 1,696 individuals at all locations.

Site Locations: Barossa Valley, Blair Athol, Magill, Morphett Vale (until April 2012), Murraylands

Community Visitors Scheme

Our Community Visitors Scheme is a federally funded program that links volunteer visitors 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



Community Visitors are recognised for their work at a 20th Anniversary Celebration. (left to right) Carol McConnachy; back: Brian Abbott; Peter Rudiger; centre: Josephine Olbrycht; Michelle Peterson; and seated: Barb Samuels. Photo courtesy: The Leader Newspaper.

- Barossa Valley, Adelaide Hills, Murray Bridge, Strathalbyn, Southern Fleurieu Peninsula, Metropolitan East, Metropolitan North and the Metropolitan West.

In 2011-2012 we had 145 Community Visitor-to-resident matches with 50 new matches made and 38 visiting arrangements ending. A total of 2,250 visits were made, involving 107 approved Community Visitors. Due to the closing of a local Community Visiting program, from July 1 we received funding for 10 Visitor positions to continue the work of visiting in the Murray Bridge, Strathalbyn and Southern Fleurieu regions.

Volunteers gathered at celebrations for the 20th anniversary of the Community Visitors Scheme in the Barossa Valley and Adelaide in November and December 2011. We have five volunteer visitors—Brian Abbott, Josephine Olbrycht, Irene Weald, Elaine Seebohm and Barb Samuels—who have been with our program since its beginnings in 1991.

Site Locations: Barossa Valley, Magill

Adult Community Education

Lutheran Community Care in the Barossa Valley provide 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, Home Maintenance, Cooking and Gardening. There were 35 people who attended courses throughout the year.

Site Location: Barossa Valley

Alternative Care Services (Foster Care)



LCC Alternative Care Glynde Staff (L to R: Aileen Braun, Margaret Hunt, Gemma Destro, Candice Manser, Donna MacPherson, Lauren Grieger and Michelle Harris) Staff from the Barossa are not pictured.

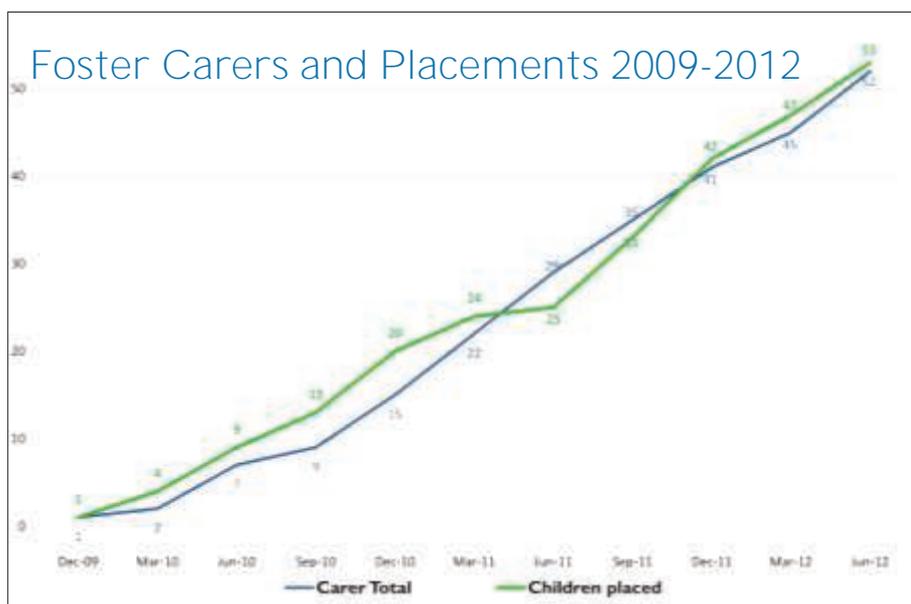
Lutheran Community Care Alternative Care Services is funded by the Department for Education and Child Development to provide family based Foster Care services in metropolitan Adelaide, the Barossa and the Murray Mallee regions of South Australia.

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 four types of care - respite, emergency, short term and long term.

By 30 June 2012 we had 52 registered foster carer households caring for a total of 53 children. During 2011-12 we provided foster

care placements for 68 children. To accommodate the increase in foster carer applications and registrations, staff numbers and office space have grown to include 10 staff members.

Site Locations: Barossa Valley, Glynde



Peachey Place Living Skills Centre

Launched in December 2011, our 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 LCC, Housing SA, Playford Primary Health, the Burundian Association of South Australia and the City of Playford.

Courses and workshops offered from Peachey Place include:

- *Mosaics Group*

Facilitated by skilled volunteers, locals come together to learn how to mosaic beautiful designs. It allows participants the chance to learn a new skill and meet others. Ten residents were involved in the Mosaic Group.

- *Tool Library*

We are in process of developing a community Tool Library that will allow residents to borrow tools for their personal garden in an effort to save them money. The program will be running by the end of 2012.

- *Life Skills Information Sessions*

Each fortnight we hold information sessions aimed at the local Burundian 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.

- *Magic Harvest for Families*

In partnership with Playford Primary Health, Housing SA and OPAL, we are the primary hub where families come to learn how to prepare soil, plant a vegetable garden, and also harvest, cook and replant the vegetables. Families take home a raised garden bed, soil, garden tools and seedlings to start their own garden. We were able to work with 10 families with 27 children throughout the year.

- *Peachey Place Community Garden*

At the beginning of 2012 several dedicated volunteers prepared a plot of soil behind the Peachey Place site in Davoren Park. The volunteers, who come from diverse backgrounds, planted an array of vegetables and fruit. The garden is now thriving and after gardening for 2 hours each week, 27 volunteers and participants gather for lunch to share recipes and cook meals using the food grown. 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. The gardeners have also started a gentle exercise program and organise excursions away from the site.

The Peachey Place Living Skills Centre also acts as a referral and general information service. Many residents visit our office to ask questions about how to access services or get help within the City of Playford. Volunteers are being trained so that we can continue to offer this essential service.

Site Location: Peachey Place

Volunteers and their families tend to the community garden at the Peachey Place Living Skills Centre.



Outer Southern Generic Homelessness Service

Outer Southern Generic Homelessness Service provides support to individuals and families in the Onkaparinga Council area who are homeless or at risk of becoming homeless.

Lutheran Community Care defines homelessness as 'a person is homeless if and only if he or she has inadequate access to safe and secure housing'. Factors that affect access to safe and secure housing include situations where the only housing to which a person has access damages the person's health, threatens the person's safety, fails to provide access to adequate personal amenities, or places the person in circumstances that threaten the adequacy, safety, security and affordability of that housing.

Outer Southern Homelessness Services incorporates a variety of programs to help those at risk of becoming homeless, including:

- *Supported Accommodation Service*

This service provides short term accommodation for homeless families with high and complex needs. Case Managers work together with families in developing a Case Plan to identify and address barriers preventing them from accessing future long term housing. Families are supported to achieve the maximum possible degree of self-reliance and independence enabling them to confidently re-establish within their communities with the resources to maintain and sustain long term housing. In 2011-2012, 15 families were supported.

- *Intensive Tenancy Support*

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 individuals and families to maintain their current tenancy and to address risk factors that have contributed to their situation providing long term support if required. The program provides support to assist people to build their capacity to cope with future housing stress and to sustain their tenancy. There has been a significant increase in demand for the program over the past three years. Over the year we supported 278 people, including children, at risk in private rental and community housing. Support for tenants of Housing SA who are at risk of eviction is also provided through this program, working collaboratively with Southern Junction Community Services.

- *Boarding Housing Case Management and Personal Support Program*

Outer Southern Homelessness Service works in collaboration with Anglicare SA to assist singles identified as in need of Boarding House accommodation focus on housing, health and community connections. Clients also have the opportunity to work towards independent housing. In 2011-2012 we assisted 46 singles in Boarding Homes.

- *Calvary Housing Association*

The Calvary Housing Association was established to provide a safe, secure long term housing option for families exiting from our Supported Accommodation Program or Intensive Tenancy Support Program. This Association has a separate governance board which oversees eight houses. Since the establishment of the program the tenancies within the houses have been 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. The housing was **initially available for up to two years but is now available for the family's 'duration of need'**. If an assessment finds that the family does not require further support through the housing program, they will be supported to find other safe and affordable housing. The program encourages families to seek out employment, education and training opportunities. In 2011-2012 we supported 23 families and 14 singles through the program.

- *Responsive Housing Program (Motel Alternative)*

Through the Responsive Housing Program we support families who are homeless and would otherwise be accommodated in a motel. We support the families to find more appropriate long term housing. Motel and caravan housing is the primary shelter used in urgent situations to prevent children from sleeping on the street but this type of accommodation is not adequate over a longer period of time. A Case Manager provides intensive support to help families quickly obtain safe and secure long term housing. Staff were able to assist 30 families to re-establish themselves in private rental, supportive housing and community housing throughout the year.

- *Waitlist Program*

Our Waitlist Program provides interim support to people who are homeless and looking for accommodation to ensure that their present circumstances are as safe and secure as possible. We offer individual support to make sure our clients are engaged in a plan of action with regards to their practical needs as well as their long term housing needs. In 2011-2012 we helped 45 clients through our Waitlist program.

Site Location: Morphett Vale



Staff at our Outer Southern Generic Homelessness Service work together to make Christmas piñatas.

Key Area of Service

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. Three inter-agency networks have been maintained across metropolitan Adelaide - the inner city, the inner north, and the eastern/north-eastern region.

Issues addressed in the past 12 months have included housing, accommodation 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. Support was also offered to boarding house clients.

Site Locations: Barossa Valley, Blair Athol

Financial Counselling

Funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs and the Wyatt Trust, this service assists people to better manage their finances and to deal with creditors and debts. Financial counsellors can negotiate and advocate on behalf of their clients and together they can set up a financial plan to empower clients in their weekly budget. Some issues typically dealt with include mortgage stress, bankruptcy, Centrelink payments and accessing superannuation.

At Peachey Place our Financial Counselling service is offered to new arrivals within the City of Playford who have been in Australia for less than 5 years. In the Barossa Valley, along with offering services to an increased number of clients, one Financial Counsellor also attends debtors hearings at the Tanunda Magistrates Court to advise litigants on the appropriate paperwork and to advocate on their behalf.

Throughout South Australia and the Northern Territory our eight Counsellors were able to assist 982 clients.

Site Locations: Alice Springs, Angaston, Nuriootpa, Blair Athol, Morphett Vale, Peachey Place

Financial Counselling

Site	Clients
Alice Springs	79
Angaston and Nuriootpa	212
Blair Athol	325
Morphett Vale	27
Peachey Place	339
TOTAL	982

Case Management and Budget Advice

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.

Through Budget Advice in the Barossa Valley, staff help their client to create income and expenditure statements along with personal budget plans. Budget Advice is unique in that it provides longer term support for families and individuals who are at risk of financial difficulties.

Site Locations: Barossa Valley, Blair Athol

Northern Territory Money Management Services

Our staff in Alice Springs offer financial literacy support and emergency assistance to people in financial crisis through the Money Management Services. The service covers Alice Springs and 13 remote communities (Areyonga, Docker River, Finke, Haasts Bluff, Kintore, Imanpa, Mt Liebig, Mutitjulu, Papunya, Santa Teresa, Tjuwanpa and Wallace Rockhole) throughout the MacDonnell Shire. In 2011-2012 our Indigenous Money Workers provided assistance to 339 clients.

Through the service we run approved Money Management Courses for clients 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'**.

Money Workers provided information sessions to the Alice Springs Correctional Centre Pre-Release Program and continue to work with the Centre to offer financial literacy training to inmates. Further reaching out to the local community, Money Workers developed a weekly session for classes at Yirara College to deliver financial literacy education to students. Sessions focus on issues affecting youth such as mobile phones and Internet banking. The Principal requested that our workers attend the College as role models to address the importance of education and respect.

Our Money Workers have built a strong relationship with the local Matrix on Board mentor which has helped to improve their confidence and knowledge in providing courses. We are the only Money Management Service in Central Australia with all staff holding a current Cert 1 in Community Services/Financial Services.

Site Location: Alice Springs

Christmas Hampers

To help families on low incomes celebrate Christmas, each year Lutheran Community Care provides Christmas hampers in the metropolitan area and Barossa district. In December 2011 we distributed 558 hampers and toys in the metropolitan area. In the Barossa Valley, 280 hampers with

gifts were delivered to individuals and families in need. Hampers included toys and books for families with children under 12 years of age.

The donations of food and toys from individuals, families, congregations, schools and local businesses makes our Christmas Hampers a success every year and we could not do it without this support. Amcor and Visy each donated 1,000 boxes to assist us in our hampers. In the Barossa Wolf Blass winery also donated boxes.

Site Location: Barossa Valley, Blair Athol



Volunteers pictures with Christmas Hampers in the Barossa. Photo courtesy The Leader newspaper.

Christmas Lunch

The Christmas spirit continued on Christmas Day when volunteers and staff welcomed over 60 people from the Port Adelaide Enfield Council area who would otherwise have spent Christmas Day on their own. A chef was on hand to help staff and volunteers prepare a feast of roast chicken, crispy potato, roasted pumpkin and carrots, and peas. Guests had a choice of custard and pudding or ice cream and fresh fruit salad for dessert.

Site Locations: Blair Athol

Barossa Tax Help

Every year from 1 July to 31 October trained volunteers assist people on low incomes or pensions to complete and submit straight forward tax returns. During 2011-2012 the service was offered two days per week and 115 clients benefited from the service.

Site Location: Barossa Valley

Emergency Relief

Funded by the Department of Families, Housing, Community Services and Indigenous Affairs, and through supporter donations, Emergency Relief offers assistance to individuals and families who are experiencing difficulties and are in immediate need. The program provides material assistance, help with bill paying and referrals to financial counselling. Assistance can range from food, bedding, or fuel vouchers along with community information and referrals to Lutheran Community Care services or community agencies.

In the Barossa Valley there has been an increasing demand for this service as increasing costs of living make it difficult for people to cover expenses such as rising fuel costs. To respond to regional needs, staff have reached out to the Murray Mallee area and services have been extended to Swan Reach, Blanchetown and Cambrai.

In Alice Springs we offer emergency assistance in the form of food vouchers, blankets and referrals to a Financial Counsellor.

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. Our social workers assist clients with applications for housing to Housing SA, Community Housing and private rentals, and to deal with various government agencies and companies (utilities, 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. Housing remains the major issue amongst this more vulnerable group.

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

Emergency Relief

Site	Clients
Alice Springs	219
Barossa Valley	452
Blair Athol	538
Blair Athol (CALD)	195
TOTAL	1,404

Op Shops

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 renovated shop at Blair Athol reopened to the public on 4 July after seven months of construction work. The official Grand Opening was held on 23 November in conjunction with the 42nd Anniversary of Lutheran Community Care; former and current staff, volunteers and supporters joined with us in the celebration.

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. Three of these volunteers achieved 43 years of service in 2012, having been with Lutheran Community Care since the beginning. 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 while support and donations were also provided to the Ferryden Park Lutheran Church where they have a small Op Shop.

Swan Reach

In Swan Reach the Op Shop is run out of the Town Hall two days a week, providing 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.



The renovated Blair Athol Op Shop was launched on 23 November 2011 and offers quality clothing, household goods, books and much more.



Key Area of Service

New Neighbours Settlement Support

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 and the Murraylands. Support workers provide casework, referrals to other services, special help for isolated women, information about life in Australia, and cultural competency information amongst other vital transition resources.

In the Murraylands we provided 478 individual services to clients from Afghanistan, Bhutan, Congo and Sudan as well as others who are eligible under non-refugee visas. Through funding and a Memorandum of Understanding (MOU) with Regional Development Australia Murraylands we were also able to provide English courses for migrants who are not otherwise entitled to government assistance. The Murray Bridge office houses 10 computers as part of the New Neighbours Retreat. These computers, along with a learning centre, are available for use by all New Settlers in Murray Bridge and are maintained by staff and volunteers. The Retreat also provides free work space for the Murraylands South Sudanese Association.

We were able to assist 796 clients through the metropolitan 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. Another issue facing clients is the unwillingness of local GPs **to engage interpreters for consultations even though they enjoy free access to the Government's Doctors Priority line.** Staff are working with the Northern Division of General Practice to help solve this issue.

Site Locations: Blair Athol, Murraylands

We were able to assist 796 clients through the metropolitan New Neighbours program and 478 clients in the Murraylands.

The Home Project

Taking place in the Murray Mallee region, this is an innovative approach to community building and development through gathering individual narratives and reflections on the nature of 'home'. The aim is to develop an awareness and acceptance of the different cultures represented in the area.

Following a \$23,500 grant awarded by the Scanlon Foundation last financial year, the Home Project produced a video and a set of large mounted photographs that showcased residents from all backgrounds talking about their lives in the Murray Mallee.

The project was launched in June in collaboration with the Murray Bridge Council. Nearly 300 residents from the community came to celebrate the project in conjunction with 10 years of successful settlement in the town.

Site Location: Murraylands

Key Area of Service

Centre for Learning

Our Centre for Learning connects with individuals to help them learn more about building healthy relationships in families, the workplace and in the wider community by offering courses, training and support.

- *Emergency Relief and Workplace Training*

Reaching out to equip the community sector, we held Emergency Relief Training workshops for staff and volunteers in South Australia, the Northern Territory and Tasmania. The workshops, with a focus on Basic Emergency Relief, Budget Skills, Cultural Awareness (Indigenous) and Dealing with Difficult Behaviour, provided practical and valuable skills to equip 295 workers to meet the needs of people suffering severe financial stress.

- *Emergency Relief Conferences*

In collaboration with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), we co-hosted Emergency Relief Conferences in Adelaide and Darwin.

In Adelaide and Darwin, keynote speaker Nairn Walker provided inspiring and challenging sessions on building bridges out of poverty. Documents from the Adelaide conference are available on our website.

In Darwin, we co-hosted the first NT Emergency Relief forum with FaHCSIA. The program provided information about services and building networks between agencies.

- *Emergency Relief Sector Support Project*

Through funding from FaHCSIA, we were able to conduct detailed surveys of 40 agencies in SA and NT to map and scope the training provided for Emergency Relief workers and volunteers. The report identified new trends in ER service delivery and the ongoing need and rising demand for locally based training that is flexible enough to meet the needs of staff and volunteers.

- *Staff and Volunteer Training*

The Centre for Learning provides ongoing professional development opportunities for staff and volunteers of Lutheran Community Care. Courses provided over the year included Child Safe Environments, Safe Place Training for the Lutheran Church and a staff retreat **under the theme 'Finding Common Ground'. A Manager's Retreat was held in February.**

- *Alternative Care Services Training*

Staff provided initial training for potential foster carers to enable them to meet the requirements set by our Foster Care team. Seven different courses were conducted with 245 participants attending these courses.

Centre For Learning

Program	Individuals
ER Training	295
ER Conference—SA	132
ER Conference—NT	98
Staff & Volunteer Training	247
ACS Training	245
TOTAL	1,017

- *Playgroups*

Talking with Tots

In the Barossa our 'Talking with Tots' playgroup offers learning to children through play sessions held once a week. Parents and children are referred to the sessions, which focus on supporting the most vulnerable of parents. During the year 378 children and adults attended the playgroup from 144 families.

Kwatja Etatha

Led by a staff of Indigenous women, 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.

We encourage relationships with other community service workers by inviting them to playgroup so that families can build and establish relationships and become familiar with the services and workers. For example, a Doctor visits the playgroup to do health checks and immunisations.

During the year we referred four children to Sadadeen Preschool and negotiated bus pick up from playgroup. Prior to their commencement we also initiated visits from preschool staff. This helped families in transition to a school environment. Our staff received excellent feedback from the Principal who said that the children were familiar with routine and school ready.

Kwatja Etatha engaged 606 individuals—including children, youth, young parents, mothers, fathers, carers and grandparents—throughout the year.

Staff, parents and children from our Kwatja Etatha playgroup.



Key Area of Service

Volunteering

Lutheran Community Care offers many volunteering opportunities and in many cases the work we do within our organisation would not be possible without these 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 2011-2012 we were supported by volunteers in our Christmas Hampers, the Community Visitors Scheme, Emergency Relief, Financial Counselling, Family Zone, 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 volunteers and supporters 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, LCC activities, 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.
- *Corporate Volunteering*—We joined with the National Australia Bank (NAB) to offer opportunities to staff through the NAB Employee Volunteering Program. Staff from the NAB spent time assisting with gardening, cleaning and other odd jobs at our Blair Athol office.
- *School Groups*—Students from The Heights School and staff from Endeavour College are 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.

We would also like to acknowledge BP Australia where we were one of 68 not-for-profit groups across Australia who received fuel vouchers as part of their 2011 Vouchers for Volunteers Program. BP Australia provided LCC with fuel vouchers to be used for volunteering activities.



*Volunteer Coordinators,
from L to R: Leanne
Wood, Natalie Bubner,
and Audene Knowles*

Our total number of volunteers and their hours contributed were:

Program	Number of Volunteers	Volunteer Hours
Barossa Valley Office	6	922
Budget Skills	1	58.5
Christmas Hampers—Barossa	86	200
Christmas Hampers—Blair Athol	47	184
Christmas Lunch	6	20
Community Visitors Scheme	107	2,250
Emergency Relief—Barossa	15	356
Emergency Relief—Blair Athol	10 ¹	961.79 ²
FamilyZone	68	5,000 ²
Financial Counselling	0	0
Op Shop—Metropolitan (Blair Athol, Payneham, Smithfield Plains)	195	13,985.75
Op Shop—Swan Reach	18	224
New Neighbours Settlement Support (Blair Athol and Murraylands)	47 ¹	1,189.58
Peachey Place	9	351
Sefton Park Office	2	607 ¹
Tax Help	2	115
Tutoring	1	23.75
Low Income Support Program	5	130 ¹
LCC Council	9	432 ¹
Youth Mentoring	15	1,780
Total	649	28,790.37

¹Estimate figures only

²Figures for period of December 2011- June 2012

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 \$674,270.47 worth of hours for the financial year.

Lutheran Community Care celebrates National Volunteer Week every year and in May 2012 we held several recognition events to celebrate and thank volunteers. In Adelaide and the Barossa we **held lunches for our dedicated volunteers under the theme ‘Volunteers—Every One Counts’**. Guest speaker Derrick McManus shared his inspirational story about his life-or-death experience as a member of the SA Police Special Task and Rescue Group. A volunteer luncheon was also held in Murray Bridge.

LUTHERAN COMMUNITY CARE
for the year ended 30 June 2012

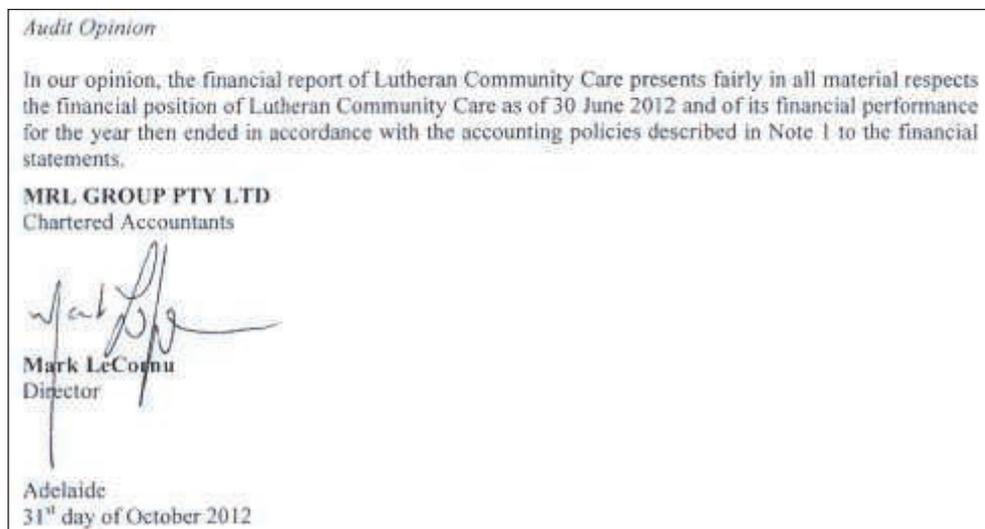
Statement of Comprehensive Income

	Notes	2012 \$	2011 \$
Revenues from ordinary activities		670,528	616,499
Donations and Bequests received		630,951	498,669
Grants received for operating activities		5,108,301	4,517,682
Interest received		90,473	62,557
Gain on disposal of non-current assets		6,102	5,426
Employee benefits expense		(3,994,417)	(3,400,290)
Administration expenses		(379,832)	(355,418)
Depreciation and amortisation expenses		(189,497)	(183,094)
Other expenses from ordinary activities		<u>(1,737,821)</u>	<u>(1,596,016)</u>
Surplus from ordinary activities		204,788	166,015
Capital spending income and Reserve transfers			
- Building Donations utilised for property	(1)	90,116	131,664
- Government Grants utilised for property	(2)	<u>98,210</u>	<u>35,884</u>
Net Surplus and total comprehensive income for the year (before transfers)		393,114	333,563
- Transfer (to) Bequests reserve		(114,447)	-
Net surplus (after transfers)		<u>278,667</u>	<u>333,563</u>

Notes:

- (1) During the years ended 30 June 2009 to 2012, 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 2011 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 2012, Lutheran Community Care has disclosed income of \$90,116 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 2012
Independent Audit Report to the Council of Lutheran Community Care



LUTHERAN COMMUNITY CARE
for the year ended 30 June 2012

Statement of Financial Position

	2012	2011
	\$	\$
CURRENT ASSETS		
Cash on hand	3,050	3,860
Cash at bank	2,524,398	1,539,429
Trade and other receivables	250,842	221,015
TOTAL CURRENT ASSETS	<u>2,778,290</u>	<u>1,764,304</u>
NON-CURRENT ASSETS		
Property	2,279,723	2,231,103
Plant and equipment	574,764	396,559
TOTAL NON-CURRENT ASSETS	<u>2,854,487</u>	<u>2,627,662</u>
TOTAL ASSETS	<u>5,632,777</u>	<u>4,391,966</u>
CURRENT LIABILITIES		
Trade and other payables	687,317	403,510
Provisions – Current	227,200	179,685
Government grants received in advance	754,853	645,166
Other grants received in advance	480,919	267,934
TOTAL CURRENT LIABILITIES	<u>2,150,289</u>	<u>1,496,295</u>
NON-CURRENT LIABILITIES		
Provisions – Non-current	194,630	147,000
Loans Payable	184,878	38,805
TOTAL NON-CURRENT LIABILITIES	<u>379,508</u>	<u>185,805</u>
TOTAL LIABILITIES	<u>2,529,797</u>	<u>1,682,100</u>
NET ASSETS	<u>3,102,980</u>	<u>2,709,866</u>
EQUITY		
Accumulated funds	2,748,200	2,469,533
Reserves	354,780	240,333
TOTAL EQUITY	<u>3,102,980</u>	<u>2,709,866</u>

Where to Find Us

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
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

Angaston

Zion Lutheran Church
85 Murray St Angaston SA 5353
Email: barossa@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

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

Glynde

Zion Lutheran Church
PO Box 2137 Magill North SA 5072
Tel: 08 8337 8787 Fax: 08 8337 2831
Email: fostercare@lccare.org.au
www.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

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

Morphett Vale

Outer Southern Generic Homelessness Service
Tel: 08 8326 4688 Fax: 08 8326 5934
Email: morphettvale@lccare.org.au

Murraylands

5 Marchand St Murray Bridge SA 5253
Tel: 08 8531 3644 Fax: 08 8531 0106
Email: murraylands@lccare.org.au

Peachey Place

50 Peachey Road Davoren Park SA 5113
Tel: 08 7070 6711
Email: davorenpark@lccare.org.au

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

3-5 Nildottie Road
Swan Reach SA 5354
Tel: 0448 108 587

Acknowledgements

Commonwealth Government

Department of Families, Housing,
Community Services & Indigenous Affairs
Department of Health and Ageing
Department of Immigration and Citizenship

South Australian Government

Community Benefit SA
Department for Education and Child
Development
Department for Communities and Social
Inclusion
Department of Further Education,
Employment, Science and Technology
Innovative Community Action Networks
Parenting SA
SA Health—Mental Health Unit
SA Housing Trust

Local Government

City of Playford
City of Port Adelaide Enfield
City of Prospect
City of Salisbury
Renmark Paringa Council
Rural City of Murray Bridge

Lutheran Church of Australia

Finke River Mission
Lutheran Laypeople's League

Lutheran Church of Australia SA/NT District

President, Directors and Departments of the
District
Congregations and Members
Lutheran Congregations that partner with
LCC
Lutheran Schools
Lutheran Women of South Australia

Sponsors/Supporters

Anglicare
Association of the Burundian Community of
SA
Backpacks 4 Aussie Kids
Barossa Community Store
Bake 'n' Serve Hectorville
BP Australia
Care and Clothes McLaren Vale
Children's Week Association
Circus Quirkus
Country Arts SA

Dymocks Adelaide
Kiwanis
Lions Club Paralowie
Machine Knitters SA
Multicultural Youth of SA
Northern Volunteering
Playford Alive
Playford Primary Health
RDA Murraylands
Relationships Australia
Ross Divet Foundation
Rotary Club of Barossa District
Rotary Club of Elizabeth
Scanlon Foundation
Southern Volunteering
Subway
Terry Howe Printing Services Pty Ltd
Volunteering Barossa and Light
Volunteering SA/NT
Wolf Blass Wines
Wyatt Benevolent Institute
Staff and Volunteers of Lutheran Community
Care

Strong, caring communities inspired through the love of God