

Annual Report 2021-2022





A child with blonde hair, wearing a maroon hoodie with white and pink stripes on the sleeve, is playing with colorful toys. In the foreground, there's a blue plastic toy with circular holes. In the background, there are red and white striped toys, possibly part of a play structure. The scene is brightly lit, suggesting an indoor play area.

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Chair report

It is with pleasure I present the Annual Report on behalf of the Board of Carers and Disability Link which covers the Barossa and Districts, Adelaide Hills and Fleurieu, Yorke Peninsula and the Clare Valley.

Covid has continued to present challenges for the Board and staff over the past year. It is an indication of our versatility, commitment and the investment in technology that has allowed us to continue to meet as usual. It is now common practice to have Board Members from across the regions join us via video link. We have continued the practice of holding meetings in our various regions, and again access to the video link has resulted in a high level of attendance.

We also congratulate our staff on the ability to adapt at short notice to ever changing circumstances that come

with a pandemic and which affect all aspects of their working life. Well done and thank you for your versatility and commitment.

As a Board we are obliged to ensure the organisation has all the requirements, checks and balances in place so that we are in the best position to deliver services and programs to you. As you can see from our financial statement, we have had

a significant turnover again this year, but have managed to stay within budget.

Another important aspect of Board work is to ensure appropriate policies and procedures are in place, and that we meet Government requirements.

We appreciate the guidance and advice from our highly qualified and dedicated staff that assist us in this area. At times, we use external consultants to help us review and evaluate our practices and performance, because it is important we stay up to date and implement best practice in all we do. This year we have had a significant review of our workplace practices and all that goes with that.



Each year brings new challenges, this year we needed to employ a new CEO. In July, we thanked and farewelled Vicki Williamson after many years of service to Carers and Disability Link. After much reflection and deliberation, we decided to go with an open employment option, and engaged a recruitment agency to assist us find the best person to lead the organisation forward. Our own Kate Preiss was an outstanding candidate. She comes with a wealth of experience, energy and vision and we wish her every success as she makes the move from EO to CEO.

However, the great strength of our organisation is the people. Carers and Clients are at the centre of all we do. We are very fortunate to have such dedicated and committed staff that deliver the support and programs that make a difference to people's lives. In this current economic climate and with a shortage in the skilled workforce across the state we acknowledge the frustration of some people as they struggle to access the services they need. Strategies to address this is something the Board looks at regularly, but it is a slow process. We acknowledge the hundreds of hours our amazing volunteers put in. We are particularly grateful to volunteers in the Woodside op shop, to Country Stitchers and to Community Helpers. These groups provide significant funds that assist in providing support for programs that could otherwise

be in jeopardy due to diminishing Government funding.

It is important that we, as a Board respond to the needs of those we represent, so communication and feedback are important. We have moved with the times and now have a new look website and active socials on Facebook and LinkedIn. Have a look at these and encourage your family, friends and the wider community to engage with us.

I have worked with a supportive and dedicated group of people that make up your Board; they give generously of their time to support you, so on your behalf I thank them. In closing, I again acknowledge the Carers and Clients, here today and those absent. Thank you from each member of the Board to you, for the faith and trust you put in us. You are the reason we exist. Thank you.



Monica Davies

Chair, Carers and Disability Link

CEO Report

This is my first AGM with Carers and Disability Link (CADL) in the role of CEO. I've been in the role for four months now, having moved from the role of Executive Officer within CADL where I worked for nearly five years. During the short time I've been in the CEO role I have been working with our Leadership staff to explore the essence of what makes CADL special and working on how to further the mission of actively empowering carers, the aged, and people with disability to live enriched lives.

Before reviewing the 2021/22 year, I'd like to acknowledge our former CEO, Vicki Williamson, who worked with CADL as CEO for five years, and within other roles of the organisation for 19 years prior. Vicki continued the great work of Gary Vogt, our first CEO. Both Gary and Vicki had great foresight and passion for supporting community and have led our organisation to be the strong, ethical, balanced provider it is today.

Now to review 2021/22. This was another unusual year as we all continued to be impacted by the effects of a global pandemic. Our organisation changed technology providers and invested in updated technology throughout the year. The introduction of the new technology



provider assisted CADL to move from on premise to cloud-based systems, and the updated technology, including laptops enabled staff to work remotely. This was a great advantage throughout lockdowns and restrictions, as we were able to continue to deliver a quality service without needing to be 'on site' in one of our physical office locations.

Programs delivering face-to-face support to our communities were impacted by the pandemic. On several occasions this year we had to heavily restrict attendance numbers for activities such as groups and face-to-face meetings. There were also times we had to cancel groups and meetings and close our Woodside op shop. Our services not heavily reliant on face-to-face delivery saw growth this year, including growth in our Plan Management and Support Coordination programs.

We thank our workers and our communities for their understanding and support during what was another challenging year for service delivery.

As part of our commitment to continuous quality improvement, we took on two quite large internal projects, including a review of our internal HR systems, policies and processes, and a redevelopment of our website. The HR review provided CADL with an improvement workplan which we will implement in the new financial year. The website redevelopment has made our website more user friendly, accessible and clean.

With the challenges we have faced over the past couple of years and the changes to business operation we have made as a result, we have grown stronger, smarter, and more agile. This growth has placed us in a great position to be able to manage future challenges.

In closing, I'd like to thank our communities, our clients, carers, volunteers (including our Board), workers, sponsors and supporters for their input this past year. I look forward to this new year and am so excited by what we can achieve together.



Kate Preiss

CEO, Carers and Disability Link

Outcomes against strategic priorities

Vision

A community working together: Inclusive, enabling and caring

1. Our Communities

We listen to, consult and collaborate with our carers, clients and partners

- 673 Carers supported
- 514 Plan Management clients supported
- 104 Support Coordination clients supported
- 245 NDIS funded clients supported with 74,065 hours of in-home and community support
- 89 people who are frail and aged supported with 8,905 hours of in-home, community and group support
- 28 groups each month were facilitated for people who are frail and aged
- 6 groups were held each month for participants of the NDIS in the Barossa region
- 11 volunteers were onboarded, inducted and supported across various programs of the organisation
- 29 clients spent 60 nights at Grevillea House – a respite house managed by Carers and Disability Link

2. Our Organisation

We ensure quality, innovation and flexibility in our organisation

- 42 office-based staff
- 26 community care staff
- 96 volunteers
- 129 independent contractors
- \$44,200 invested in staff and volunteer training
- 3 Traineeships for new and existing staff
- Invested in a new CRM and communications tool to facilitate sharing of information to independent contractors and clients in real time
- Invested in new accounting and payroll software
- Board representation from across our geographical footprint
- Updated our website to create greater accessibility for our communities
- Engaged an external firm to conduct an audit of our Human Resources policy and procedure, and developed an HR improvement plan to be implemented in 2022/23

Mission

We actively empower carers, the aged, and people with disability to live enriched lives

3. Our Ethos

We have an ethos of social justice

- Provided financial support through the Emergency Financial Assistance Program, (EFAP) to 36 people. This program is supported with funding from The Hut Community Centre as well as donations from the Carers and Disability Link Woodside Op Shop, and private community donations.
- Volunteers supported/ran 118 groups for seniors and for young carers
- Volunteers contributed a total of 26,082 hours of support under the CADL Volunteer Program
- Continued staff engagement with, and support for local community groups and services
- Supporting Students through work placement and project-based work experience

4. Our Future

We are growing, viable and sustainable

- Celebrated 27 years of support for those in our local communities
- Continued investment in transformation and growth of the Carers and Disability Link Woodside Op Shop to enhance compliance with OHS&W regulations and maximise operations
- Planned review of respite house model (Grevillea House in Clare) and potential expansion to diverse community groups
- Ongoing Carer Support funding through Department of Human Services and SA Health
- Investment to transform our information communication technology with operations moving to cloud-based technology



Financial Statements

Carers and Disability Link Incorporated

ABN 35 139 389 561

For the year ended 30 June 2022

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Statement of Comprehensive Income

Carers and Disability Link Incorporated
For the year ended 30 June 2022

	2022 \$	2021 \$
Income		
Cashflow Boost Government Stimulus	-	50,000
Donations Received	595,125	429,843
Grants	1,702,834	1,951,393
Interest Income	16,356	16,751
Other Income	60,819	928
Profit/(Loss) On Sale of Non-Current Asset	504	13,338
Reimbursements	31,149	45,196
Respite & Brokerage Income	5,971,092	5,369,139
Total Income	8,377,880	7,876,587
Gross Surplus	8,377,880	7,876,587

	2022 \$	2021 \$
Expenditure		
Advertising & Marketing	76,660	41,053
Audit Fees	8,000	8,000
Bad Debts Written Off	21,637	-
Bank Fees & Charges	10,020	8,435
Board & Governance Expenses	8,262	5,880
Carer Programs	29,925	41,253
Cleaning, Health & Safety	62,972	30,781
Client Support Consumables	26,702	35,023
Client Support Services	8	-
Collaborative Program	-	802
Consultancy Fees	32,934	56,273
Contractors	2,324,958	2,211,634
Corporate Charge - Plant & Equip	30,000	-
Cottage Respite - Expenses	12,722	11,077
Depreciation	112,268	115,030
Equipment Lease	8,024	9,929
Fringe Benefits Tax	2,210	2,065
Insurance	55,065	47,203
Interest Paid	-	10
IT Support	139,436	105,607
Leave Expense	58,388	(12,949)
Minor Asset Purchases	10,815	5,708
Motor Vehicle Expenses	173,701	90,070
NDIS Group Expenses	215	553
Payroll Fees	19,651	16,974
Printing & Stationery	24,813	27,718
Rates & Taxes - Rental Property	9,615	13,422
Rent Paid	242,313	174,472

	2022 \$	2021 \$
Expenditure (cont)		
Repairs & Maintenance	11,828	24,917
Respite Provided	10,691	2,986
Retreat Expenses	-	1,030
Return to Work SA	92,734	80,386
SACC Transfer of MHCS funds	-	5,227
Salaries & Wages	4,041,474	4,020,324
Security	5,954	2,973
Subscriptions	13,909	10,369
Superannuation	362,702	355,869
Telephone & Internet	36,560	43,099
Training & Development	44,200	31,632
Travel & Accommodation	22,555	20,535
Utilities, Rates & Taxes	23,348	20,823
Volunteer Costs	8,506	3,279
Write Off Expenses	305	-
Insurance - Cyber Liability	3,897	-
External CFO, Payroll & HR	89,004	-
Op Shop Expenses	6,513	-
Team amenities	4,022	-
Op Shop - Emergency Relief Assistance	3,506	-
Total Expenditure	8,283,021	7,669,471
Net Year Surplus/ (Deficit)	94,858	207,117

Statement of Financial Position

Carers and Disability Link Incorporated
For the year ended 30 June 2022

	2022 \$	2021 \$
Assets		
Current Assets		
Cash & Cash Equivalents	2,768,662	2,413,613
Accounts Receivable	602,002	521,938
Prepayments	71,307	71,731
Other Current Assets	40	144,093
GST Receivable	29,908	-
Total Current Assets	3,471,918	3,151,376
Non-Current Assets		
Land & Buildings	733,877	754,511
Plant, Equipment & Motor Vehicles	204,524	155,892
Total Non-Current Assets	938,402	910,403
Total Assets	4,410,319	4,061,779

	2022 \$	2021 \$
Liabilities		
Current Liabilities		
Accrued Expenses	156,564	143,168
Grants in Advance	340,758	216,880
GST Payable	-	506
Provision: Employee Entitlements	429,186	230,432
Trade Payables	188,409	159,735
Total Current Liabilities	1,114,916	750,721
Non-Current Liabilities		
Provision: Employee Entitlements	84,876	225,242
Total Non-Current Liabilities	84,876	225,242
Total Liabilities	1,199,792	975,963
Net Assets	3,210,527	3,085,816
Member's Funds		
Capital Reserve		
Current Year Earnings	94,858	207,117
Retained Earnings	2,496,501	2,289,385
Total Capital Reserve	2,591,360	2,496,50.1
Funds Introduced - CNCS	601,815	589,315
Funds Introduced - Op Shop bank account	17,353	-
Total Member's Funds	3,210,527	3,085,816

Statement of Changes in Equity

Carers and Disability Link Incorporated
For the year ended 30 June 2022

	2022 \$	2021 \$
Equity		
Opening Balance	3,085,816	2,289,385
Increases		
Surplus for the Period	94,858	207,117
Other Increases	29,853	589,315
Total Increases	124,711	796,432
Total Equity	3,210,527	3,085,816

Statement of Cash Flows

	2022 \$	2021 \$
Cash flows from		
Operating Activities		
Receipts	8,395,605	8,063,064
Payments to suppliers & employees	(7,946,497)	(7,463,390)
Interest received	16,356	16,751
Net cash provided by/(used in) operating activities	465,464	616,425
Investing Activities		
Proceeds from sale of property, plant & equipment	-	1,665
Purchase of property, plant & equipment	(140,268)	(52,252)
Net cash provided by/(used in) investing activities	(140,268)	(50,587)
Financing Activities		
Borrowings	-	-
Repayments	-	(25,971)
Net cash provided by/(used in) financing activities	-	(25,971)
Other Activities		
Country North Community Services Incorporated	29,853	445,263
Net cash provided by/(used in) other activities	29,853	445,263
Net increase/(decrease) in cash held	355,049	985,130
Cash on hand		
Cash on hand at beginning of financial year	2,413,613	1,428,483
Cash on hand at the end of the year	2,768,662	2,413,613

Notes to the Financial Statements

Carers and Disability Link Incorporated **For the year ended 30 June 2022**

Summary of Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The Committee has determined that the Association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

Critical Accounting Estimates

The preparation of financial statements in conformity with Australian Accounting Standards requires the use of certain critical accounting estimates and requires management to exercise its judgement in applying the Association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are specifically referred to in the relevant sections of this Note.

Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

Cash on Hand

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the associa-

tion is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

	2022 \$	2021 \$
Cash on Hand		
At Call Member Fund - Co-Op	164	164
Cash on Hand/Petty Cash	2,620,315	2,154,546
Kadina Imprest Account	-	15,032
LLL Australia Account	-	10,039
NAB Account	113,315	233,765
Woodside Op Shop Account	30,540	-
Undeposited Funds	4,327	67
Total Cash on Hand	2,768,662	2,413,613
Land and Buildings		
Land		
Land at Cost	140,000	140,000
Total Land	140,000	140,000
Buildings		
Buildings at Cost	792,693	792,693
Less Accumulated Depreciation on Buildings	(198,816)	(178,182)
Total Buildings	593,877	614,511
Total Lands & Buildings	733,877	754,511
Plant and Equipment, Motor Vehicles		
Motor Vehicles		
Motor Vehicles at Cost	423,495	381,742
Less Accumulated Depreciation on Motor Vehicles	(354,344)	(327,059)
Total Motor Vehicles	69,151	54,683

	2022 \$	2021 \$
Plant and Equipment		
Plant and Equipment at Cost	417,787	319,274
Less Accumulated Depreciation on Plant & Equipment	(282,413)	(218,066)
Total Plant and Equipment	135,374	101,209
Total Plant and Equipment, Motor Vehicles	204,524	155,892
Employee Entitlements		
Current Liabilities		
Annual Leave Provision	257,602	230,432
Long Service Leave Provision	171,584	-
Total Current Liabilities	429,186	230,432
Non-Current Liabilities		
Long Service Leave Provision	84,876	225,242
Total Non-Current Liabilities	84,876	225,242
Total Employee Entitlements	514,061	455,674

	2022 \$	2021 \$
Cash Flow Reconciliation		
Reconciliation of Cash Flow From Operating Activities with Net Current Year Surplus		
Current Year Surplus	94,858	207,028
Total Reconciliation of Cash Flow From Operating Activities with Net Current Year Surplus	94,858	207,028
Non-Cash Flows in Current Year Surplus		
Depreciation Expense	112,268	115,030
Total Non-Cash Flows in Current Year Surplus	112,268	115,030
Changes in Assets & Liabilities		
(Increase)/decrease in accounts receivable and other debtors	34,081	32,609
(Increase)/decrease in prepayments	424	(8,042)
Increase/(decrease) in accounts payables and other payables	165,445	159,719
Increase/(decrease) in employee entitlements	58,388	110,081
Total Changes in Assets & Liabilities	258,338	294,367
Total Cash Flow Reconciliation	465,464	616,425

Related Party Disclosures

Carers and Disability Link Incorporated For the year ended 30 June 2022

Key Management Personnel

The Key Management Personnel of Carers and Disability Link Incorporate includes the Chief Executive Officer and Senior Managers.

	2022 \$
Key Management Personnel	
Salaries, allowances & other short term benefits	319,272
Total Key Management Personnel	319,272

Certificate by Members of the Committee

Carers and Disability Link Incorporated For the year ended 30 June 2022

The attached financial statements of Carers and Disability Link Incorporated for the year ended 30 June 2022 are, in our opinion properly drawn up:

1. so as to present fairly the financial position of the Association as at 30 June 2022 and the results of its operations for the year then ended, and;
3. in accordance with the provisions of the Association rules, and;
4. in accordance with applicable Australian Accounting Standards.

The financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.



As at the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

During the financial year no:

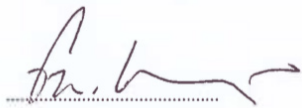
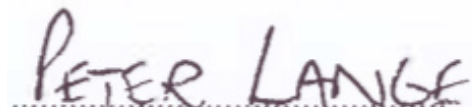
1. officers of the Association,
2. firms of which an officer is a member,
3. corporation in which an officer has a substantial financial interest,

have received or become entitled to receive a benefit as a result of a contract between the officer, firm or corporation and the Association.

Signed according to the resolution of the Committee.

Chairperson

Committee Member

Nuriootpa
21/09/2022

Statement by Auditor

Carers and Disability Link Incorporated
For the year ended 30 June 2022



Statement by Auditor

We confirm that, for the audit of the financial statements of Carers and Disability Link Inc. for the year ended 30 June 2022, we have maintained my independence in accordance with the requirements of APES 110 – Code of Ethics for Professional Accountants, Section 290, published by the Accounting Professional and Ethical Standards Board.

A handwritten signature in blue ink that reads 'Ian G McDonald'.

Ian G McDonald FCA

Dated this 3rd day of August 2022

Auditor's Report

Carers and Disability Link Incorporated For the year ended 30 June 2022

We have audited the attached financial statements, being a special purpose financial report, of Carers and Disability Link Inc. (Association) for the year ended 30 June 2022.

Opinion

In our opinion, the financial statements of the Association are properly drawn up:

- a) to present fairly the financial position of the Association as at the 30 June 2022 and the results of its operations for the period then ended, and;
- b) according to applicable Australian Accounting Standards.

Basis for Opinion

For the audit of the Association we have maintained our independence in accordance with the relevant ethical requirements of APES 110 Section 290. We believe that the audit evidence that we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information – Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association to meet the requirements of Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members.

Responsibilities of Management for the Financial Report

The Board of Management is responsible for the preparation of the financial report in accordance with Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the Financial Report

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the schedule is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement in the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

A handwritten signature in blue ink, reading "Ian G McDonald".

Ian G McDonald FCA Registered
Company Auditor

Dated at Grange,
18 October 2022

Board

Current

Monica Davies,
Chair

Peter Lange,
Vice-Chair

Helen Wood,
Executive Member

Mark Pfitzner

John Arthur

Coral Gallasch

Jeff Hoffmann

Mary Ann Murphy

Vicki Taylor

Peter Whitham

Outgoing

Garry MacPhie

Supporters

We would like to thank all our supporters and sponsors, including:



Country Stitchers

Susanne Collins Angas Memorial Fund

Collecting Cash Convertible Containers for Charities (The 5 C's)

Dave Schiller



Australian Government

Department of Human Services



Australian Government

Department of Health and Aged Care



**Government
of South Australia**

SA Health



**CARERS &
DISABILITY LINK**

15 Second Street
Nuriootpa SA 5355

www.carersanddisabilitylink.support



@CarersandDisabilityLink