






Annual Report

20
23

 carefcs.org
 02 6257 1788
 admin@carefcs.org

Acknowledgements

Acknowledgement of Country

Care acknowledges and celebrates the traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. We pay our respects to Elders past and present.



Funding Bodies

Care thanks our many funding bodies and partners, whose support is essential for the accomplishment of Care's vision and delivery of Care's services.

ACT Government

- Access Canberra
- Chief Minister, Treasury and Economic Development Directorate
- Community Services Directorate
- Environment, Planning and Sustainable Development Directorate
- Health Directorate
- Justice and Community Safety Directorate

Australian Government

- Department of Social Services
- Attorney General's Department

Other

- ACT Council of Social Services
- ACT Office of Women
- ActewAGL
- Financial Counselling Foundation
- Relationships Australia Canberra and Region
- Service One Alliance Bank
- Snow Foundation
- St Vincent de Paul

Care Strategic Plan 2018-2023

Vision

Financial fairness for all

Mission

We support, educate and advocate to achieve financial fairness for all

Our Values

Equality - We believe that all people should have access to financial skills development, information and support

Inclusion - We value diversity and work to ensure that we reach people from across the community

Empowerment - We empower people to better understand and take control of their financial situation

Respect - We are respectful and work compassionately with people to understand their experience and provide support

Change - We focus on achieving change for individuals and systems

Culture - We value our people, foster a positive team culture and work with integrity across all that we do

Strategic Priorities

Support - We support people who are experiencing financial hardship or impacted by exploitative practices.

Advocate - We advocate to change systems that contribute to financial hardship and exploitative practices

Evaluate - We evaluate to ensure services meet individuals and community needs

Educate - We educate the community to understand their rights and options to make informed financial decisions.

Innovate - We innovate to achieve outcomes by focusing on our people and working in partnership.

Chairperson's Report

It is with a great deal of pride that we record that 2023 represents 40 years of Care supporting people in the community who are experiencing financial stress. Over that time, we have expanded our programs and now offer not only financial counselling, but also consumer law, community education, community loans and financial capability.

The focus of much of our efforts this year will be on the Cost-of-Living challenges facing the community. These challenges and their impact are already resulting in increasing demand across all our programs. We are facing some resource challenges in meeting this demand.

Whilst Care is an independent, not-for-profit organisation we acknowledge that we rely heavily on grant-based funding. I, on behalf of CARE, express our thanks to the ACT Government and the Australian Government, both of whom have provided funding to allow us to provide all the valuable services mentioned above.

On a more sombre note, I formally extend my condolences to the family of Elizabeth Grant. Elizabeth was a driving force for Care for so many years. Her death in February 2023 is a loss to all in the community who have benefitted from her efforts to help others. Care has initiated a scholarship to honour Elizabeth's legacy.



This year we record our thanks to Susan Helyar and Christian Mikula for their service on the Care Board. Susan has brought great perspective on social policy. Christian will shortly be stepping down. He has been a source of guidance in the consumer law space. Our continuing Board Members, Philippa Prothero, Alison Lendon, Sally Druhan will shortly be joined by Geoff Buchanan and Jane Thompson – welcome. The preparedness of members of the community to step forward to contribute to the betterment of the community deserves recognition. We are fortunate to have a good mix of board members with significant experience/tenure. We recognise the value of a diverse mix of skills on our Board and will continue to seek to achieve that diversity.

A special thanks to our dedicated staff who are always willing to invest in the goal of assisting clients to work through their financial challenges,

especially in the current climate. I again recognise the calm and professional commitment of our CEO, Carmel, our team leaders and all their team members that remain at the heart of the success of Care.

It continues to be a pleasure to fulfil a role within an organisation that acts with integrity, professionalism, and respect.

Andrew Freer Chairperson



CEO's Report

Over the past two annual reporting periods our focus was very much around the impact of the Covid-19 pandemic on services and staff. In the past 12 months the focus has shifted to cost of living challenges facing our community and the impact of this on the number and demographic of people accessing our programs. In a nutshell this has led to an increase in demand from a broader cross section of the community.

Cost of living pressures have been felt in a range of ways. One of the most significant has been housing stress which has been felt across the country for both homeowners and renters. After 11 interest rate rises over the 12-month period, there are increasing numbers of people struggling to maintain mortgage payments. Following a period of leniency during the Covid-19 pandemic, financial institutions are now less willing to extend hardship provisions. This is impacting people who were only barely staying ahead prior to the rate increases. Mortgage stress is exacerbated by associated costs such as rates and body corporate fees.

At the same time private rents have increased significantly and more people are facing eviction. Following a small pilot in late 2022 and



recognising the ongoing impact of rental stress in the community, the Government announced the re-introduction of the Rent Relief Scheme for private renters. Take up of grants has been enormous which indicates the extent of need in the community. Funds that were allocated till June 2024 are likely to be exhausted by September this year. As I write this, I am really pleased that the Government has announced a further investment in this valuable support scheme.

Care is best placed to administer rent relief grants as we can offer wrap around support in the form of energy support vouchers, access to a community loan or referrals to our financial counselling team for assistance with other financial issues.

We continue to provide flexible work practices with most staff choosing to work from home 1 or 2 days per week. This has proven to be positive in terms of productivity and work life balance. Client appointments can be provided in person, over the phone or online, which has also provided more flexibility and improved accessibility for people in the community seeking assistance. To support our people, we have also introduced a program of wellbeing events. A highlight for the team this year was our Walk on Country, a guided walk around Mulligan's flat. This provided a wonderful opportunity for reflection and appreciation of the land on which we live and work.

We are excited to welcome Patrice Soward, our First Nations Engagement Coordinator to assist us develop and strengthen networks with community-controlled organisations and provide culturally appropriate services for First Nations People.

This year Care celebrates 40 years of service in the local community. We will formally mark this important milestone in late 2023. Whilst we have grown, seen many staff come and go, and developed new programs over the last 40years, our core values remain firmly entrenched and our vision of financial fairness for all continues to be central to our work. We have a positive workplace culture, that values diversity, inclusion, and wellbeing. I am so pleased to work with a wonderful team of dedicated, professional staff deeply committed to assisting people in the community experiencing financial stress.

On a sad note, our Patron, Elizabeth Grant, passed away in early 2023. Elizabeth served on Care's Board for 30years, many of those as Board Chair. She was an incredible women, a huge supporter of Care's work and valued board member. We were pleased to honour Elizabeth's memory by offering a grant to a staff member to enable them to undertake the Diploma of Financial Counselling. This was announced at this year's annual Financial Counselling Conference.

As we head into what will be a very busy year I am, as always, incredibly grateful for the ongoing support and guidance from Care's Board.

Carmel Franklin **CEO**

Our People



Care's Patron

Elizabeth Grant

(Deceased February 2023)

Board of Directors



Andrew Freer

BEC LLB
Chairperson



Philippa Prothero

*BPsych (Hons) (ANU), PhD (ANU),
GAICD, MAHRI*
Treasurer



Nick Seddon

LLB (MELB), B Phil (Oxon), PhD (ANU)
resigned October 2022



Susan Helyar

BSW (Uni Syd) GAICD
resigned June 2023



Alison Lendon

Bsc, MBA (Monash), FCPA, GAICD



Christian Mikula

BA LLB (ANU)



Sally Druhan

BComm, FCA, GAICD

Staff

Operations

Carmel Franklin

CEO

Natasha Ingram

Operations Manager

Patrice Soward

First Nations Engagement
Officer
(since Dec 2022)

Rochelle Brogan

Bookkeeper/Financial Support
Officer
(since April 2023)

Lisa Marro

Finance Administrator
(since Dec 2022)

Maxine Danaro

Finance Administrator
(since June 2023)

Ping Ertz

Finance Administrator
(resigned Feb 2023)

Maddy Fisk

Reception/Admin Support
(resigned September 2022)

Clare Healey

Reception/Admin Support
(resigned January 2023)

Phoebe Sutherland

Reception/Admin Support
(resigned May 2023)

Eve Kelly

Reception/Admin Support
(since January 2023)

Emma Dunbar

Reception/Admin Support
(since January 2023)

Zoe Hancock

Reception/Admin Support
(since January 2023)

Financial Counselling

Leasa Mayes

Team Leader

Rachael Milfull

Financial Counsellor

Wendy Sandeman

Financial Counsellor

John Gilmour

Financial Counsellor

Kathleen Watson

Financial Counsellor
(since August 2023)

Deb Shroot

Financial Counsellor
(resigned October 2022)

Liisa Wallace

Financial Counsellor

Anna Healey

Financial Counsellor

Nicole Flaws

Financial Counsellor

Fiona Laverty

Financial Counsellor

Leonie Woodruff

Financial Counsellor
(since January 2023)

Nicole Flaws

Financial Counsellor
(resigned June 2023)

Arthur Lee

Financial Counsellor

Lyndall Millburn

Financial Counsellor

Di Hodge

Financial Counsellor

Linda Gyamfi-Awuah

Financial Counsellor

Kerrie Williams

Intake Officer

Financial Capability

Aoife Berenger
Financial Capability
Coordinator

Taryn Phillips
Financial Capability Officer
(since November 2022)

Tanya Dunster
Financial Capability Officer

Consumer Law

Agata Pukiewicz
Principal Solicitor

Gayathri Hatharasinghe
Paralegal

Larisa Dorzheeva
Project Administration
Paralegal

Sarah Hein
Senior Solicitor

Audria Hu
Solicitor

Keira Germech
Solicitor
(resigned November 2022)

Tawanda Mukamuri
Solicitor
(resigned July 2022)



Community Loans

Natasha Gunther
Team Coordinator

Tracey Zol
Case Worker

Antoinette McCartney
Admin Support
(resigned January 2023)

Community Education

Vicki Wood
Team Coordinator

Mrad El-Syoufi
Stakeholder Engagement
Officer

Nailah Rokic
Financial Capability Officer

Maria Cruz Mesa
Program Engagement and
Promotion
(since June 2023)

Brionna McElligott
Project Administration
(since February 2023)



Volunteers

Clayton Utz

David Purvis
Imogen Hanrahan
Rachael Grivas
Rashmi Islam
Ane Espach
Eleanor Cannon
John Park
Kyu Won Kim
Gabrielle Ho
Deborah Mak
Julia Liu
Shirley Chung
Sarah Lim
Seth Godlweski
Mason Britton
Richard Donaldson
Nathaniel Jende
Isla Tobin
Gabrielle Ho
Louise Parry
Kieran Heid
Caroline Beasley
Adam Ray
Sabina Prus-Wisniowski
Grant Roberts
Dan Hirst
Hannah Anderson
Ingmar Duldig
Lydia Edwards
Cindy Chia
Jennifer Wyborn
Amanda Ryan
Sarah Nguyen
Lauran Hargrave
Alex Zhang
Lino Kim
Josh Miller
Sonya Campbell
Hannah Michie

AGS

Nicholas Wilson
Subeta Vimalarajah
Stephen Boyle
Rachael Ingleton
Finn Lowe
Charles Taylor
Alyce Johnson
Sam Exell
Danica Lamb
Madeleine Pratt
Adam Slevison
Chris Skoglund
Lucas Humbel
Alexander Parsons


Others


Jordyn Mekenzie Gibson (ANU, internship)
Jinmin Liu (ANU, internship)
Rebecca Weatherby (ACCC)
Janice Wryell
Alan Joyce
Taryn Phillips
Leslie Macdonald





CARE FINANCIAL YEAR SNAPSHOT


JULY 2022 - JUNE 2023

 **1506** calls to the National Debt Helpline


2702 (238 in ACT) Online live chats responded to 


 **844** ongoing financial counselling supports


111 financial capability sessions 


 **\$1,866,600** Debt waivers and reductions

 **94** Education activities


472 Energy Support vouchers 


 **378** Rent relief grants provided


\$1,369 Concessions backdated on utility accounts 

 **461** Loan enquiries

159 Loan applications 

 **130** Loans approved

\$171,388 Total money disbursed 

 **1156** Legal Services to **907** Clients

Financial Counselling

With around 10 interest rate hikes, many Canberrans have found it increasingly difficult to meet their mortgage repayments. Similarly, we heard many stories about people struggling to pay rent and at risk of eviction, with few accommodation options. Trends for this period are difficult to define because we are seeing more of every type of debt, from utilities and phone, Buy Now Pay Later, credit products to housing related expenses. We are also seeing more “pay advance” products, where people can receive a lump sum advance of their anticipated future wages. The fact that more and more people are accessing such products is a strong indication of the level of financial stress in the community. Overall we saw an increase in demand from people needing financial counselling with a 14% increase in calls to the National Debt Helpline in the ACT over the year.



The ACT government re-established the Rent Relief scheme trialled last year. The assistance commenced in April and the scheme closed after 5 months because the number of pending applications exceeded available funding. This demonstrates the huge need for assistance with private rentals in the ACT.

The annual Financial Counselling Conference was held in Canberra in May and was a huge success – Canberra pumped out the sunny skies and the event was well attended. Most Care staff were able to attend for some or all of the conference. One of our new staff members, Rochelle Brogan, was the ACT winner of a Jan Pentland scholarship. This will cover the costs of completing the Diploma.



I felt like my life was out of control and the service really steadied the ship and allowed me to slowly get back on my feet. I am extremely grateful.

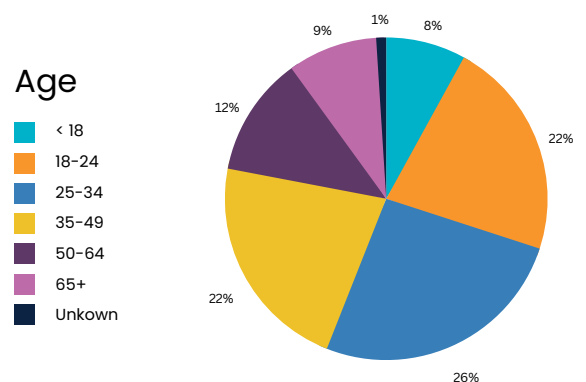
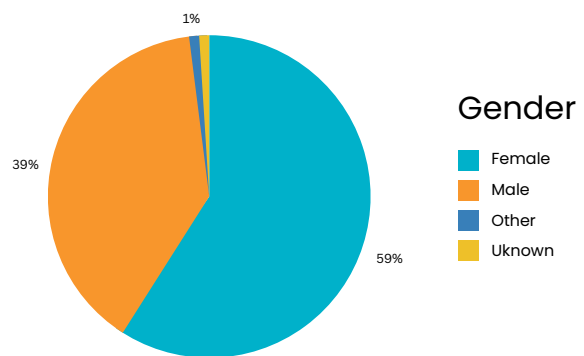
Care Financial Counselling Client 2023

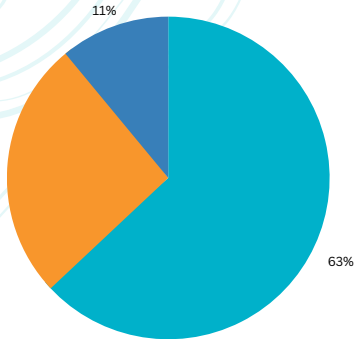
We were successful in obtaining a grant through Safer Families, to extend financial counselling services, workshops and resources to detainees in the Alexander Maconochie Centre (AMC). The grant was specifically to support female detainees but we are committed to providing financial counselling support to all detainees and are focused on working with other services to improve outcomes for clients who are incarcerated or reintegrating into the community post detention.

This year Kathleen Watson joined the team as a financial counsellor. Kathleen previously worked in financial capability roles and will be a welcome addition to the team. Leslie MacDonald, our compassionate long-term volunteer continues to assist vulnerable clients with tax related matters including tax returns and profit and loss statements.

In July 2022, we partnered with Consumer Action in Victoria and Financial Rights Legal Centre in NSW to provide the newly funded online CHAT service for the east coast region. The service provides an additional avenue for people to access information and support. We were fortunate that John Gilmour was able to return following a period of ill health to assist on the Chat service also provide casework support.

Nicole Flaws, one of our experienced financial counsellors, moved with her partner to the UK in July. She has continued to assist on the Chat service, and also processes energy support vouchers and rent relief applications. Nicole has shown us that distance is no barrier to supporting clients in need! We have a wonderful committed financial counselling team who continue to provide advice, information support and advocacy to people in our community experiencing financial stress.





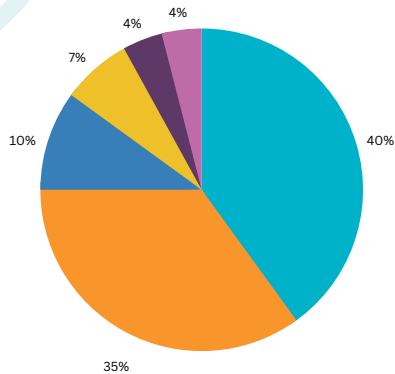
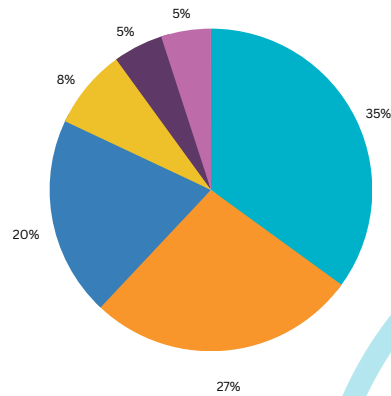
Cultural Background

- Other Australians
- CALD
- Aboriginal/Torres Strait Islander



Housing Tenure

- Rented Private
- Rented Public
- Private Ownership
- Boarding/Lodging
- Homeless
- Not Stated



Income Source

- Government Payments
- Employment Wage
- No income
- Unknown
- Self-Employed
- Other Income



“

You have given me plenty of tools, so I feel more confident about my decisions. Your strategies and encouragement have been invaluable.

Care Financial Counselling Client 2023

”

Financial Capability

This past year has seen the financial capability team grow from one to a team of three and becoming an integral part of the financial counselling team. Financial capability plays a role alongside financial counselling in working towards empowering people with the confidence, skills, and knowledge to manage their money while also helping to navigate through significant life events. It can be seen to prevent crisis through knowledge of financial products, increasing savings and avoiding financial traps such as scams and high interest loans. Of course, Care importantly acknowledges that certain income supports are below the poverty line, making it difficult for people to adequately support themselves financially, particularly during this cost-of-living crisis.

This year Care took part in scripting and delivery of two Life Street Podcasts available to the community.



They covered two topics – budgeting and managing money in a relationship.

Energy continues to be a huge part of the support service provided by financial capability. The current cost of living crisis, increasing interest rates and rents, all have an impact on people balancing and affording bills. We see energy poverty as an increasing concern and recognise the importance of providing this type of support to the ACT community.

Care's financial capability team continue to attend outreach fortnightly at Uniting Church Kippax viewing it as an important connection to people within the community.



You made me feel valued and understood. The follow up meant a great deal to me.

Care Financial Capability Client 2023



Early in 2023, Care recommenced outreach appointments with Red Cross Humanitarian Settlement Program (HSP) clients, providing individual financial capability appointments providing space for clients to focus on financial aspects of their settlement in Australia.

This year the ACT Government provided financial support to struggling ACT renters in the form of the Rent Relief Scheme. The Fund provides financial assistance to eligible households in the private rental sector who are experiencing either rental stress or severe financial hardship – alleviating some of the hardship they may currently be experiencing. In September 2023, the Government announced an additional \$1.81 million for the Fund to continue helping Canberrans facing housing affordability and cost of living pressures.

This year, Care’s Financial Capability team is excited about the continuing expansion of the team, with another staff member shortly joining us to support our work with ACT renters through the Rent Relief Scheme. We will also continue to support more staff with financial counselling qualifications, undertake energy advocacy and work with the community to build skills and confidence around finances.

Team members

Aoife Berenger – Financial Capability Coordinator and Energy Support
Taryn Phillips – Financial Capability and Financial Counsellor in training
Tanya Dunster – Financial Capability and Rent Relief



Consumer Law



Care Consumer Law continued to consolidate on its recently increased funding from the ACT and Commonwealth Governments. In addition to our core funding for general consumer and credit legal service for low income and vulnerable people in the ACT, we now offer specialised and targeted services through our Mobile Debt Clinic funding to people experiencing financial abuse and disadvantage because of domestic and family violence, and to people with mental health conditions to enhance their access to the justice system. We also continued to provide the Defined Benefits Information Service (DBIS) for the ACT 's Motor Accident Injuries (MAI) Commission providing information, legal advice, and support to people in the ACT about accessing benefits under the MAI Scheme.

While not funded during this financial year, Care Consumer Law, in cooperation with the ACT Civil and

Administrative Tribunal (ACAT), set up a pilot ACAT Consumer Duty Lawyer Service in response to a high increase in referrals of Australian Consumer Law (ACL) and contract disputes from Access Canberra, ACAT, ACT Law Society, Legal Aid ACT, community legal centres and other stakeholders. While announced post-this financial year, we are grateful to have received a one-off funding of \$168,000 for the 2023/24 financial year from GreaterGood foundation sourced from the sale of uncollected goods to allow us continue this pilot.

With all of the services we are providing, our team was very busy and equally productive! We provided **1156 Services** to **907 clients**, saving a total of **\$907,160** in waivers, refunds and negotiated outcomes.

“Your solicitors are amazing and so quick in doing what they do. They provided me with information and helped me though my matter which I couldn't do on my own.”

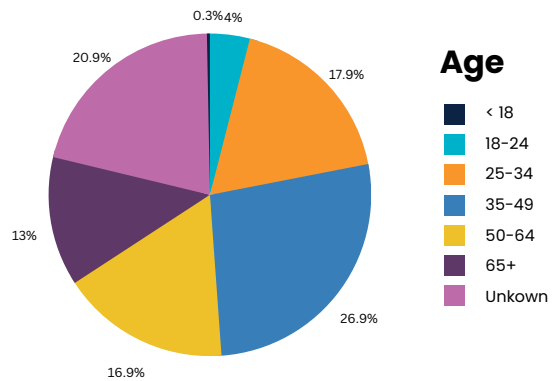
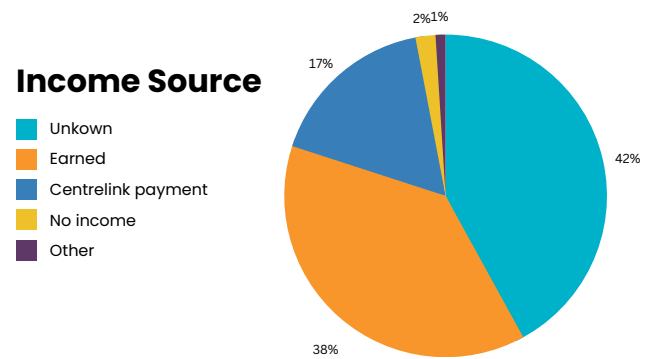
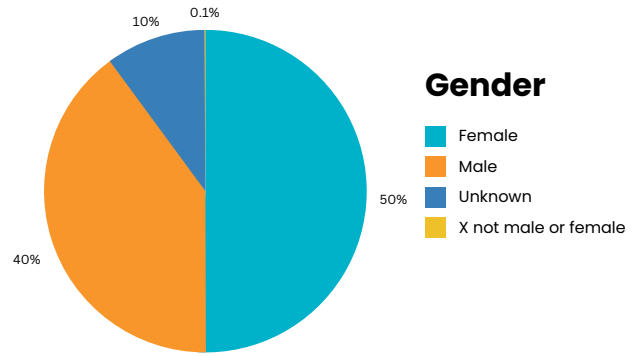
Care Consumer Law Client 2023

Our team

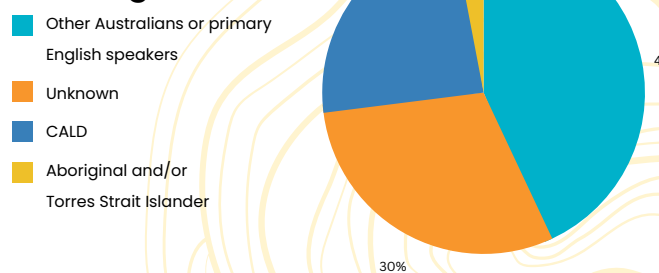
Agata Pukiewicz has continued as Principal, supported in her leadership role by Sarah Hein, Senior Lawyer. Audria Hu, is the third Lawyer on the team, soon to be joined by Karwye Phoon who has started as a volunteer law clerk and about to commence as a lawyer on her admission.

Gayathri Hatharasinghe and Larisa Dorzheeva continued to support the legal team in their administration and paralegal capacity.

We are also very grateful to our team of volunteers who have assisted on our Wednesday evening and Friday morning legal advice clinics. We could not operate these services without their wonderful support.



Cultural Background



Community Education

Throughout this year Care Community Education has rolled out a range of initiatives to promote Care's services as well as deliver financial and consumer literacy workshops, to members of the community impacted by the rising cost of living. Below are some of the highlights for the year.

Home Energy Tune-Up

Care was delighted to partner with St Vincent De Paul (Vinnies) to deliver the Energy Assistance Community Partnership. This program is funded by the ACT Government and allows Care and Vinnies to promote our energy programs to help address home energy insecurity. The new initiative was officially launched in November 2022, at the Canberra Centre. The event included a day long pop-up stall and was attended by Minister Shane Rattenbury, and the CEOs and other staff of Care and Vinnies.

Bring your Bills

With Covid-19 lockdown restrictions easing Care has resumed our 'Bring Your Bills' events at various locations, including Uniting Care Kippax, Yeddung Mura, Gorman Arts Centre, and Mura Lanyon Youth and Community Centre. A diverse range

of service providers participated, such as ActewAGL, Services Australia, ACAT, Vinnies, Everyday Climate Choices and Meridian.

These events had a focus on helping the community amidst the backdrop of rising interest rates, inflation, rent hikes, and economic changes. Encouragingly, the feedback we received underscored the value, with participants' strong endorsement for continuing these events into the future.

This year we welcomed Origin Energy joining us virtually to help their Canberra customers.



Budgeting for Life workshops for the ACE program

In December Care secured funding to facilitate a series of workshops as part of the Adult Community Education (ACE) Jobtrainer Grants Program which aims to support Canberrans seeking employment or encountering obstacles on their path to acquiring education and job opportunities.

Since receiving the funding, we have rolled out 8 workshops to the target group focusing on budgeting, savings techniques, protection from scams, superannuation, credit and debt management.

Fostering Financial Stability Workshops for women detained at the AMC

This year Care received grant funding from the ACT Government to deliver financial literacy workshops to women detainees at the AMC. The sessions were delivered by Care's community education and financial counselling team and covered a range of topics including understanding your money story, budgeting, dealing with debt and supports in the community pre and post release. There is clearly a strong need for this work to continue.

Understanding and Responding to Financial Abuse workshops

Care was refunded by the ACT Family Safety Hub to develop and deliver sessions specifically targeted to workers supporting the Aboriginal

and Torres Strait Islander. We delivered two half day Mutual Learning workshops with assistance from Care's First Nations Engagement Coordinator, Patrice Soward, for staff at the Canberra Institute of Technology Yurauna Centre and for staff at the Gugan Gulwan Youth Aboriginal Corporation.

Workshops & Information Sessions

We delivered 86 financial and consumer literacy workshops and information sessions to a range of groups including:

- The Canberra Hospital Drug and Alcohol Treatment Program inpatient program
- Karralika Residential Treatment program
- Step-Up Step-Down residential program
- Migrant and Refugee Settlement Service
- Margaret Hendry School's English conversation groups for migrant women
- Yeddung Mura
- Canberra College Cares young parent's student program
- Capital Region Community Services seniors program
- The Council of the Aging
- Alexander Maconochie Centre for both women and men detainees



The Work Development Program

Care is a Work Development Program provider, a program operated by the ACT Government which aims to assist people experiencing financial hardship unable to pay outstanding parking or traffic infringements. Attendance at workshops serves the dual purpose of reducing fines and increasing financial literacy knowledge and skills. The workshops held this year received an approval rating of 4.5/5 with overall positive feedback from workshop attendees.

Community Events & Expos

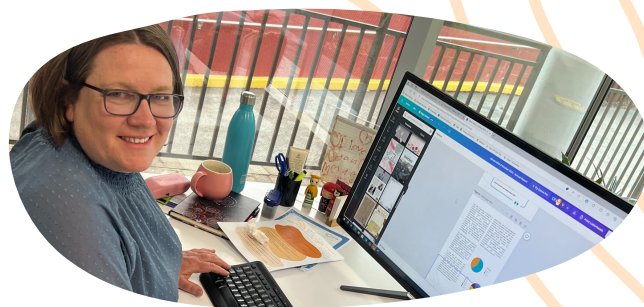
Throughout the year the Community Education team participated at expos and community events including:

- O-Week activities across the Canberra Institute of Technology, University of Canberra, Australian Catholic University and ANU
- National Seniors Week Expos
- Multicultural Festival
- Matchworks Job Ready Event
- Homelessness week at Oaks Estate

Promoting Care Online

Care continues to promote our services online through our Facebook page which reached 17,283 users – an increase of 54.5% compared to the previous year.

Care's website saw 22,690 site visits which is a 45% surge from the previous year. Moreover, we registered 14,079 unique visitors to our website, indicating a substantial 35% increase.



Notably, 96% of these unique visitors were new, showcasing the effectiveness of our online engagement strategies.

Care continues to deliver an electronic newsletter and this year we published 4 online editions of our newsletter with 1,538 opens from stakeholders and clients.

Stakeholder Meetings

Throughout the year Care attended a range of stakeholder initiatives including:

- Justice Reform Group
- Elder Abuse Network
- Disability and Seniors COVID Webinars
- Northern Region Network
- CD Net Community of Practice
- MYAN Youth Coalition Group
- Anti-Poverty Week Forum
- Woden Women's Networking Group
- ACT Shelter Annual General Meeting
- Older Person Safety Networking
- ACT Energised Consumers Project forums
- Meeting with First Nations People in the ACT to discuss Energy Transition
- Climate Choices Business Awards
- MARSS Multicultural stakeholder meetings

Community Loans

Whilst lockdowns are now behind us, most applicants continue to prefer to submit documents electronically and conduct assessments over the phone. This reduces barriers such as transport and parking for face-to-face appointments.

We received 461 enquiries which is higher than previous years and kept our team very busy. However, many people were located outside of the ACT and several others did not proceed to application as they were not able to provide the necessary documentation. 159 applications were received, and 130 loans approved. We now have a total of 261 active loans being managed by the team.

The most common loan purposes remain car repairs and registration and computers or other electronic goods. During this period, we have increased the maximum loan amount to \$2,000 due to increasing costs for goods and services.

Sadly, many applicants need a loan after leaving a domestic violence relationship. Depending on income, applicants can access up to \$5,000 from our special Assistance Beyond Crisis (ABC) Loan Program or up to \$2,000 through our Community Loan Program. During the year we provided 10 ABC loans, with a total now of 41 active ABC loans.

In addition to loans, we support clients to access other community supports, including energy support vouchers, escaping violence payments or Snow foundation grants. Canberra continues to have the most expensive overall median rent prices. This disproportionately affects people on low incomes who spend the highest percentage of income on housing costs.



The loan gave me independence. Care helped me get my life on track.

Care Community Loans Client 2023



We were therefore pleased that following our previous successful administration of rent relief grants, the ACT Government has invested funds into a broader scheme, offering larger grant amounts up to \$2,500 with a primary focus on private rental rather than community housing. Given the increase in funds for the Rent Relief Scheme and need for more wrap around support, it is now being managed through our Financial Capability Program. One of our community loans caseworkers, Tanya Dunster has moved into this team to manage the Scheme. We commenced 2023 by farewelling our wonderful admin support worker, Antoinette McCartney, who decided it was time to retire and spend more time with her growing number of grandchildren. We wish Antoinette all the best.

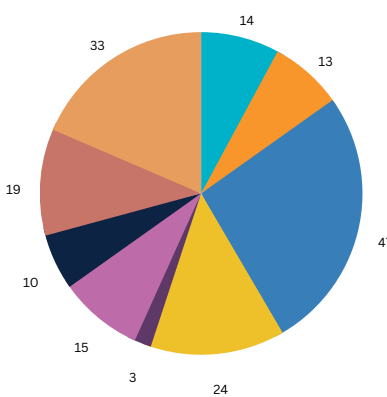
| General Statistics | |
|---------------------------|-----|
| No. of Enquiries | 538 |
| No. Applications Received | 181 |
| No. of Approvals | 141 |
| No. Withdrawn | 8 |
| No. Declined | 21 |
| Applications Processing | 13 |

| At START of period | Number | Value (\$) |
|-----------------------------|---------------|---------------------|
| Loans Currently Outstanding | 205 | \$205,193.57 |
| Total | 205 | \$205,194.57 |
| DURING period | Number | Value (\$) |
| Loans Funded | 140 | \$211,397.95 |
| Loans Completed | 152 | |
| Payments Received | | \$213,500.42 |
| Loans Written Off | 3 | \$3,118.60 |

| DURING period | Number | Value (\$) |
|----------------------------|------------|---------------------|
| Loans Overpaid | | \$349.95 |
| Less Overpayments Refunded | | \$804.79 |
| Total | 190 | \$201,127.24 |
| At END of period | Number | Value (\$) |
| Loans Currently Paying | 182 | \$188,097.15 |
| Loans Currently Not Paying | 7 | \$13,040.09 |
| Total | 189 | \$201,127.24 |

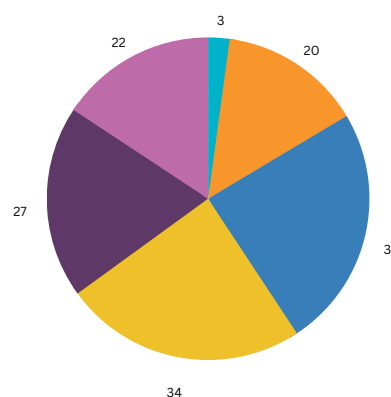
| Energy Subsidy Loans | |
|---------------------------------|-------------------|
| Total Number of Loans | 6 |
| Total Value of Subsidies | \$1,224.00 |

Income Source



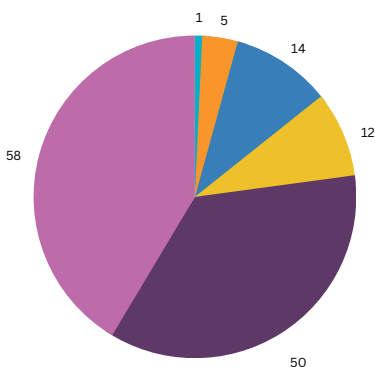
- Aged Pension
- Carers Payment
- Disability Support Payment
- Jobseeker
- Parenting Payment Partnered
- Parenting Payment Single
- Family Tax Benefit
- Other
- Wages

Age Groups



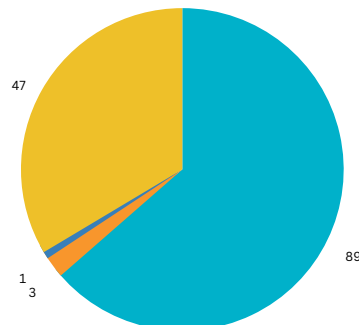
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Household Status



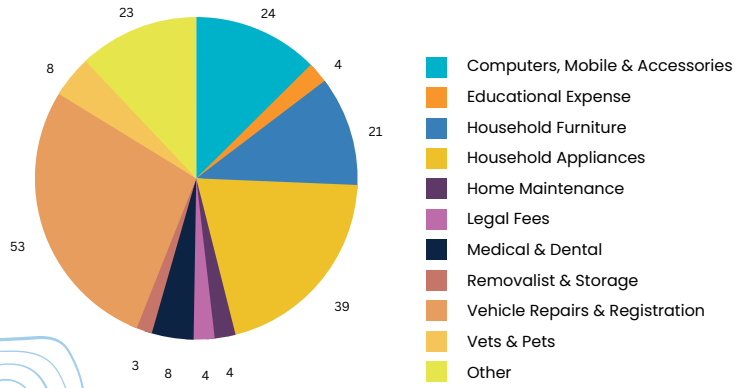
- Multi Adult Household (+ Children)
- Multi Adult Household (No Children)
- Partnered (+ Children)
- Partnered (No Children)
- Single (+ Children)
- Single (No Children)

Gender

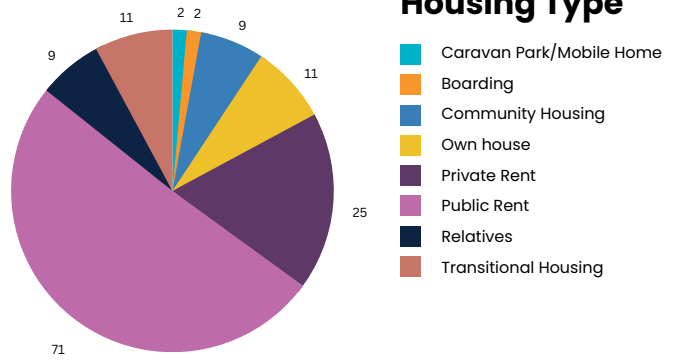


- Female
- Joint & Nonbinary
- Intersex Indeterminate
- Male

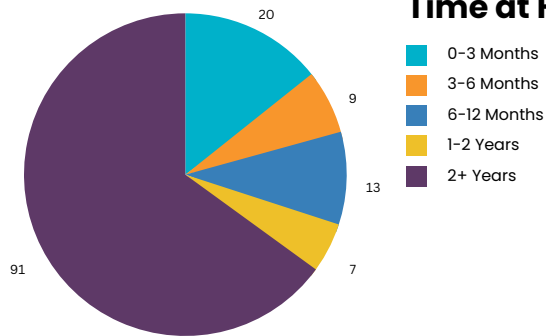
Loan Purpose



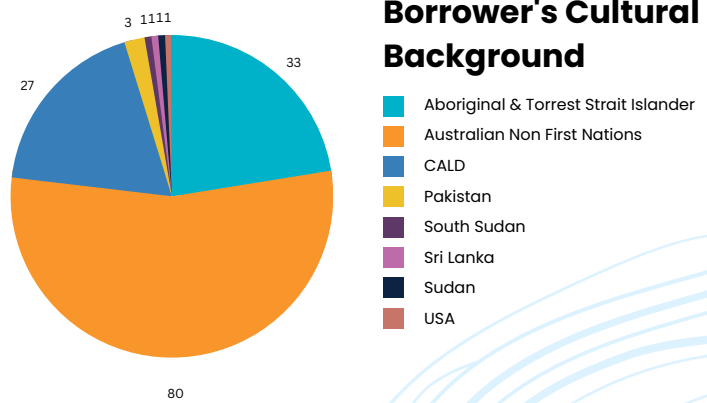
Housing Type



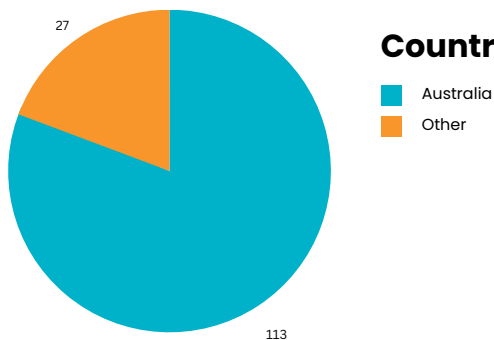
Time at Housing



Borrower's Cultural Background



Country of Birth



Policy

Each year we identify the primary issues and trends impacting wellbeing in the community. These issues also assist us in establishing our policy and advocacy priorities. Identifying and responding to systemic issues is part of our mission of supporting financial fairness for all.

Housing Stress

After 11 interest rate rises over the 12-month reporting period, there are increasing numbers of people struggling to maintain mortgage payments. Following a period of leniency during the Covid-19 pandemic, financial institutions are now less willing to extend hardship provisions. This is impacting people who were only barely staying ahead prior to the rate increases and has led to our consumer law team dealing with more foreclosure matters. In the ACT mortgage stress is exacerbated by associated costs such as rates and body corporate fees. We will be raising issues with ACT Revenue to support fairer more considered outcomes.

At the same time private rents have increased significantly and more people are facing eviction. Canberra continues to have the most expensive overall median rent prices. This disproportionately affects people on low incomes who spend the highest percentage of income on housing

costs. Older women with limited superannuation and single mothers are particularly disadvantaged. Care operates the National Debt Helpline for ACT and surrounds. The rent page has been the most viewed page throughout May and June which confirms that rental stress is an issue locally and nationally. To support private renters, Care advocated for the continuation of the rent relief grant scheme. The ACT Government committed funds for this in April 2023.

Buy Now Pay Later

With increased household costs including food, fuel, medical and education expenses, more people are relying on credit or buy now pay later products to meet their needs. Unfortunately, it has become easy for over reliance on such products to lead to a debt spiral with income being directed to repayments and leaving people short of money for food and other essentials. We have been active, along with other consumer advocates in calling for stronger regulation of buy now pay later products.



Scams

There has been much recent media attention around scams which are becoming more prolific and more sophisticated. Financial institutions have mixed responses dealing with customers who have lost money through scams. Scams are generally targeted to people who already experience disadvantage. Scammers create believable stories to convince people to hand over personal and financial information and create fear in people.

Much of our media, submissions and community education activities have focussed on these issues and supporting clients to avoid scams and credit traps.



Client Stories

Disclaimer

All names and some personal details in the following case studies have been changed to protect client confidentiality

Community Loans

Mandy is a single Mum with one young child. She had experienced many years of domestic and family violence. She receives a Centrelink Parenting Payment and has not been able to work due to the sustained trauma following years of abuse.

Mandy lives in public housing. She recently transferred to a new property following issues of safety for her and her children. The process of applying and being approved for a transfer was drawn out and stressful. However, she is now in more suitable accommodation.

Mandy approached Care's Community Loans Team initially seeking a no interest loan to purchase a fridge and television for her new home. She also needed some help with food and other basic items. During the application and assessment program Mandy's car developed mechanical problems which made it unsafe to drive. The mechanic quoted \$4000 for the repairs. This became the priority need for Mandy but was more than the maximum loan amount of \$2000.

Care's Community Loans caseworker:

- Provided a no interest loan for \$2000 to put toward the car repairs.
- Made a successful application to the Snow Foundation for the extra \$2000. This allowed Mandy to get the repairs done so she had a roadworthy vehicle.
- Successfully applied for an Escaping Violence Payment (EVP) for a fridge, television, and other essential household items.
- Referred Mandy to a legal service for advice on family law issues.

This highlights that the loan program goes far beyond administering loans and involves more holistic support when needed. We assisted Mandy over several months to ensure she was established in her new home and she and her children felt safe. Mandy expressed that without the help she may have been forced back into a violent relationship.

Financial Capability

Anna* is a CALD woman. She has two young children. Anna sought support from Care as she was in the process of separating from her husband, living in the same household but planning to leave as experiencing domestic violence. Anna's main goal at the time of seeking help was to set up another property for herself and her two children. Over the course of many appointments:

- Applied for and deemed eligible for the ACT Government Safer Families Assistance
- Received financial and case worker assistance from Escaping Violence Payment
- Complete a household budget, discussing balances and amendments that can be made
- Referred to The Smith Family Learning for Life program to provide financial assistance for children's educational costs and needs
- Shared information important during separation and divorce
- Discussed clients' challenges and provided support with this significant life change
- Checked in on wellbeing and safety.

Since moving into a new rental property, Anna has had energy concerns. Living on a very tight budget and with the rising cost of living, Anna is particularly concerned to keep her energy bills affordable.

- Discussed energy savings tips.
- Discussed applying best market retail offer with retailer and registering client's concession card to receive utilities concession
- Received \$100 Energy Support Voucher through Utilities Hardship Fund
- Booked a Climate Choices Home Energy Efficiency Program

As part of their processes, SVDP sent a letter to the estate agent/landlord requesting permission to apply certain changes such as blackout curtains and draft proofing. The tenant also at the time requested certain fixes to the property such as a dripping tap, broken oven, and paint chipping. The next communication from the landlord was to indicate that there was a potential that the 6-month lease would not be renewed.

Care along with many other supporting and advocacy organisations have long seen the vulnerability of private renters in relation to energy comforts and stability. Added to this client's vulnerability is the client having left a domestic violence situation, with two dependent children and the rising cost of living.

*Clients name and details of the matter have been changed to protect confidentiality



Supporting detainees at AMC

Sarah* has been detained at the AMC for several months and her earliest parole release date is still a few months away. Sarah met with the financial counsellor after one of the pilot sessions of the Financial Wellbeing Program being run at the women's section of the AMC.

Sarah explained that Housing ACT were aware she was detained and were charging the reduced \$5 per week rate to retain her property. However, she was concerned about repaying her sundry housing debt. Sarah explained these debts related to damage caused by an ex-partner who had been violent towards her. However, she had been fearful at the time to press any charges. She confirmed her pathway into prison was directly related to family violence.

Sarah also thought she might have some outstanding debts with her energy provider but was not sure how much. She could not recall if the Centrelink concession card had been applied to the account.

Soon after being detained, Sarah's property had been broken into and her identity documents had been stolen. She was concerned they may have been used to take out debts in her name.

With the assistance of the financial counsellor, Sarah's debts were stabilized by:

- Obtaining a copy of the sundry debts' summary which documented multiple occasions where property was damaged, and locks changed. Sarah completed a form to explain how each event related to family violence, so that Housing ACT could confirm Sarah would not be held responsible for the debt.
- Contacting the energy provider for information on arrears. Sarah's concession card had been removed from the account several years earlier, when the card expired, and the new card details had not been provided. After explaining Sarah's situation, the energy provider agreed not to pursue the arrears any further.
- Obtaining a credit report to see whether any debts had been taken out in Sarah's name since she had been detained. Fortunately, no debts had been taken out in Sarah's name.
- Assisting with an application for an ACT Government Return to Work grant, to assist Sarah with training needs whilst detained.
- Providing information on the Escaping Violence Payment and no interest community loans for when she is released.

By participating in our financial well-being program, Sarah gained insights into her emotional spending habits and a deeper understanding of financial abuse.

Impact & Feedback

Over the last 12 months we have simplified our feedback form to encourage more clients to complete these. A link to a survey monkey form is sent to clients following their appointment and after their file is closed.

During this reporting period over 92% of respondents indicated they were listened to, were satisfied with the service, and felt better able to deal with their situation after their interaction with Care.

The most valuable information comes from comments provided by clients. Whilst there were a few clients who were not happy with the service they received; the vast majority provided very positive feedback on their experience.

“

Care has always been understanding and helped with my debts. It gives me relief when I feel stressed about money. – **Care Financial Counselling Client 2023**

”

“

You helped me through the process with great explanations, draft letters, and referrals to other services. – **Care Financial Counselling Client 2023**

”





“

Care has been an invaluable help to me through some very difficult circumstances. The financial capability worker provided a wealth of information and practical assistance including enabling us to access grants such as a Rent Relief grant to help ease rental stress. The service Care provides has been as important for my mental health as for my financial health. - **Care Financial Capability Client 2023**

”

“

The best part was the understanding, kindhearted, non-judgmental worker. I felt cared for and safe, which is rare and hugely important to me. - **Care Community Loans Client 2023**

”

“

The process was fantastic. You explained every step and had great empathy. I felt supported and this boosted my self-confidence after years of coercive control. - **Care Community Loans Client 2023**

”



“

Thank you so much for all your help and advice. Without your advice, I think I might still be waiting for the issue to be resolved.

- **Care Consumer Law Client 2023**

”

“

The advice was easy to understand and provided in a professional manner.

- **Care Consumer Law Client 2023**

”



Care Incorporated

ABN: 45 037 269 595

ANNUAL FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2023

CARE INCORPORATED
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023
CONTENTS

| | Page |
|---|-------------|
| REPORT OF THE COMMITTEE | 1 |
| INDEPENDENT AUDIT REPORT | 2 |
| STATEMENT OF COMPREHENSIVE INCOME | 3 |
| STATEMENT OF FINANCIAL POSITION | 4 |
| NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS | 6 |

CARE INCORPORATED

REPORT OF THE COMMITTEE

Statement by Committee

The names of each person who held a position as a member of the Committee during the year ended 30 June 2023 or at the date of this statement were:

| | |
|-------------------|----------------------------|
| Andrew Freer | Chairperson |
| Alison Lendon | Secretary |
| Philippa Prothero | Treasurer |
| Christian Mikula | |
| Sally Druhan | Appointed 13 December 2022 |
| Nick Seddon | Resigned 8 August 2022 |
| Susan Helyar | Resigned 30 June 2023 |

Committee members have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of the Association during the financial year were to inform, support, empower and advocate on behalf of low to moderate income people with financial and related problems and work to ensure they were treated fairly and with dignity as consumers.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The loss of the Association for the year amounted to \$41,885 (2022: deficit of \$221,883).

In the opinion of the Committee, the financial report is drawn up so as to give a true and fair view of the performance of the Association for the year ended 30 June 2023 and the financial position of the Association as at that date. The financial report of the Association is made out in accordance with Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board, the *Australian Charities and Not-for-profits Commission Act 2012* and the requirements of the *Associations Incorporation Act 1991* of the Australian Capital Territory.

In the opinion of the Committee, the Association will be able to pay its debts as and when they fall due.

Signed in accordance with a resolution of the Members of the Committee.



Committee Member



Committee Member

Dated this 10th day of October 2023.

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF CARE INCORPORATED

Report on the Financial Report

I have audited the accompanying financial report of Care Incorporated (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and cash flow statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Committee's Responsibility for the Financial Report

The Committee of the Association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements, the *Associations Incorporation Act 1991* of the Australian Capital Territory, the *Australian Charities and Not-for-profits Commission Act 2012* and the constitution of the Association and for such internal control as the Board members determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on our audit. I conducted the audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report 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 judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view 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 entity'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.

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

Independence

In conducting my audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Auditor's Opinion

In our opinion, the financial report of Care Incorporated is in accordance with the *Associations Incorporation Act 1991 of the Australian Capital Territory* and the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards - Reduced Disclosure Requirements and the financial reporting requirements of the *Australian Charities and Not-for-profits Regulation 2013*.



David Perceval
Fellow Chartered Accountant
ICAA Member #45109

26 September 2023
Canberra, ACT

CARE INCORPORATED
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023

| | Note | 2023 \$ | 2022 \$ |
|--|------|------------------------|-------------------------|
| Revenue from ordinary activities | 2 | 3,250,271 | 2,879,977 |
| Expenditure | | | |
| Depreciation expenses | | (48,627) | (31,255) |
| Amortisation expenses | | (147,210) | - |
| Employee benefits | | (2,841,909) | (2,572,909) |
| Occupancy costs | | (15,178) | (119,017) |
| Rent Relief | | - | (133,000) |
| Other administrative expenses | | <u>(239,232)</u> | <u>(245,679)</u> |
| Total Expenses | | <u>(3,292,156)</u> | <u>(3,101,860)</u> |
| Current year (deficit) / surplus before income tax | | <u>(41,885)</u> | <u>(221,883)</u> |
| Total comprehensive income for the year | | <u>(41,885)</u> | <u>(221,883)</u> |

CARE INCORPORATED
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

| | Note | 2023 \$ | 2022 \$ |
|---------------------------------|------|--------------------------------|--------------------------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 3 | 1,387,452 | 1,202,223 |
| Trade and other receivables | 4 | 401,405 | 367,752 |
| Other Current Assets | 5 | <u>35,154</u> | <u>32,419</u> |
| TOTAL CURRENT ASSETS | | <u>1,824,011</u> | <u>1,602,394</u> |
| NON-CURRENT ASSETS | | | |
| Plant and equipment | 6 | 344,269 | 376,413 |
| Right of Use Asset | 6 | <u>820,664</u> | <u>967,874</u> |
| TOTAL NON-CURRENT ASSETS | | <u>1,164,933</u> | <u>1,344,287</u> |
| TOTAL ASSETS | | <u>2,988,944</u> | <u>2,946,681</u> |
| LIABILITIES | | | |
| CURRENT LIABILITIES | | | |
| Payables | 7 | 625,962 | 359,343 |
| Provisions | 8 | 163,927 | 222,929 |
| Right of Use Asset | 6 | <u>844,405</u> | <u>967,874</u> |
| TOTAL LIABILITIES | | <u>1,634,294</u> | <u>1,550,146</u> |
| NET ASSETS | | <u><u>1,354,650</u></u> | <u><u>1,396,535</u></u> |
| EQUITY | | | |
| Retained earnings | 9 | <u>1,354,650</u> | <u>1,396,535</u> |
| TOTAL EQUITY | | <u><u>1,354,650</u></u> | <u><u>1,396,535</u></u> |

CARE INCORPORATED
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

| | Notes | 2023 \$ | 2022 \$ |
|---|-------|------------------|------------------|
| Cash Flows from Operating Activities | | | |
| Receipts from grants and other | | 3,214,180 | 2,745,669 |
| Interest received | | 2,091 | 657 |
| Payments to suppliers and employees | | (3,014,142) | (3,089,635) |
| Net cash inflow/(outflow) from operating activities | | 202,129 | (343,309) |
| Increase in Investing Activities | | | |
| Purchase of plant and equipment | | (13,985) | (18,444) |
| Leasehold improvements | | (2,915) | (166,046) |
| Net cash outflow from investing activities | | (16,900) | (184,490) |
| Increase in Financing Activities | | | |
| Proceeds from Borrowings – Service One Loan | | - | - |
| Net cash outflow from financing activities | | - | - |
| Net increase from cash or cash equivalents | | 185,229 | (527,799) |
| Cash and cash equivalents at the beginning of the year | | 1,202,223 | 1,730,022 |
| Cash and cash equivalents at the end of the financial year | | 1,387,452 | 1,202,223 |

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB), the *Associations Incorporation Act 1991* of the ACT and the *Australian Charities and Not-for-profits Commission Act 2012*. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial report of the Association was authorised for issue on the date of signing of the attached Committee's Report by the committee members.

Accounting Policies

(a) Income Tax

The Association is exempt from Income Tax under the provisions of Section 50-5 of the Income Tax Assessment Act 1997.

(b) Cash and Equivalents

For the purposes of the Statement of Cash Flows, cash and cash equivalents include cash on hand, at banks and on deposit.

(c) Revenue

Government funding

Government operational grants and funded projects are brought to account as income in the year received or receivable to the extent of expenditure during the year on the purpose of the grant. Grant monies which have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are carried forward as unexpended grants (unearned revenue - current liability).

Fees for Services

Revenue from the rendering of services including services provided under ACT Government service purchase contracts is recognised upon the delivery of the service to the customer. Where amounts have been received in respect of ACT Government service purchase contracts, but the outputs and/or quantitative performance indicators have not been fully achieved, an amount equivalent to services unperformed at balance date is recognised as unearned revenue. (current liability).

Other income

All other sources of income are brought to account as income when the related goods or services have been provided and the income earned.

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

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

(d) Plant and Equipment

Plant and equipment are carried at cost, less where applicable accumulated depreciation and impairment losses. The carrying amount of plant and equipment is reviewed annually by management to ensure it is not in excess of the recoverable amount from these assets.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each financial year end.

Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over their useful lives to the Association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

| <u>Class of fixed asset</u> | <u>Depreciation Rate</u> |
|-----------------------------|--------------------------|
| Furniture and Equipment | 11.25% - 20% |
| Leasehold Improvements | 10% |

(e) Employee Benefits

Short-term employee benefits

Provision is made for the Association's obligation for short term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The Association's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as a part of current trade and other payables in the statement of financial position.

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

Retirement benefit obligations

All employees of the Association receive defined contribution superannuation entitlements, for which the Association pays the fixed superannuation guarantee contribution to the employee's superannuation fund of choice. All contributions in respect of employee's defined contributions entitlements are recognised as an expense when they become payable. The Association's obligation with respect to employees' defined contribution entitlements is limited to its obligation for any unpaid superannuation guarantee contributions at the end of the reporting period. All obligations for unpaid superannuation guarantee contributions are measured at the (undiscounted) amounts expected to be paid when the obligation is settled and are presented as current liabilities in the Association's statement of financial position.

(f) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are included in the cash flow statement on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office is classified as operating cash flows.

(g) Leases

Leases of fixed assets 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, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are amortised on a straight-line basis over their estimated useful lives, where it is likely that the Association will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the year in which they are incurred.

The Association has recognised right-of-use assets of \$820,664 and lease liability of \$844,405 at 30 July 2023, for the lease agreement entered into on 1 January 2022.

(h) Impairment

At each reporting date, the Association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. As a not-for-profit entity, value in use, according to AASB 136 Impairment of Assets, is depreciated replacement cost. Any excess of the asset's carrying value over its recoverable amount is recognised in the statement of comprehensive income as an impairment loss.

(i) Comparative Information

The classification of comparative figures has been changed where the change improves the understandability of the financial information.

(j) Critical accounting estimates and judgements

The Committee evaluate estimates and judgements incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

(k) Key estimates – impairment

The Association assesses impairment at each reporting date by evaluating conditions specific to the Association that may lead to impairment of assets. Should an impairment indicator exist, the determination of the recoverable amount of the asset may require incorporation of a number of key estimates. No impairment indicators were present at 30 June 2023.

(l) Financial Instruments

Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are stated at amortised cost using the effective interest rate method.

Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

NOTE 2: REVENUE

| | 2023 | 2022 |
|-----------------------------------|-------------------------|-------------------------|
| | \$ | \$ |
| Revenue | | |
| Operating activities | | |
| Services rendered: | | |
| - ACT Government funding | 1,932,188 | 1,721,546 |
| - Commonwealth Government funding | 803,541 | 540,509 |
| - Other funding | 501,951 | 474,245 |
| | <u>3,237,680</u> | <u>2,736,300</u> |
| Non-operating activities | | |
| Rent Relief | | 133,000 |
| Interest | 2,091 | 657 |
| Donations | 10,500 | 10,020 |
| | <u>12,591</u> | <u>143,677</u> |
| Total Revenue | <u>3,250,271</u> | <u>2,879,977</u> |

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

2023 **2022**
\$ **\$**

NOTE 3: CASH AND CASH EQUIVALENTS

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:

| | | |
|--|------------------|------------------|
| CARE general cheque account | 59,805 | 34,462 |
| CARE flexi account | 3,894 | 783,083 |
| CARE cash reserve account | - | 22,448 |
| Rent Relief Scheme 2023 (<i>used as NILS cheque account in 2022</i>) | 67,216 | 30,246 |
| Service One TLC Transfers | 1,615 | - |
| Service One corporate | 10,711 | 128 |
| Service One high interest | 75,226 | 104,128 |
| Service One loan repayment | 4,315 | 16,012 |
| Service One Day to Day | 1,014,561 | 53,934 |
| Service One TLC | 39,965 | 46,821 |
| Service One Energy Subsidies | 14,300 | 924 |
| Service One Management | 20,177 | 19,917 |
| Service One Interest | 50,122 | 49,898 |
| FaHCSIA cash reserve | - | 16,944 |
| Capital Reserve | 25,020 | - |
| Term Deposits | - | 23,145 |
| Petty Cash | 525 | 133 |
| Total Cash | 1,387,452 | 1,202,223 |

NOTE 4: RECEIVABLES

| | | |
|--|----------------|----------------|
| Deposits | - | 5,000 |
| Loan Debtors | 204,535 | 183,912 |
| Non-Loan Debtors | 200,927 | 183,143 |
| Sundry Debtors | 221 | 1,084 |
| Less allowance for impairment of debtors | (4,278) | (5,387) |
| Total Other Assets | 401,405 | 367,752 |

NOTE 5: OTHER ASSETS

| | | |
|---------------------------|---------------|---------------|
| Prepayment | 35,154 | 32,419 |
| Total Other Assets | 35,154 | 32,419 |

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

| | 2023 | 2022 |
|---------------------------------------|-------------------------|-------------------------|
| | \$ | \$ |
| NOTE 6: PLANT AND EQUIPMENT | | |
| Furniture and Equipment at Cost | 207,287 | 196,656 |
| Less accumulated depreciation | <u>(182,239)</u> | <u>(171,804)</u> |
| | <u>25,039</u> | <u>24,852</u> |
| Leasehold improvements at Cost | 372,342 | 369,428 |
| Less accumulated depreciation | <u>(61,159)</u> | <u>(23,922)</u> |
| | <u>311,183</u> | <u>345,506</u> |
| Computer Software | 9,418 | 6,055 |
| Less accumulated depreciation | <u>(953)</u> | <u>-</u> |
| | <u>8,047</u> | <u>6,055</u> |
| Total plant and equipment | <u>344,269</u> | <u>376,413</u> |
| Right of Use Asset | 967,874 | 967,874 |
| Less accumulated depreciation | <u>(147,210)</u> | <u>-</u> |
| | <u>820,664</u> | <u>967,874</u> |
| NOTE 7: PAYABLES | | |
| CURRENT | | |
| Trade creditors and accruals | 146,967 | 18,320 |
| Unearned revenue | 134,200 | 128,400 |
| PAYG payable | 39,859 | 31,586 |
| Rent Relief | 171,021 | - |
| NAB Overdraft | - | 4,827 |
| Service One Loan | 100,000 | 100,000 |
| Net GST Payable | 33,915 | 56,206 |
| Historical Balancing | <u>-</u> | <u>20,004</u> |
| Total Payables | <u>625,963</u> | <u>359,343</u> |
| NOTE 8: PROVISIONS - CURRENT | | |
| Annual Leave | 147,702 | 188,744 |
| Long Service Leave | <u>16,225</u> | <u>34,185</u> |
| Total Provisions | <u>163,927</u> | <u>222,929</u> |
| NOTE 9: RETAINED SURPLUS | | |
| Operating Surplus / (Deficit) | (41,885) | (221,883) |
| Closing Retained Surplus 30 June 2022 | <u>1,396,535</u> | <u>1,618,827</u> |
| Retained Surplus 30 June 2023 | <u>1,354,650</u> | <u>1,396,535</u> |

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 10: RELATED PARTY TRANSACTIONS

As at balance date the Association had no known related party transactions.

No committee member received any remuneration for acting as a Committee Member during the year. The Centre's Director and staff representatives appointed to the Committee in accordance with the Constitution are however remunerated for their employment by the Association.

NOTE 11: EVENTS AFTER BALANCE SHEET DATE

No matters or circumstances have arisen since the end of the financial year to the date of this report that have significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

NOTE 12: CONTINGENT LIABILITIES AND CONTINGENT ASSETS

As at balance date the Association has no known contingent liabilities or contingent assets. The Association pays a very low professional indemnity insurance premium for the Consumer Law Centre's operations by being a part of a joint scheme through the National Association of Community Legal Centres. One of the trade-offs for the extremely cost-effective policy is that there is a \$10,000 excess per claim.

NOTE 13: COMMITMENTS

CARE has a rental agreement for office space for 7 years (ceasing 31 December 2028). This has been capitalised in the financial statements.

| | 2023 | 2022 |
|---|-----------------------|-----------------------|
| | \$ | \$ |
| Payables | | |
| not later than 1 year | 146,253 | 154,353 |
| later than 1 year but less than 5 years | 686,594 | 660,819 |
| Later than 5 years | <u>90,991</u> | <u>152,752</u> |
| Total Commitments | <u>923,839</u> | <u>967,874</u> |

NOTE 14: COMMITMENTS RECEIVABLE

| | | |
|--|-------------------------|-------------------------|
| Income Commitments Receivable (net of GST) | | |
| not later than 1 year | 2,861,927 | 2,878,424 |
| later than 1 year but less than 5 years | <u>1,136,447</u> | <u>1,911,571</u> |
| Total Commitments | <u>3,998,374</u> | <u>4,789,995</u> |

Commitments receivable have been derived from the agreements signed by the Association with number of organisations including: Relationships Australia, Access Canberra, Australian Government Department of Social Services, the ACT Justice and Community Safety Directorate, the ACT Community Services Directorate, the ACT Environment, Planning and Sustainable Development Directorate, Skills Canberra, the Motor Accident Injuries Commission, the Financial Counselling Foundation, the Financial Rights Legal Centre and the Consumer Action Law Centre, Snow Foundation, Service One, ACT Council of Social Services and ActewAGL. Many of the amounts receivable are also subject to an uplift factor that reflects a CPI increase and the Association is notified of the relevant increase by way of a contract variation on an annual basis. The amounts reflected in the current financial statements are based on the most recent contract variations.

CARE INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 15: ASSOCIATION DETAILS

The Association operates solely within the Australian Capital Territory and surrounding NSW to support low-income members of the community. The Association is incorporated in the Australian Capital Territory under the *Associations Incorporation Act 1991* (Association No. A01128).

The registered office and principal place of business of the Association is:
1st Floor, 19-23 Moore St, Turner ACT.

Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.



02 6257 1788



carefcs.org