we belong

Luke and Kevin are regular football supporters, enjoying a fine footy pie and the exciting commotion that every home game brings.

Both Luke and Kevin have enjoyed the football since their teenage years. Kevin and Luke enjoy a special connection with their volunteer, Meg who makes their attendance at football games possible.

The two men’s families express that they love the sense of community that Luke and Kevin have with Cara’s support, with an active inclusion in sailing, football games, shopping, music and theatre productions, recently relishing in the atmosphere of the Grease production.

Staff talk about the boisterous mateship that Luke, Kevin and their housemate Joe share together, adding that male staff enhance their ability to participate in activities of their choice in their community.

Kevin is able to give back as a valued member of Cara’s Consumer Reference Council and he loves the sense of belonging that he has as part of the group, having a say about important issues in his life.

Kevin and Luke have enjoyed many holidays together, and Kevin is planning a holiday on a plane to Queensland in the near future.

Kevin and Luke particularly enjoy shopping at Christmas time, when community spirit is at its highest, and they can enjoy the comradeship of people who are always ready and willing to give them a supportive hand.

A connection is the energy that exists between two people when they feel seen, heard, and valued; when they can give and receive without judgement; and when they derive sustenance and strength from the relationship.

Brenda Brown.
We acknowledge the Kaurna people as the traditional owners of this land. We acknowledge their living culture and unique role in the life of this region.

**I contribute**

Leanne is a young woman who has been living independently in her own unit for the past three years, since moving from her hometown, Ceduna.

Leanne’s stunning artwork is just one part of her life that deeply connects her with her precious family back home. Spending time with her family and talking with them on the phone are very important to Leanne. Leanne speaks proudly of her seven brothers and sisters, two cousins who her mum also raised, and her eight nieces and nephews. Leanne’s home is filled with beautiful photographs, and she is accompanied by a fine-looking cat, who always makes her smile.

Leanne has special memories of going out of Yalata into the bush with her family. Leanne’s family went hunting for rabbit, kangaroo and wombat, and would cook it up and eat it around a blazing bonfire. Leanne and her family also packed up their leftovers and gave food to other families in their community.

Leanne believes that Cara has good quality staff. She is currently completing a pottery course with support from a Community Support Worker, and says she feels more comfortable engaging others in conversation when she is supported by someone who knows her to facilitate easier communication.
Our Vision, Our Values and Our Work

Our Vision:
People living with disability grow as individuals and live a life rich with opportunities.

Our Values:
We make it personal - we listen, and we develop support arrangements that work for each person.
We create opportunity - we support people to get a fair go at what life has to offer.
We are careful - we take a highly responsible approach in the way we support people.
We discover and create - we invest our time and our resources to create good ways to support people.
We have stickability - we don't walk away when the going gets tough.

Our Work:
We work in partnership with people living with disability, their families and the community to create a better life.
We focus on people with significant and multiple disabilities and complex needs.
We assist people in their daily lives with support to live at home, to have a break, to get out and have fun, to learn and grow.

During the 2013-14 financial year, Cara's respite services provided thirteen thousand four hundred and forty two nights of support for children, young people and adults, and their families.

Cara opened four new centre based respite services, one in Northern and Southern suburbs, one in Port Lincoln and one in Whyalla.
Cara successfully commenced support within innovative Concierge style apartments which have become home to seven people who live with disability.

Our four Strategic Plan themes outline Cara's direction over the next couple of years.

The four themes are:
- Person-centred excellence: Providing personally authentic support, tailored to the needs and wants of people living with disability and their family.
- Operational excellence: To employ skilled staff and volunteers, and have efficient systems enabling consistent, professional and individualised support for clients and stakeholders.
- Partnerships of excellence: Mutually beneficial partnerships helping to create a fulfilling life with the broadest range of benefits to the individuals and families we support.
- Growing our support: Increased support benefiting existing and new clients and their families. Supporting people and their families to smoothly transition to the National Disability Insurance Scheme ("NDIS") funding arrangements.

About Cara:
In the light of the National Disability Insurance Scheme ("NDIS"), Cara has entered into a phase of deep organisational change to ensure that our focus is steadfast upon the people we support and their rights to true citizenship.

The next few years are a very significant time for people who live with disability, as people's rights to live with choice, and opportunities to be the true architects of their own lives are finally realised.

Cara continued to grow over the past year, however we focused on preparing and educating ourselves so that we can support people now and in the future, on a journey that empowers people to have the best life chances possible.

We support six hundred and sixty four people living with disability, together with their families and carers.

We support one hundred and sixty three people in the community, to live autonomously in their own homes with some support, including group home, cluster site and concierge style support.

Over the 2013-14 period, our respite services supported five hundred and one children, young people and adults, to engage in many learning opportunities and for their families to have a break.

Our Camps for Kids program ran fourteen camps this year. The program was accessed by eighty two children in locations across South Australia including Adelaide's beaches, the Adelaide Hills, Clare Valley, Eyne Peninsula, Fleurieu Peninsula, the Mid North and the Riverland. The Kids Club and Families for Families program continued to operate, offering regular respite support in respite settings and family homes. Forty to fifty years engaged in our Youth Getaway respite program, using a range of metropolitan and country locations.

We supported people at more than fifty seven locations across metropolitan Adelaide, Gawler, Mount Barker, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie and Whyalla.

We had five hundred and ninety six employees actively working with us.
I am ready

Barry has created a life filled with humour, photographs, friends, faith and most importantly, freedom. Barry is well known around Adelaide for his readiness to do whatever life has to offer him, participating as a professional photographer in many community projects.

Barry credits his personality for the friendly connection he has with other people in his community, always saying hello to neighbours, having a laugh with members of his church congregation and travelling all over Adelaide as a photographer employed by Coa. Barry is humble about his great ability to make people who are usually shy or withdrawn feel happy about having their photo taken with him behind the camera. His unique perception about how people are feeling and how people would like to be identified give his work tremendous quality.

In October 2013, Barry moved into a brand new apartment in the Western suburbs, and loves the independence he has achieved with the use of smart technology and 24 hour concierge support. Barry had the ability to decorate his own apartment and enjoys his privacy as he doesn’t have to share his place with anyone.

Barry has many commitments within his community, including recently helping to design Community Garden initiatives for a garden which is opposite his apartment building; working as an active member of Ship Spotter in Port Adelaide and as an advocate for safety improvements to his neighbourhood with the City of Charles Sturt Council, including a taxi rank ramp and improved street lighting.

Barry says “I wouldn’t change my life for anything, I love the people who I mix with, I love my photography, and love life right where I am”.


Dear Friends,

The disability sector, both at national and state levels, has changed considerably in the last few years. These changes include the trial of the National Disability Insurance Scheme (NDIS), the most significant structural change in disability services in our lifetime and the South Australian Government’s move to individualised funding.

As the reform agenda set by NDIS starts to shift the environment to allow greater voice, choice and control in the availability of services and supports, we too must prepare for radical change. The changes present agencies such as Cara with many challenges as well as opportunities.

Cara has embraced the flexibility that the changes encompass and this is reflected in the development of the Customer Service Centre at our Mawson Lakes Office which operates seven days per week and the significant growth in individualised contracts through the Community Support Service.

Cara has received funding from Community Benefit SA for a Project to support individuals and their families share their resources to receive increased services from the funding available.

Our Strategic Plan continues to guide our direction as we continue through a period of significant disability reform.

Investment in Technology

One of the four themes of our Strategic Plan is Operational Excellence and Cara has made a significant investment in technology in the past six months. Investments include a new Finance System, Client Information Management System and Intranet. This will enable Cara to centrally record up to date information, providing more timely financial data for individualised funding and more accurate information on the preferences and needs of the people we support. Investment in technology will also assist Cara to better monitor areas of need and growth, and better prepare for the NDIS rollout over coming years.

Growing our support

Cara has experienced another year of significant growth and development. Cara was successful in winning a substantial tender to provide support to seven individuals at the Woodville West Smart Living Apartments. This use of technology in the apartments has significantly increased the independence, autonomy and privacy of the tenants. We are currently exploring mechanisms to expand the technology to other environments.

Our goal of providing services to clients in rural and regional areas continues to be met with new services at Port Pirie, Whyalla and Port Lincoln. Cara has over sixty five staff in the mid north and with such a large staff team we are able to offer locally based management and support and operate regular local training programs to support staff skill development.

Person centred focus

Person centred excellence remains a central theme of our strategic plan. Forty Cara staff have now been trained to facilitate client PATHs (Planning Alternate Tomorrows with Hope) and the planning tool is being rolled out across the organisation and capturing the hopes and dreams of the individuals supported in our accommodation services.

Farm Stay

The much anticipated Farm Stay has now been built and began operation in June. It is indeed a beautiful home and we are now working hard to establish the Farm experience and anticipate having animals on site in the near future.

Cara’s fundraising efforts during 2013/14 focussed on raising money for this valuable new respite service and the funds have gone to good use on items such as timber decking, fencing, wheelchair accessible paths and we received a substantial donation of white goods.
Economic challenges

Last financial year we reported that the funding that we have access to for many of our longstanding services barely covered the wages of the staff who are working directly with the people that we support. Our funders, the Department for Communities and Social Inclusion, and the Minister for Disabilities, acknowledged the difficult financial situation Cara faced and have worked closely with us to work towards addressing the situation. One of the challenges for Cara has been the increased costs of Work Cover and I am pleased to report a significant improvement in performance in this area has resulted in a reduction of costs. Despite the financial pressures we face, the organisation remains in good financial health under the guidance and high quality advice that we receive from the Board finance sub-committee, which is chaired by Susan Bradbrook.

Our supporters

With deep gratitude we acknowledge the support of our corporate, community and individual donors. Our loyal supporters and our band of volunteers extend our capacity and add significant value to our work.

Our volunteers are an integral part of our operations and culture and provide support to service users and also offer valuable administrative assistance and support at Cara events such as the Sunday Picnic.

Our staff

Our greatest resource to enable Cara to navigate significant change is dedicated commitment by staff. Our staff demonstrate a willingness to embrace change with passion and purpose in order to better enable the people we support to live a good life.

We would like to take this opportunity to thank our staff. The work of direct support staff in particular is often undervalued but please be assured both the Board of Directors and the Executive team understand the complexity of your job and we value your contribution.

Our Board of Directors continue to invest volunteer hours on behalf of clients in the stewardship of our organisation. Good governance is increasingly complex and demanding but, as always, they are committed to our purpose. Our thanks go to the Board of Directors for their leadership, commitment and the generosity of their time. They work hard and diligently on your behalf to guide and inform our operations.

As we head towards 2015 and beyond, we are committed to ensuring Cara continues to show leadership and excellence in providing customer centred experiences.

We continue to be inspired by those we serve and the dedication of their families and remain committed to their full participation in all aspects of community life.
I am empowered

Anton has a passion for his creative career as he has a great ability to connect with people as a professional actor. He first became interested in the arts scene after life as a school student, and continued with his passion in his recreational time as an adult, with his friends. Anton has previously acted in other plays with the "No Strings Attached" group. He was scouted by a Tutt producer for "Sex, Religion, Money, Politics", and was casted to play the lead - Jeremy.

Jeremy Hartgen, a young Adelaide man communicated using his eyes, and was able to change his world and the people in it to take control of the big things in his life. Jeremy was a real life person who passed away, and Anton felt honoured to represent him in the play. The play used projections and music to show audiences what it is like to live with a disability on the outside, and a sharp awareness and intelligence on the inside. The play revealed the decisions that Jeremy faced around control, money, sex and religion, and eventually, life and death.

It is not Anton’s first time in the limelight, as he became one of the faces of the Charles Sturt Council campaign, in 2012 as an active citizen in the community and someone who ensures that he is able to represent people living with a disability in significant organisational forums.

Anton is planning to continue with his acting career, and to advocate for people who need their own choice, voice and control in life.
My Place, My Community, My Way
-Accommodation-

The new sphere of the NDS gives Cara the opportunity to challenge old deficit based models, moving towards innovation that is integral to truly person centred work. We have invested in changing our landscape with people who live with disability through training employees to become thoughtful leaders and innovative thinkers, willing and ready to blaze a trail towards an approach that enables people to reach their greatest potential.

The implementation of Person Centred Active Support in 2007 is now embedded in Cara’s principles. Person Centred Active Support ensures that people have the opportunity to be fully involved in their lives and receive the right range and level of support to be successful. Building upon this, Cara’s Person Centred Champions, in 2012, began to grow our practices to encourage a more individualised focus, and in 2013 a Supported Decision Making Project increased the autonomy of people living with disability.

Training with the Centre for Disability Studies, NSW in 2013 enabled a selection of employees to become qualified facilitators using the Planning Alternative Tomorrows with Hope ("PATH") person centred planning tool. This further strengthened our ability to support people in expressing and pursuing their individual dreams. Cara is continuing to train a further twenty employees to become PATH facilitators this year.

Commonwealth, State and Territory Ministers recently endorsed a National Framework for Reducing and Eliminating the Use of Restrictive Practices. The Framework contains advanced principles and strategies designed to decrease the use of restrictive practices in the sector. In 2014, Cara continued its person centred journey, participating in a Restrictive Practices Committee which considers the rights of people to improve personal outcomes.

This year has also assisted twenty five employees to commence studies in a Diploma in Community Services, Person Centredness, with the Centre for Disability Studies, NSW. Students learn a great deal about embedding person centredness into the core of their work, including modules about person centred approaches, perspectives, support, action and transformation of service systems.

In 2014, we engaged in an evidence based project with Purple Orange, facilitated by Rabbi Williams, who leads Citizenhood Workshops with all Frontline Managers and Community Support Workers at Cara. Following the workshops, teams participate in social audits in their workplaces. The social audits ultimately guide staff to assess the way in which Cara commits to helping people increase their life chances as true citizens in their communities, and assists us to understand where we can focus our efforts in the future. The Citizenhood project will be rolled out across Cara over a period of two years.

Cara has enlisted ourselves in the Community Visitors Scheme this year, which also prompts us to look at, understand and explore the person centred agenda. The Community Visitors Scheme is an Australian government funded national program that provides companionship to isolated people living with a disability, arranging community visitors to connect with selected people on a regular one-to-one basis.

Looking to the next five years, Cara is responding to government tenders, and is likely to continue to provide support to people living in new group homes. Cara currently supports one hundred and thirty nine people in thirty six group homes across metropolitan Adelaide and rural areas of South Australia. Cara also supports seventeen people who live in their own units at three cluster sites in the Western Suburbs of Adelaide and in Murray Bridge. Executive Manager, Accommodation Services, Andy Birch, stresses the importance of considering how we manage group homes to ensure that we support people in a truly person centred way. NDS funding will provide more opportunities for people to move into individual homes.

A leading example of innovative accommodation gave seven people living with disability the unique opportunity to move into their own ‘smart living’ apartments at Woodville West, amongst other professionals and families this year. High end technology and concierge style support gives the seven people much more control, privacy, independence and choice about their lifestyles in their homes and in their community. The model of support integrates people living with disability into the broader community in a residential setting.

Our commitment to continue to educate ourselves is essential to ensure that day to day we are always asking each person we support what it is that they truly want, and can respond with confidence and energy.
we are connected

Kite making, a Teddy Bears’ Picnic, Space theme, Disco, Puppet making, Footy Fun Day and Day at the Fair are just some of the activities that children who use Cara’s Centre based Respite enjoy as part of the Kids in Action Program (“KAP”). Cara’s respite service in Ingle Farm has enabled about twenty five children and five volunteers to participate in the KAP program, which has also expanded to Parkholme and Mount Barker. The program gives children, volunteers, and staff something to look forward to every weekend.

Families have been satisfied with the knowledge that their children are having fun; and relationships with people who aren’t paid staff are very important to children who participate.

Play supports children to learn and experiment with ideas about objects, people and situations. Doing things that are fun give them a natural motivation to learn. They learn from other peers and develop social skills during the process.

Children who appear to be a little less social have thoroughly enjoyed new interactions. Team Leader, Linda says, “Staff don’t always have the time they would like to do the fun things. Having volunteers come in means there is plenty of time for important play”.

(17)
Growing Choice, Control and Confidence - Respite

Families who experience respite are encountering an immense shift in focus to consider learning outcomes in addition to a vital break from the day to day pressures of ordinary life. NDIS requirements ensure that people seek meaningful respite activities, including play programs, holiday adventures, and independent living skills programs, enriching the outcomes of respite for the people we support.

Cara continues to support people in traditional centre-based respite, and has also expanded opportunities for people who have varying needs to purchase Cara’s services so that they can experience respite in a suitable environment with staff who have specialist support skills.

Development of the Kids in Action Program ("KAP") in 2013-14 has enabled volunteers to lead activities that support children staying in Centre Based Respite to learn developmental skills through meaningful play activities.

The past twelve months saw progress of four new respite services opening in both Northern and Southern suburbs, as well as in Whittington and In Port Lincoln.

Cara’s Farmstay respite service continues to develop so that young adults will be able to gain many learning benefits and alternative experiences, including animal care, growing vegetables and exploring the Hills area, within the next twelve months.

Respite is a unique opportunity to support people transitioning from life in their family home to their own home. It provides significant support to families who may experience a great deal of grief and loss in sharing some of their carer’s responsibilities. Transitional support also highlights the importance of engaging with Cara’s Developmental Educators to teach individualised independent living skills and provide positive behaviour support strategies.

Cara’s team of Developmental Educators build successful outcomes with people, reinforced with their expertise and specialist skills, including developing individualised Behaviour Support Plans, and teaching employees positive strategies. Support from our Developmental Educators has enabled many people to plan and transition successfully to experience a more independent lifestyle, where they haven’t previously coped with other support arrangements. Cara’s Developmental Educators also plan to extend Cara’s Play Project to regional areas.

In addition to Centre Based Respite, Cara offers a wide range of respite support options, including Community Support Services ("CSS"), Camps for Kids, Youth Getaway, Kids Club and Families for Families.
Craig is a young man who has a close relationship with his Oma and Opa in Germany, and has been connecting with them using Skype for the past eight years. He loves being able to see and hear them even though they are so far away... they always look very happy to see Craig.

Craig lives a life filled with people who love to go walking with him, cooking or baking, listening to music, going to concerts, and he loves his pet canaries, as they sing very loud. He likes helping his Dad or his friend John to work on cars, doing "man stuff", going to the movies to watch an action movie every now and then, going bowling with friends, train rides to the city, and Womadelaide every year. Craig's Mum and Dad are very special to him, as well as his grandparents, his friend John, and mates who bowl with him.

Craig dreams of travelling around Australia in a motor home that can accommodate all of his equipment.

Craig is supported by Community Support Workers through Cara's CSS Program. Cara was the only organisation that was able to make it possible for Craig to live in the community with trained staff who could attend to his health needs.

Craig is happy, he has great family, friends, and staff who advocate for him and don’t give up if he needs anything.

Craig’s Mum says, “Craig’s staff never see his health needs first, they always ask him what he wants to do first.”
Growing Choice, Control and Confidence - Respite

(continued)

One hundred and nineteen families supporting one hundred and twenty-three children use Cara’s CSS Program, a number which is rapidly growing as people embrace the NDIS. CSS continued to grow its support in 2013-14, with the relocation of Cara’s Customer Service Team to a Maision Lakes office. A dedicated Customer Service Line was created (1300 00 CARA), and is staffed on weekdays and weekends. Service Agreements, Quotes and Contracts have been refined to improve personalisation of support services in the family home. A unit casting exercise has been completed to identify costs for children’s services that were previously block funded.

Preparation for the NDIS continued, with people who we support aged zero to thirteen experiencing the rollout from the first of July 2014. There has been significant growth of purchase service contracts and community service packages across all age groups.

The Camps for Kids Program was actively involved in the implementation of fourteen camps at various locations across South Australia this year. The partnership of Service Clubs with Cara in country areas enables campers to enjoy many activities which are creative, challenging and safe. Each camp has recruited volunteers to support children so that they are all involved within their scope and ability.

Seventeen different service clubs supported the Camps for Kids program, with four schools continuing a partnership with Cara. This year Trinity College, Gawler, celebrated thirteen years of commitment to the annual camp in the Mid North, with Westminster School, Marion, and Saint Joseph High School in Port Lincoln each completing their fourth year of involvement. At the Port Hughes camp, three students from Harvest Christian School, Kadina, actively supported the program during their October school holidays. Many students continued to volunteer at other camps to enhance their studies in health, and community careers. At most camps, local musicians became involved, entertaining campers who interact with singing and dancing. The program encouraged campers to experience exciting new adventures and develop independent living skills, while socialising with their peers in a fun, safe and supportive camp environment.

Interest in Cara’s Families for Families program declined, however Kids Club attendance increased, proving to be a popular option chosen by young people and their families. A Program Coordinator was appointed to develop a Kids Club in the inner Adelaide Hills region. In response to demand, proposals were developed for Cara to extend Kids Club to new regions, and extend the hours and type of service to include weekends and after school activities.

Youth Getaway enabled people aged eighteen to twenty-five to experience similar social experiences to other people in their age group. Some of the activities people engaged included camping, movies, pubs, meals, swimming, day trips to the Barossa and Victor Harbour, events such as Clipsal 500 and zoo visits.

A new campsite in Mylor offered people a number of challenging outdoor activities including an orienteering course and flying fox. Additional resources and staffing were allocated to Youth Getaway in 2013-14 to enable further development of the service. People who we support and their families expressed that they wanted the ability to reflect on their weekends with Youth Getaway, resulting in the creation of a blog with photographs. Youth Getaway has tried new venues and activities, and continued to plan activities in response to the people who we support.

Executive Manager, Respite Services, Liz Wallace, reflects that in looking back at a person’s life, if you can see that the person has been surrounded by a range of loving people and strong advocates, and has engaged in a variety of meaningful experiences, you can feel satisfied that the person has lived a good life.
we are valued

Most people have a special connection with a friend who is always there for them, to chat and listen, to laugh and cry, to share interests and nurture a sense of love and belonging.

Allison and Pauline share such a friendship, which grew about ten years ago from Pauline’s work as a volunteer at Allison’s house.

Pauline and Allison go shopping together, chat together over a coffee and sometimes spend their days together cooking at home.

Pauline says that she loves making Allison smile, and enjoys taking photos of Allison with her iPad. Allison’s gratitude of friendship with Pauline is clear when her face lights up with happiness.

Pauline has a vigorous energy for volunteering in many different ways. She loves teaching card making at Strathmore Centre, supporting young children at her church’s Kidspace program, and giving her time to help the four people who share a house with Allison. She was a valued Consumer Reference Council member for over ten years, recently retiring, and is a proud Cara Life Member.

Pauline and Allison both agree that the support they have at Cara to achieve a greater level of independence, and the connections they form with people have been some of the greatest reasons they choose to engage in Cara’s support.
Connecting with Our Communities

- Volunteering and Corporate Partnerships

A stronger focus on quality customer service is shifting Cara's endeavours away from charity fundraising towards engaging and nurturing valuable volunteer relationships with individuals, groups and corporate businesses. Cara's volunteers drive us to support people to do more, to do things that people enjoy more often, or to do something that we aren’t able to do without them. Volunteers possess a gift which enables them to grow a person’s sense of belonging, development, experience in the real world and genuine personhood.

 Volunteers gave more than 20,300 hours this year to activity in endless ways, equalling more than $500,000 in in-kind support. Opportunities this year included volunteering as Buddies at camp, supporting people to learn to use an iPad to facilitate communication, assisting to grow fresh vegetables in the backyards of homes all over Adelaide, painting walls, helping to renovate and build, supporting people to go on holidays, enjoying shopping adventures and completing office tasks so that people could have more quality time to do what they enjoy.

This year, corporate volunteers from City of Charles Sturt Council donated time, materials and expertise towards garden makeovers on three occasions: Iuka Resources also accomplished a backyard makeover; and many volunteers gathered their energy towards a successful tree planting day at Cara’s Farmstay respite service.

A significant partnership with Hills Holdings, horticultural students from HETA, and Community Benefits Grant has provided Cara with more than $57,000 of equipment and in-kind support to transform the backyard of a children’s respite service in Ingle Farm, enabling children to interact, learn and have fun while having a break from their day to day life at home.

Lions and Rotary Clubs engaged with Cara’s Sunday Picnic, and contributed significant support at Camps for Kids, with donations of meals at every camp and activities.

Cara’s fourth Picnic was again generously supported and a great success, giving people who we support and their families the opportunity to come together, mingle and relax.

Cara’s relationship with Universities was strengthened this year, participating in Expos at both Adelaide and Flinders University. Connecting with the Universities’ Volunteer Engagement staff proved to be fruitful as well as advertising through University networks.

Cara formed a partnership with the Duke of Edinburgh Program to promote volunteering at Camps for Kids, through students who participate in the Duke of Edinburgh Program. The Duke of Edinburgh Program encourages people aged 14 to 25 to expand personal horizons and explore their talents and interests, opening opportunities for friendships, skill development, job opportunities and an international network of participants.

Although Cara still values our fundraising relationships, we are bringing the people who are involved closer to the core of our work. Cara structures fundraising, where possible, to raise funds for specific projects, giving individuals and groups a tangible sense of where their money is going. The resourcefulness of structuring fundraising for projects helps people to recognise the value they are adding to projects where Cara has experienced funding shortfalls.
The Friends of Cara, Gowler group, celebrates its twenty-first year in operation this year, proudly and thoughtfully raising funds that directly add to the quality of life of the people who we support.

Cara continued to fundraise with Entertainment Books, the Channel 9 Distinctive Homes Telethon Lottery, Tuncurry, City to Bay Fun Run, quarterly Appeals, Bunnings sausage sizzles, and for the first time partnered with three other organisations for the Great Escape Lottery. Cara was also fortunate that The Good Guys at Mudgee chose us as a local charity of choice, and this relationship will continue for another twelve months.

In 2014, we started to connect more with families, holding Mother’s Day luncheons, planning for a Father’s Day event, Christmas gatherings and bonding more with families in regional areas, including Port Augusta, Port Pirie and Port Lincoln. Coffee mornings with our CEO are also planned at various locations, reassuring the people who we support and families that we are here, and we are listening.

This year, Cara has placed emphasis on promoting ourselves to the people who already know about us, rather than generating more awareness to the people who do not yet know us. Over the past twelve months, Cara has overhauled policies and procedures to fine-tune the daily mechanisms of the program. We are currently developing a shop interface on our website for potential customers to access, creating new brochures and fact sheets and more localised material. We have dedicated some time to social media, which has grown by four hundred percent in the past twelve months, and have created a Volunteering Facebook page and Community E-newsletter, proving to reach a younger audience for volunteering opportunities.

The implementation of the Kids in Action Program (“KAP”) supports volunteers to facilitate programs with children at three of Cara’s respite services, encouraging people to build meaningful relationships, to enhance skills and create future employment opportunities. Benefits for children who Cara supports include forming new relationships, engaging in fun and fulfilling experiences and connecting with volunteers who are learning specific professional skills. Children are able to learn through play, with endless imaginative opportunities to express themselves without needing words, and growing their confidence to interact with other people.

Project ABLE is an inspiring program that Cara has embraced this year, giving year ten, eleven and twelve students the opportunity for first-hand experience to inspire their involvement with people living with disability in the community. Students become involved in different ways, including volunteering, work experience, traineeships, University or vocational education and employment. The series of interactive workshops were prepared in liaison with schools and members of Cara’s volunteering team, training team and Developmental Educators.

We thank all of our generous volunteers and supporters who give their spirit, their time and their expertise to the people who we support. With you, we can learn, grow and transform to help people gain a true sense of respect, and belonging in their communities.
Kheng traveled from Cambodia to Australia in 1982, when her family sought a safe life, with critical hope.

Kheng’s strongest belief is that her family stick together with her no matter what, and that people are honest and help her feel safe... Her Mum, her Dad (who sadly passed away), her sister, brother and his wife and two young boys. Kheng loves to spend quality time with her family, especially when her brother and his family are in Adelaide from Sydney, and can enjoy dinner together every day.

Kheng also values her friendship with her old housemate, Crystal.

Kheng and her family have a deep connection with their culture, cooking Cambodian food together and celebrating Buddhist traditions. Kheng loves to cook, her specialty is cold rolls, and she is delighted to teach staff her expert methods.

Kheng loves knitting, playing Mahjong, and especially the freedom to go for a walk when she needs to. One of the great things Kheng also enjoys is her ability to surprise people with tricks that she plays on them.

Kheng dreams of having her own puppy, and says that her dream career would be as a police woman, as she loves to help people and values safety very much.

Kheng works as a volunteer at Cora, and has achieved a sense of belonging, as well as some valuable new skills in her work. Kheng expresses that working hard is very important to her. Kheng has applied for her first job, and is hopeful that she can start to work soon.
An Evolving Workforce - Training and Quality

At Cara, we pride ourselves upon authenticating our work by supporting employees to gain current knowledge and understanding with relevant professional qualifications.

A new training matrix determines training that is relevant to teams who support individuals with varying needs, enabling a more person-centred and resource effective approach. Holding more training sessions has enabled a higher ratio of staff to attend. A Memorandum of Understanding with Kincare has increased the effectiveness of training in regional areas, so that their organisation can provide our employees with health support training, and we can provide their employees with relevant training facilitated by Developmental Educators and our Occupational Therapist, including Manual Handling training.

Forty one of sixty two frontline support teams were identified as requiring ‘Non-Violent Crisis Intervention’ training, a number that grows as our supports to people using a therapeutic model increases. Practical methods are strengthened with a ‘Certificate IV in Mental Health’ qualification, with sixty of our employees having the opportunity to study for the qualification, partly funded by the South Australian Government’s ‘Skills in the Workplace’ program. The ‘Productivity Places’ program enabled forty people to upskill to gain their ‘Certificate IV in Disability’, five people to gain ‘Certificate III in Disability’ and one person to gain ‘Certificate IV in Mental Health’. The ‘Skills for All government program also funded a significant group of employees to gain both their ‘Certificate III and IV in Disability’ qualifications.

New learning opportunities in 2013-14 included the ‘Certificate IV in Language, Literacy and Numeracy’ course; the ‘Diploma in Community Services; Person Centredness’ with Centre for Disability Studies, NSW; ‘Citizenship Workshops’ with Purple Orange; ‘Certificate IV in Human Resources’; ‘Certificate IV in Work Health and Safety’; the ‘Advanced Diploma in Human Resources Management’ and various Leadership workshops with David Hattfield. Families SA licensing changes have created an opportunity for people who work with young children to undertake ‘KidSafe’ training, which will commence in September 2014.

Cara continues to maximise the use of e-learning opportunities, and plans to switch to a cost effective, flexible platform, Moodle, in 2014.

Cara plans to assess language, literacy and numeracy skills of new employees in the future, and deliver training to improve those skills.

Employees participated in and attended a number of conferences throughout the year, including the ‘Of Australia National Conference’, ‘Personality Disorders Update’, Most Powerful Treatment and Management Techniques’, and ‘Measuring Social Outcomes’ Conference.

Cara’s Skills Enhancement Service (SES) continued to play a unique role in nurturing Cara’s Active Support Model and embraced involvement in the Planning AlternativeTomorrow’s with Hope person centred planning tool (“PATH”), supporting people’s individual needs and desires towards reaching their goals.

SES continues to facilitate Cara’s Board Subcommittee, Consumer Reference Council (“CRC”) who contribute meaningful insight about issues that are important to them, and their peers in the community. SES continued facilitation of Certificate III and IV subjects, which has proven to be an effective means of embedding our culture in the values of new and existing staff. SES had significant involvement in the Supported Decision Making project, and continues to play a big role in the coming year. One of Cara’s Developmental Educators became a member of the Statewide Restrictive Practices committee to develop policies, procedures and expectations with Senior Practitioner, Brad Bruggeman. Other organisations purchased services from SES, including Person Centred Active Support training and Key-word Signing.

In the 2013-14 financial year, Cara employed two hundred and sixteen new staff members, and at the thirtieth of June 2013 had five hundred and ninety six active employees, comprising of approximately 20% male and 80% female staff. In 2012-13 the total number of employees was five hundred and seventy four, however comparison does not accurately reflect employee growth considering that the database was cleaned to accurately reflect our active employees.

We are delighted to acknowledge fifteen staff who reached years of service milestones in 2013-14; Jessie Favel and Anna Barbaro reached twenty five years; Thonda Anderson, Shirley-Ann Atkinson, Kylee Colbert, Paul Muller and Alisa Burnell reached twenty years and Milan Lapcovic, Irina Viktov, John Haylock, Beverley Brown, Amber Visicane, Lynn Braybery, Elizabeth Roling and Jeanette Hansen celebrated ten years of service.
An Evolving Workforce
- Training and Quality
(continued)

The Edna Redman Service Excellence Awards recognise and applaud outstanding service provision by a Community Support Worker. Mrs Redman has been an active and tireless supporter of the Spastic Centres of South Australia for over forty five years as a Patron, Board Member and member of the Women’s Auxiliary. The Award recipients for 2013-14 as presented at the Cara Annual General Meeting on the twenty eighth of October 2013, are Sushmita Shrestha, Paige Parker and Michael Patterson.

The 2013 staff satisfaction survey was accomplished, with a total of two hundred and thirty four staff submitting surveys, representing 41% of our workforce. This was a pleasing result, and represented an overall increase in the return rate, as compared to 2012, of 33%. 87.6% of employees expressed confidence in their ability to do their job and 86.5% of employees expressed an understanding of their role in relation to the success of the organisation.

Cora has maintained its accreditation as a quality organisation, maintaining certification in ISO 9001:2008 Quality Standards. Cora also maintains accreditation in Community Care Common Standards (formally HACC), National Service Standards, and Families SA licensing arrangements. Families SA Children’s Residential Licences have been issued at sixteen of our services.

Cora continued to support the Charter for Rights for Children and Young People in Care, and is compliant with and discharges its obligation under the Children’s Protection Act 1993.

To help ensure that best practice is being met, Colleen Sheedy-Polethorpe has accepted a role as Safe Environments Coordinator in the Quality team. Her work will involve reviewing policies, monitoring compliance and overseeing the Safe Environments Working Group.

Negotiations between bargaining representatives (staff & management) and the Australian Services Union (ASU) for a new Cora Enterprise Agreement commenced in December 2012. After a lengthy bargaining period the Cora Enterprise Agreement Negotiating Committee reached consensus on the content of the new Agreement and it was put to a staff vote. 91.8% of respondents voted in favour of the Community Accommodation and Respite Agency Inc Employees Enterprise Agreement 2014. The Agreement was approved by the Fair Work Commission on 28th July 2014 and became effective from 4th August 2014 with a nominal expiry date of 1st April 2017. The Agreement is to be read in conjunction with the relevant Modern Award i.e. the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees whose wages are aligned to the Social, Community, Home Care and Disability Services Industry Award 2010 received a wage increase as per the Equal Remuneration Order (ERO) in December 2013. The ERO increases will be applied each December up to and including December 2020. In addition staff also received the Annual Wage Review increase (3%) applied in July 2013, as prescribed following the Fair Work Commission’s Minimum Wage Panel decision (a review undertaken each year). All staff covered by the Community Accommodation and Respite Agency Inc Employees Enterprise Agreement 2014 will also receive a yearly bonus payment paid each December for the life of the Agreement.

Cora’s vast growth has made it necessary to adopt new software systems, which have assisted us immensely towards efficient and accurate, person centred information. RosterLive rolled out to all Accommodation services, with over three hundred staff regularly submitting timesheets through RosterLive into payroll. Our new employee database, Preceda, had training records imported from an old system, and training and certification schedules are now managed using Preceda.

Testing and customisation of a new web based client database commenced, to include attendance data, Active Support documentation and all health support information for people who we support. A tender process commenced to find a finance system that will allow Cora to better manage individualised funding and prepare for NDIS accounting.

We began development of a new intranet for Cora using Sharepoint, incorporating a new Incident reporting system, services contact information and on-call details, with further work to transfer our current intranet to Sharepoint in 2014-15.
Jennifer enjoys communicating in many ways, including spoken language, signing, writing, and using technology. Jennifer appreciates the opportunity to participate in social activities within her family and through the church. She uses her iPad to participate in online groups and communicate with friends. Jennifer values spending time with her family and friends.
Thank You

Patrons
His Excellency Rear Admiral Kevin Scarrow AC CSC RANR, Governor of South Australia
Hedley Bachmann AM
John Dyer AM

Honorary Life Members
Mrs Andy Ayres
Anne Bachman OAM
Hedley Bachmann AM
Jenny Barr
Lesley Bartholomaeus
Ralph Bartholomaeus
Maree Bates
Tony Bates
Gregory Box
John Case
Nita Curtis OAM
Trevor Curtis
John Dyer AM
John Enright
Brian Fischer
Rhonda Fischer
Beverley Freeling
Connee Hambly
Anis Harrison
Francis Harrison
Kay Helps
Linda Knock
Natalie Lucas
Malcolm McDonald
Sally McDonald
Linda Mentasti
Shirley Mudge
James A. Nelson
Ron O'Brien
Ros Pledge
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Sue Ryan
Valerie Siddall
Anne Skipper
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Australia-Thailand Institute (Department of Foreign Affairs and Trade)
Australian Church Women Inc.
Australian Super
B&H Touring
Bard Electric Ocean Experience
Balanced Sourcecard Australia
Balloons Galore
Bank SA & Staff Charitable Fund
Bedford Catering
Bendigo Bank
Benjamin Liew Photography
Benn Riverland Caravan Park
BlueScope Distribution
Boston Hotel
Boston Bay Wines
The Bowden Group
Bunnings
Carnegie Mellon University
Channel 9 Telethon
Channel 9 Television
Chris Oaten
City of Charles Sturt
City of Murray Bridge
Clare Bowling Club
Clare Valley Model Engineers
Cognition
Commonwealth Bank Community Grants
Community Benefit SA
Community Business Bureau
Coodlee Park
Corporates4Communities
Data Action
Department of Communities & Social Inclusion, Disability, Ageing and Carers
Department for Education and Child Development, Families SA
Department of Health and Ageing
Department of Planning, Transport and Infrastructure
Disability SA
Edenfield Community Staffing Solutions
Embroidery SA
Entertainment Backs
Eye Travel
Finders University, Disability & Community Inclusion Unit
Finders University School of Medicine, Department of Nutrition and Dietetics
Findon High School
Foodbank South Australia
Friends of Cara Gowler
Friends of Cara Port Pirie
Gestalt Databases Pty Ltd
Gladstone Community Service Club
Gladstone Gaol
HACC Carers Retreats
(Multicultural Communities Council of SA)
Hannity Farm Wines
HETA Incorporated
Hills Industries
Hood Sweeney
Hotondo Homes Port Lincoln
Housing SA
IBM
Invacare
Julia Farr Group
Jumping Jay-Jay
Karma Bunny
Kathmandu
Kidman Park Rotary Club
Lady Gowrie Child Care Centre
Learning Potential International
Lend Lease
Les Baxtler Special Vehicles
Lions Club of Berri
Lions Club of Clare
Lions Club of Goolwa
Lions Club of Moonta
Lions Club of Victor Harbor & Port Elliot
Lions Club of Wallaroo
Lions Club of West Beach
Maixez Pty Ltd
Marion Church of Christ Craft Group
Maughan Thiem
Melor Olsson
Metropolitan Fire Service (MFS)
Morialta Trust
Multicultural Communities Council of SA
MS Society of South Australia & Northern Territory
Northgate Arinso
NDS Practical Design Fund
Nickelback Brand Communications
Nullabor Traveller
Perpetual Philanthropy Grants
Peter Lehmann Wines
Print Graphics
Port Adelaide Football Club
Port Lincoln Hotel
Port Lincoln 4WD Club
Port Lincoln YHA
Port Pirie Lions Club
Port Pirie Mayor's Office
Pro Point and Panel
Pro Pest Management Services
Renmark Lions Club
Renmark River Cruises
Revenue SA
Richard Evans (DJ Richie Rich)
Rotary Club Munno Para
Rotary Club of Morialta
Rotary Club of Strathalbyn
Rotary Club of West Lakes
Royal South Australian Yacht Squadron
SA Pensioners Association
SANFL
Santas
Skills in the Workplace (DFEST)
South Australian Cricket Association
South Australian Police
Square Holes
Stani Packaging
Supported Accommodation Innovation Fund
Swim With The Tuna
Take 9 Movie Cards
Telemala Audio
The Good Guys Mile End
Trinity College
Tunarama Committee
Twisted Balloons
Variety SA
Vodafone
Voxventures
Wallis Cinemas
WEA South Australia
West End
Westminster School
Xtreme Kites and Paddle
Board of Directors

01. David Rawnsley
   President (Finance Committee)

02. Phillip Dorman
   Vice President
   (Cara/scosa Property Committee)

03. Susan Bradbrook
   Chair, Finance Committee

04. Carolyn Astley
   Board Executive Member

05. Nicole Senter
   Director (Risk Management Committee and CRC)

06. Tiffany Littler
   Director (Risk Management Committee and CRC)

07. Libby Blake
   Director

08. Stephen Larkin
   Director (Finance Committee and Risk Management Committee)

09. Dianna Cleland
   Director

10. Ursula Davies
    Director

Executive Team

01. Denice Whirdall
   Chief Executive Officer

02. Todd Williams
   Executive Manager, Respite & Client Services

03. Andy Birch
   Executive Manager, Accommodation Services

04. Warrick Dillon
   Executive Manager, Corporate Services

05. Brian East
   Executive Manager, Policy & Strategy Development

06. Liz Wallace
   Executive Manager, Accommodation & Respite Services
Period: over a 3 year
Card's Growth

2011-2012

2012-2013

2013-2014

Score:
566 people

Response:
501 people (7.4% growth)

Accommodation:
312 people

Score:
574 people

Response:
466 people (10.5% growth)

Accommodation:
216 people

Score:
472 people (2.1% growth)

Response:
472 people

Accommodation:
116 people
Training Investment:

How much Cara has invested in total for training that relates to our person centred values and vision in the last 12 months

- Approximately $65,000

Percentage of total training that is person centred training: approximately 7 percent

How much Cara has invested in total for mandatory training in the last 12 months

- Approximately $190,000

Percentage of total training that is mandatory training: approximately 20 percent

People supported by Cara:

How many people does Cara support?

- 664 people

How many people use accommodation?

- 163 people

How many people use respite?

- 501 people (13,442 nights)