



**Government  
of South Australia**

**Carclew  
2018-19 Annual Report**

**CARCLEW INC.**

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Date 30 August 2019

To:

The Hon Minister John Gardner MP  
Minister for Education  
Member of the Legislative Council

Dear Minister Gardner,

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Associations Incorporations Act 1985*. Classified as a corporate agency under the *Public Sector Act 2009*, Carclew is bound by certain sections of that Act and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Carclew Inc by:

A handwritten signature in black ink, appearing to read 'Patricia Helen Walton', with a long horizontal flourish extending to the right.

Patricia Helen Walton

Chief Executive

## From the Chief Executive

2018-19 became a year of significant change for Carclew in some ways, while remaining business as usual in others.

Carclew is an award winning South Australian cultural institution of long standing and is unique nationally. In 2018-19 our multi-artform program of high quality creative experiences for children and young people aged 26 and under, continued to be delivered across South Australia with a fundamental shift in our funding relationship with the state government. In September, the responsibility for annual funding for Carclew transferred from the arts portfolio to the education portfolio. No interruption in program delivery ensued.

The Board and staff of Carclew reviewed the strategic plan in preparation for continued growth and increased visibility through delivery of our challenging arts and cultural programs, vigorous partnerships, and growing earned income supporting program expansion. The program delivered in 2018-19 reflects the intentions of the Vision and Mission and the revised organisational Goals which underpin Carclew's purpose.

Carclew's Vision may have changed in its wording, but the purpose and intent of the organisation remains. We focus on bringing the very best of multi-art programming to children, teenagers and emerging artists across South Australia, in particular, children and communities with few opportunities to engage in creative experiences which build confidence and well-being, assist with learning outcomes and identify alternative career paths.

Carclew contributes to a growing youth arts presence nationally while our program continues to demonstrate increasing sophistication and complexity, for example, investing in the professional learning of teachers in SA primary schools to improve confidence in delivering the Arts Curriculum. Other examples include Creative Body Based Learning, a module for teacher professional learning and curriculum delivery in math and literacy, which is

deeply informed by artists and arts practice; and Creative Consultants, a professional career pathway program mentoring young creatives in client negotiations and consultancy proposals. Creative Consultants is also a social enterprise, with a business model indicating self-sufficiency within four years of commencement.

With our annual operational grant employing a team of specialist youth arts practitioners Carclew's program and the extra staff required are funded by and constructed around collaborations and partnerships that invest in social and creative impact, in particular for those children, young people and communities with limited resources.

Carclew nurtures the creativity and innovative thinking of children, communities, and young and emerging artists:

- High quality arts experiences for children and young people in the community
- Working with the education sector to embed creativity in schools
- Funding and professional arts business support for early career artists

Carclew has established multiple income streams through non-arts partnerships and philanthropic investments, and private giving. Carclew Board and leadership team have built this over the past year and we are seeing steady growth which we expect to continue in coming years.

In 2018-19 Carclew engaged 210 independent artists and arts workers approximately half of whom are in the early stages of their careers providing income and on-the-job experience for graduates and other professionals.



Tricia Walton  
**Chief Executive**  
Carclew Inc.

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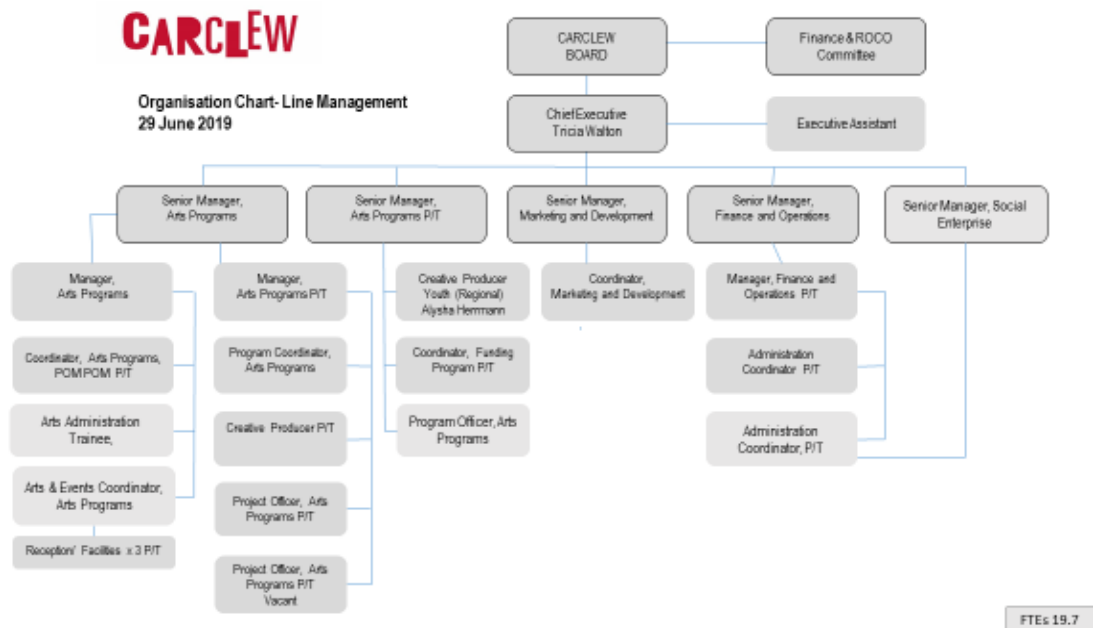
## Overview: about the agency

### Our strategic focus

<b>Our Purpose</b>	<p>Our Mission is:</p> <p>Embed creativity in communities, schools and careers.</p>
<b>Our Vision</b>	<p>All children and young people have cultural and creative confidence to positively navigate the changing world.</p>
<b>Our Values</b>	<p>Respectful Collaborative Flexible Nurturing Equitable</p>
<b>Our functions, objectives and deliverables</b>	<p>As the largest youth arts organisation in South Australia, Carclew brings the very best of multi-art programming to children, teenagers and emerging artists across the state, especially those with the least access.</p> <p>We invest in building confidence and well-being, assist with learning outcomes, and identify alternative or non-traditional career paths.</p> <p>We specialise in complex collaborations with arts and non-arts partners designed to build the capacity and confidence of children and young people as conceptual contributors and co-creators.</p> <p>Goals:</p> <ul style="list-style-type: none"> <li>#1 Anticipate and create the future as a leader in youth arts</li> <li>#2 Create ambitious and transformative arts programs</li> <li>#3 Extend access, inclusion and diverse representation in all that we do</li> <li>#4 Establish creative participation as vital to wellbeing</li> <li>#5 Have strong governance, sound finances and great people</li> </ul>



## Our organisational structure



## Changes to the agency

During 2018-19 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- Carclew Inc. transferred to Department for Education from DPC with no changes to structure or objectives
- Annual funding replaced with multi-year funding

## Our Minister

The Hon John Gardner MP is the Minister for Education.

## Our Executive team

Tricia Walton is the Chief Executive responsible for leading all internal and external relationships, funding, staffing and programming. Reports to the Board.

## Legislation administered by the agency

N/A.

## Other related agencies (within the Minister's area/s of responsibility)

Patch Theatre Company  
 South Australian Circus Centre, Home of Cirkidz  
 Restless Dance Theatre  
 D'Faces of Youth Arts  
 Riverland Youth Theatre

## The agency’s performance

### Performance at a glance

48% increase in regional participation.

88% increase in ATSI participation.

16% increase in artist employment.

I WORK FOR SA survey result had 82% response rate compared to 22% SA Public Sector overall. All but one of the categories received a positive score of 80% - 90% which was higher than both the SA Public Sector overall and small agencies of 20 to 250 employees.

Ruby Award for Best Work, Event or Project for Young People for the pilot project Ngarrindjeri Yanun.

### Agency contribution to whole of Government objectives

Key objective	Agency’s contribution
More jobs	<p>Creative Consultants builds career and employment pathways for early career creatives by mentoring consultancy skills with real clients in the real world. This program supported 12 creatives to develop career ready skills and contacts.</p> <p>With the growth of Carclew programs core staff grew from 16.8 FTE to 19.7 FTE.</p>
Lower costs	<p>41% increase in non-government grant income. 59% increase in corporate and private giving.</p>
Better Services	<p>Results Based Accountability evaluation model rolled out throughout all Carclew programs. Staff are trained and developing a Results Based Accountability plan is a requirement for all new programs.</p>

### Agency specific objectives and performance

<b>Agency objectives</b>	<b>Indicators</b>	<b>Performance</b>
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<p>Embedding creativity in communities</p>	<p>Northern suburbs project Pom Pom visual arts studio in Davoren Park community.</p> <p>Southern suburb projects ExpressWay Arts, Southern Children’s Festival, Stage Sparks and Hackam West Community Centre Family Program. Various performing arts programs.</p> <p>Young people from multicultural backgrounds were engaged in Stories Without Borders film-making project using easy to obtain equipment such as smart phones and free or online editing. Two groups, one high-school age, one young adult.</p> <p>Explore Arts school holiday program of workshops in a variety of art forms in the Carclew venue.</p> <p>SALA Parlour was a weekend pop up art gallery/workshop space on the SA Museum lawns during South Australian Living Artists Festival providing free drop-in for young people (aged 0-12) and their carers in August.</p> <p>Workshops offered by Carclew in visual and performing arts at Adelaide Youth Orchestras’ annual Music and Art Activity Weekends, held at Carclew House, for the 8-12yr olds ensemble and the 13-20yr olds ensemble.</p>	<p>Employed 38 artists to provide free open-access sessions for 294 children and their carers, with over 990 overall visits. Supported by federal government investment.</p> <p>Engaged a total of 22 artists to deliver for 320 children and teens. Supported by local government and federal government investment.</p> <p>Involved 18 participants and an audience of 70. State government investment.</p> <p>Employed 22 artists and engaged 327 participants.</p> <p>Employed 4 artists and engaged 306 children.</p> <p>Employed 7 artists and engaged 90 participants.</p>
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	<p>Carclew Futures saw ten young people, aged 12 to 15, supported to deliver and design a funding program. Carclew staff assisted the young team in the operational specifics of arts funding to create their own criteria and application process.</p> <p>Aboriginal and Torres Strait Island project NAIDOC in The Mall.</p> <p>Tjitjiku Tjukurpa (The Children’s Dreaming) Project is an initiative of Carclew in partnership with Lee-Ann Buckskin &amp; Associates. Under the guidance of cultural custodians, the project engaged children from Amata, Pukatja (Ernabella) and Mimili communities to learn and record ancient Inma (song, dance and walka) in Pitjantjatjara and Yankunytjatjara languages. Children worked with artists and cultural custodians during in-school residencies to contemporise Inmas into a tri-lingual musical claymaytion. Tjitjiku Tjukurpa commenced with an excursion tracking the Seven Sisters Songline (APY version) from Iron Knob to Artilla ending at the sacred Cave Hill site near Amata. Relatable Inma was shared by cultural custodians and will inform a digital resource to assist educators to teach Aboriginal content in the classroom.</p> <p>Funding for children’s theatre and youth arts companies that are embedded in the community to ensure funds to children and teens with few creative opportunities due to geographic isolation or other disadvantage. Supporting equitable access to fundamental cultural and creative rights across South</p>	<p>10 participants, 17 funding applications, two grants distributed. Supported by the Office for Children &amp; Young People</p> <p>Engaged 5 ATSI artists and artsworers with 350 participants.</p> <p>Engaged 50 children from 3 communities.</p> <p>Funded by the Commonwealth of Australia through the Indigenous Languages and Arts Program.</p> <p>Participants: 41,140 Attendance: 601,000</p>
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	<p>Australia. Youth arts and companies supported by Carclew funding are Restless Dance Theatre, SA Circus Centre – Home of Cirkidz, D'Faces of Youth Arts in Whyalla, Riverland Youth Theatre, Kurruru delivered by Kura Yerlo. Children's theatre company Patch Theatre also receives operational funding from Carclew.</p>	
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<p>Embedding creativity in schools</p>	<p>Musica Viva in Schools contracted to deliver a program of music education to disadvantaged schools with professional musicians engaging teachers and students.</p> <p>Artists in Schools programming delivered creative experiences with professional artists to students in music, visual art, street art, performance, workshops and story-telling</p> <p>Developing Effective Arts Learning (DEAL) is a professional learning program in arts pedagogy, a professional development for South Australian primary teachers in government schools that focuses on the Australian Curriculum: The Arts. Offered to government schools in categories 1-4 on the Index of Educational Disadvantage. DEAL takes the unique approach of co-ordinating co-teaching and collaboration between professional teaching artists and primary teachers to address the challenges and wealth of opportunities present in the arts curriculum.</p>	<p>58 schools and 95 concerts. 15 face to face and professional development workshops for teachers. 16,800 students at concerts and 9 student workshops.</p> <p>286 students in 12 schools: Yahl Primary School, Moorak Primary School, Melaleuca Primary School, Suttontown Primary School, Glanburnie Primary School, Pt Augusta Secondary School, Eudunda Area School, Adelaide Secondary School of English, Northern Adelaide Senior College, Para Hills High, Strathalbyn Area School, Peterborough High School. State government funding.</p> <p>15 teachers, 7 schools, approx. 330 students from the following: Christie Downs Primary School, Modbury Primary School, Woodville Primary School, Woodville Gardens Primary School, Ingle Farm Primary School, Darlington Primary School, Elizabeth South Primary School. State government grant.</p>
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	<p>Music Match is a pilot collaborative music education program for disadvantaged primary schools. Outstanding music education providers deliver opportunities for equitable music education, addressing participation barriers that schools with extreme social welfare issues face daily, and mobilising private giving and philanthropy to achieve active delivery and equitable participation.</p> <p>Professional Learning for Primary School Teachers: Smart Arts programmed in DreamBig Festival</p>	<p>Over 2480 students and 214 teachers. Project partners: Musica Viva, Adelaide Festival Centre, Adelaide Symphony Orchestra, Department for Education, Primary Schools Music Festival, Adelaide Youth Orchestras, Northern Sound System.</p> <p>13 Schools: Alberton Primary School, Elizabeth Grove Primary School, Elizabeth South Primary School, Elizabeth Vale Primary School, Elizabeth East Primary School, Kurna Plains Area School, Playford International College, Murray Bridge South Primary School, Tailem Bend Primary School, Jervois Primary School, Mypolonga Primary School, Fraser Park Primary School, Murray Bridge High School. Supported by philanthropic investment.</p> <p>97 teachers attended</p>
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<p>Embedding creativity in careers</p>	<p>The Carclew Dusk Arts Market offered South Australian emerging artists and artisans a market place to sell handcrafted visual art, fashion and jewellery. Entertainment was provided by emerging artists and the SA Public Primary Schools Choir.</p> <p>Creative Consultants supports young creatives to turn their skills into a living while breathing new life into businesses. Creative Consultants receive professional development, coaching and other one-on-one support to develop independent consultancy skills from client liaison and project scoping to quoting and delivering consultancy services.</p> <p>The Emerging Curators Program is an initiative of the City of Adelaide, delivered in partnership with Carclew. Engaging recent curatorial arts graduates and emerging curatorial practitioners, the program supports professional pathways and applied development. Emerging curators gain vital practical experience by undertaking professional curatorial programming within the iconic Adelaide Town Hall and the Art Pod, a contemporary 24/7 gallery.</p> <p>Carclew's Residents and Exhibitions Program offers fully subsidised artist studio spaces to artists of any discipline and curators in residence each year. The curator selected is responsible for a minimum of six exhibitions at Carclew House, as part of their residency commitments. Artist studios are located in the former stables at Carclew House and the Foyer Gallery is available for the curator's exhibitions. The Residency Program provides artists with the chance to work in a space where they can develop their art form, gain industry support and access opportunities to expand their professional networks and career [path in a supported environment.</p>	<p>33 of the 43 artists engaged were classified as emerging artists with an audience of 750.</p> <p>12 young creatives under 30 in the development program and undertaking consultancy. Program supported by philanthropic funding.</p> <p>27 artists and 3 curators. Estimated audience of 350 per day with a total of 36,050 seeing the work during the exhibitions.</p> <p>2 Curators in Residence 4 Artists in Residence 19 Exhibiting Artists 3 Performing Artists 6 exhibitions 335 audience members and 3 performing artists at exhibition openings.</p>
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	<p>The Creative Producer, Regional Youth position is in partnership with Country Arts SA to produces new creative outcomes with young artistic leads from regional South Australia. They champion, connect and nurture existing activities that serve or are led by young people in regional SA and encourage and provoke new ways of thinking about youth engagement within regional SA for staff at Country Arts SA and Carclew. Initiatives include Art Squad Art providing support, professional development, peer and experiential learning, mentoring and a team framework for creative practitioners aged 18-23 to develop and deliver their first, second and/or third projects in their home community.</p> <p>Carclew funding programs support emerging artists to become established professionals in their creative endeavour. For individuals, funding includes grants for self-designed, bespoke programs of professional development (up to \$12,000). Project grants (up to \$10,000 for individuals and \$20,000 for organisations) support the creation of original new work, capacity building for sustainability, and encourage excellence in arts activity for, by and with children and young people.</p> <p>Fellowship Program allows for an artist or arts worker aged 26 years or under to pitch a bespoke professional development proposal. Applicants practicing in all creative mediums as well as the technical, administration and production areas can request financial support ranging from \$3,000 - \$12,000.</p> <p>Carclew QuickstART loans is a rare program offering no-interest commercial micro-loans for individual artists, groups and creative practitioners aged 18 - 26 years. Ideal for design, production, presentation or exhibition costs, equipment or materials purchase, research, marketing and promotion or touring costs.</p>	<p>103 young people engaged with 9 young creative leaders supported through the Art Squad initiative</p> <p>Professional Development (Individual) saw a total of \$111,235 in grants to 18 out of 61 applications.</p> <p>Funding for organisations included Project Development and Capacity Building grants with a total of \$75,500 in grants to 5 out of 14 applications.</p> <p>7 Fellowships totalling total of \$75,026</p> <p>4 loans totalling \$9,865 have been provided in the period with a total of \$36,355 lent from a pool of \$15,000 established for this purpose in 2014.</p>
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**Corporate performance summary**

I WORK FOR SA survey result had 82% response rate compared to 22% SA Public Sector overall. All but one of the categories received a positive score of 80% - 90% which was higher than both the SA Public Sector overall and small agencies of 20 to 250 employees.

Ruby Award for Best Work, Event or Project for Young People, for the pilot project Ngarrindjeri Yanun.

Number of non-arts partnerships grew to 19 compared to 15 from previous year.

41% increase in non-government grant income.

59% increase in corporate and private giving.

32% increase in government project specific grants.

48% increase in regional participation.

88% increase in ATSI participation.

16% increase in artist employment.

**Employment opportunity programs**

Program name	Performance
Creative Consultants	The social enterprise pilot project Creative Consultants mentors early career creatives to turn their skills into a living as individual consultants to corporate and other clients. 12 clients were established and serviced, providing casual session work for 12 emerging artists.
Fellowships and Project and Development grants for individuals	Funding totalling \$186,735 offered to 25 emerging artists aged 26 or under in the early stages of establishing their careers. Supports independent artists to establish their own employment opportunities through funding projects and professional development.

## Agency performance management and development systems

Performance management and development system	Performance
Half yearly performance reviews for all staff and training and development provided	100% undertake annual performance review 70% undertook biannual performance review
Organisation and program risk management plans and evaluation plans	100% of program developed Risk Management Plans. 100% of program developed Results Based Accountability evaluation plans. Organisation Risk Management Plan endorsed by the Board.

## Work health, safety and return to work programs

Program name	Performance
Work Health and Safety Committee	The Work Health and Safety Committee meets quarterly and provides regular reports to the Carclew Board
Wellbeing Committee	A Wellbeing Committee is being established in response to the I WORK FOR SA Survey

Workplace injury claims	2018-19	2017-18	% Change (+ / -)
Total new workplace injury claims	1	0	100%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

\*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

<b>Work health and safety regulations</b>	2018-19	2017-18	% Change (+ / -)
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	0	0	0%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0%

<b>Return to work costs**</b>	2018-19	2017-18	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

\*\*before third party recovery

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

### **Executive employment in the agency**

<b>Executive classification</b>	<b>Number of executives</b>
Chief Executive	1

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.



## Financial performance

### Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2018-19 are attached to this report.

<b>Statement of Comprehensive Income</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Expenses	4,095	3,718	(377)	3,386
Revenues	1,039	766	(273)	663
<b>Net cost of providing services</b>	<b>(3,056)</b>	<b>(2,952)</b>	<b>(104)</b>	<b>(2,723)</b>
Net Revenue from SA Government	2,999	2,958	(41)	2,770
<b>Net result</b>	<b>(57)</b>	<b>5</b>	<b>62</b>	<b>47</b>
<b>Total Comprehensive Result</b>	<b>(57)</b>	<b>5</b>	<b>62</b>	<b>47</b>

<b>Statement of Financial Position</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Current assets	1,504	2,194	114	1,581
Non-current assets	62	62	0	80
<b>Total assets</b>	<b>1,566</b>	<b>2,256</b>	<b>114</b>	<b>1,661</b>
Current liabilities	1,036	1,664	628	1,074
Non-current liabilities	0	0	0	0
<b>Total liabilities</b>	<b>1,036</b>	<b>1,664</b>	<b>628</b>	<b>1,074</b>
<b>Net assets</b>	<b>530</b>	<b>592</b>	<b>62</b>	<b>587</b>
<b>Equity</b>	<b>530</b>	<b>592</b>	<b>62</b>	<b>587</b>

### Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

#### Consultancies with a contract value below \$10,000 each

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Consultancies below \$10,000 each x 2	Various programs	\$7,700

**Consultancies with a contract value above \$10,000 each**

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
I-Nex Corporation Pty Ltd	Music Match website development	\$20,000
Lee-Ann Buckskin & Associates	To plan and co-present the Tjitjiku Tjukurpa (Children's Dreaming) Project	\$18,000
	Total	\$38,000

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

**Contractors disclosure**

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

**Contractors with a contract value below \$10,000**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Creative contractors x 201	Various projects	\$209,210
Technical & Production contractors x 8	Various projects	\$7,667
Service contracts x 3	Various services	\$22,786
	Total	\$239,663



**Contractors with a contract value above \$10,000 each**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Kuku Digital	To develop and deliver DEAL project	\$13,800
Think Films	To film and document the Tjitjiku Tjukurpa (Children's Dreaming) Project	\$31,750
Community Business Bureau	Payroll and related functions	\$12,030
Maskeen G Enterprises	Cleaning	\$19,866
	Total	\$ 77,446

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

**Other financial information****Other information**

## Risk management

### Risk and audit at a glance

#### Fraud detected in the agency

Category/nature of fraud	Number of instances
No incidents of fraud were suspected or detected during the reporting period	0

*NB: Fraud reported includes actual and reasonably suspected incidents of fraud.*

#### Strategies implemented to control and prevent fraud

The Finance and ROCO Committee, consisting of two Board Members, Carclew Chief Executive, Senior Manager, Finance & Operations and Manager, Finance & Operations review all accounts prior to each Board meeting. Systems and procedures are in place to control and prevent fraud.

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

#### Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

## Reporting required under any other act or regulation

Act or Regulation	Requirement
<i>Australian Charities and Not-for profits Commission Act 2012</i>	Subdivision 60-C Annual financial reports 60-10 Medium and large registered entities must give annual financial reports (1) A medium registered entity or a large registered entity must give the Commissioner a financial report of a financial year, together with any auditor's report or reviewer's report that the entity is required to obtain under section 60-20 or 60-25. (2) The registered entity must give the reports to the Commissioner no later than 31 December in the following financial year or such later time as the Commissioner allows.

### [Annual Information Statement 2018](#)

#### Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health and Wellbeing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

Carclew progressed development of a Disability Access and Inclusion Plan to replace its former Disability Action Plan. Following internal and external consultation, the plan will be endorsed in 2017.

Carclew's commitment to access and inclusion is reflected in the following budget and program elements:

A budget is available for additional staff to assist with client special needs when required.

Carclew is an affiliate of the South Australian Companion Card Program and recipients of Carclew grants are required to commit to the program through their funding agreements.

To enable greater access in Carclew funding programs, individual applicants can submit their proposal as a video package.

Carclew's arts programs are designed for accessibility for all children and young people. Specific projects incorporate mechanisms to ensure that individual needs are supported. The contribution and needs of individual carers are also recognised within program design and delivery.

Community based programs delivered by Carclew such as Pom Pom and ExpressWay Arts include the attendance of carers who support the participation of those in their care or, at times, participate in their own right in projects tailored to them.

## Public complaints

### Number of public complaints reported

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy	0

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
		unreasonable or disadvantages customer	
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		<b>Total</b>	<b>0</b>

Data for previous years is available at: [Carclew 2018-19 Regulatory Data](#)

**Service improvements for period**

**Service improvements that responded to customer complaints or feedback**

Add text

## **Appendix: Audited financial statements 2018-19**