NSW Carers AUSTRALIA

Carers NSW Inc

Annual Report

2004-2005

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- What did we set out to do this year?
- How have carers benefited from our work?
- Has our work produced permanent positive change for carers?
- Have there been improvements for our volunteers, staff and Board members?

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Our vision

Governments and communities recognise, value and support carers

Our purpose

To lead change and be the voice of carers

Our role

- Education and training for carers, service providers and communities
- Emotional support, counselling and individual advocacy for carers
- Information, publications, resource development and delivery
- Policy development, research and advocacy
- Sector development and systemic change
- Service innovation, development and evaluation

Our values

Respect

We respect the right of carers and the people they support to make choices and determine their own lives.

Diversity

We value the diversity of people and communities and are respectful of, and responsive to, these differences.

Privacy

We respect the privacy of individuals in line with good practice.

Involving carers

We actively involve and listen to carers. Their views guide our policies, advocacy and services.

Indigenous culture and heritage

We respect and value Indigenous cultural heritage and are committed to self-determination for, and reconciliation with, Indigenous people. We acknowledge that Indigenous people are the traditional owners and custodians of our land.

Innovation and learning

We pride ourselves on being innovators and have a commitment to ongoing learning that helps us find better ways to achieve our goals.

Quality and professionalism

As an organisation, we aim for quality, productivity and professionalism in all we do.

Valuing our people

Our effectiveness is dependent on our Board, staff and volunteers and we are committed to their ongoing development and wellbeing.

Future orientation

We are committed to action that results in an improved and more sustainable future – in the health and community care systems and for carers and those they support.

President's Report

Louise Gilmore

Louise Gilmore is a family carer, a journalist and author of *The Carers Handbook*. She is employed as a community educator for Northern Sydney Health and as a lecturer at a college of natural therapies. She has been a member of Carers NSW for 11 years and President of the Board for 5 years.

I'm very pleased to report that Carers NSW continues to grow, to change and I believe, to improve. From the Board's point of view, the year began with a long look into the future, when we finalised our strategic directions for the years 2005-2010.

The exceptional work of our CEO, Joan Hughes, was further endorsed with the award of a Churchill Fellowship, which took Joan to the USA, Canada and the UK from August until February. During that time Kathy Wood became Acting CEO. The Board was very satisfied with the handover and the management skills of both these valued staff.

The Board was further impressed by the Carers Life Course Framework which grew out of the Mental Health Project. Various presentations of this work by evaluator Dr Deanna Pagnini have resulted in interstate, national and international interest. I was able to extend our international profile by being a keynote speaker at the first international carer conference in New Zealand.

In September we were sponsored by Member of the NSW Parliament, Graham West to brief NSW parliamentarians on carer issues at Parliament House. More than 30 Members of Parliament and their advisers attended and asked many questions.

The Commonwealth published the results of its Community Care Review and after working with other State and Territory carer associations, we were successful in getting a further 12 months funding for nationally-funded projects. We were then subject to a review of our ability to address greater innovation and reduced duplication across carer associations. We agree with the Commonwealth that these are important issues although work on them has certainly taken huge amounts of staff and Board time. We hope the outcome will be much improved services for carers.

Carers Week, as always, gave us a chance to raise important issues and make contact with people new to the perception of themselves as carers. Through the work of our PR consultant, Leigh White, we achieved our highest media response and we had the largest-ever launch at Fairfield in Sydney. Television coverage, including the ABC's *Four Corners* and programs on Channels 7 and 9, took the carer message to new audiences.

Our first conference under our peak funding arrangement was held in February, and was called *Shifting Paradigms in Health Care: Leading Practice in Carer Support*. It was attended by more than 300 health care and service providers and as always, stories told by the panel of carers were the most moving and powerful events.

Relationships between Carers NSW and outside organisations continue to be developed by Board members and staff with professional input from our marketing consultant, Carol McCormack, and have led to some very welcome extra funding. We held a delightful function for Friends called *A Celebration of Life – It Matters*, with Julie McCrossin speaking publicly for the first time about her own experiences as a young carer.

There have been considerable Board changes this year. We were sorry to farewell Muriel Foster, Helen Pook, Allan Taylor and Francesca Seychell, all of whom have given many years of voluntary work to Carers NSW. Previously co-opted members Sara Graham and Michelle Dellagiacoma stood for full membership and we welcomed our new co-opted member, Sarah Lawrance. I am also pleased to announce that Pam Webster was unanimously appointed to replace me as the Carers NSW representative on the Board of Carers Australia.

In spite of these changes, input into a range of programs by Board members has continued to grow. Board working parties on areas such as finance, marketing, policy and research, lobbying and our constitution have been very active and productive. Board members are also representing carers and Carers NSW on a number of government advisory bodies and taskforces. And once again we took the carer message to politicians in their electorates, prior to the Federal election. It is such a pleasure to work with and be supported by a team like ours. Thank you.

Thanks also to our excellent staff, our volunteers and our members. I am looking forward to meeting as many of you as possible at the AGM.

Board of Management

The Board of Management is responsible for strategic and policy directions of Carers NSW to ensure it achieves its aims for carers. It reviews standards, policies and procedures in accordance with the constitution, and is financially and legally accountable for use of funds. There are 12 board members, including 4 office bearers, with provision for up to 3 co-opted members. Sub-committees and working parties meet regularly to work on relevant issues. The Board Working Parties for 2004-2005 are Finance, Marketing, Friends of Carers NSW, Policy & Research, Lobbying, and Governance.

Members of the Board of Management for 2004-2005 are:

Laraine Toms, Vice President, is a carer. She currently coordinates and lectures in the Carer Advocacy Course at the NSW Institute of Psychiatry. Laraine chairs the Marketing Committee and is a member of the Policy & Research, Carer Mental Health Evaluation and Carer Life Course Framework Committees. Laraine represents Carers NSW on the National Consumer and Carer Forum.

Laraine Toms
Vice President

Joan Bullock has been an active member of the War Widows Guild for many years, and in 1987 was elected Honorary Secretary of the then Carers Association, a position she continues to hold. She has worked tirelessly for the Association, and one of her most important contributions was the implementation of the Association's membership system that she continues to record. Joan received life membership of Carers NSW in 1997.

Joan Bullock
Honorary Secretary

John King worked as a Chartered Accountant with Price Waterhouse, now Price Waterhouse Coopers, for his entire professional career. Since his retirement he has worked in a voluntary capacity to provide financial expertise to the Brain Foundation and Sydney Day Nurseries Association and has been the Honorary Treasurer at Carers NSW since early 2002. He is the Chair of the Finance Committee.

John King
Honorary Treasurer

Michelle Dellagiacoma is a carer. She is a strategic planner with State Government. Michelle is a Board Member of the Cabinet appointed Disability Advisory Council; a member and advocate on a number of parent groups; a co-ordinator of the NSW branch of the Association of Children with a Disability; and the founding member of a Carer support group.

Michelle Dellagiacoma

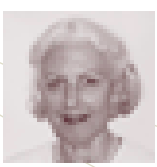
Averil Fink has a long association with many community organisations, including Council on the Ageing, Beehive Industries and Meals on Wheels, and is on the Board of the Retirement Villages Association. She has been involved with carer associations for more than 28 years. Averil cared for her husband who died of a brain tumour in 1997. She received life membership of Carers NSW in 2000.

Averil Fink, AM, MBE

Sara Graham is a former carer and has been a Board member of Carers NSW for the past 7 years. She is an Honorary Research Associate at the Social Policy Research Centre of the University of NSW and has a particular interest in the evaluation of community support services for people with disabilities.

Sara Graham

Felicity Purdy has worked with children and adults with disabilities, their families and their services for more than 30 years and is a former carer herself. She holds a number of voluntary and advisory positions concerned with severe disability and has been a member of Carers NSW board for 6 years. She is a member of the Policy & Research, Marketing and Lobbying committees and the Young Carers Advisory Committee.



Felicity Purdy

Board of Management

Francesca Seychell

Francesca Seychell is a parent carer who works as an Official Community Visitor for the Community Services Division of the NSW Ombudsman. She also works as a family support worker for parents of children with disabilities, a carer support group leader, counsellor, educator and trainer. Francesca has been a member of Carers NSW for 11 years and a Board Member for 5 years. She is a member of the Policy & Research, Marketing, and Lobbying Committees of Carers NSW.

Allan Taylor

Allan Taylor, a retired professor and Dean of the Faculty of Education at Newcastle University, is currently Managing Director of Cyber-X (Aust) Pty Ltd and Company Secretary of Taylor Technology Pty Ltd. A Carers NSW board member for 8 years, he was Chair of the Finance Committee until his retirement from from the Board early in 2005. Allan assists with the care of his 92 year old mother-in-law.

Jennifer Webb

Jennifer Webb is a former carer with a nursing background. She has been a volunteer with community organisations for some years, especially in a Dementia specific daycare centre and a general carer support group. Her interest is in support for long-term carers. She has been a member of the Board of Management of Carers NSW for 9 years.

Pam Webster

Pam Webster has been a Carers NSW board member since 2000. She is the chair of the Policy & Research Committee, a member of the Marketing and Constitution Committees and the Statewide Mental Health Reference Group. Pam worked in health and welfare areas for over 22 years in management, research, evaluation and policy development. She represents Carers Australia on the National Arthritis and Musculoskeletal Conditions Advisory Group.

Board members **Francesca Seychell** and **Allan Taylor** resigned from the Board during 2005.

Sarah Lawrance

Sarah Lawrance joined the Board as a co-opted member. Sarah's career has spanned 20 years of commercial experience in large and small businesses in the public and private sectors. She currently works in the financial sector managing alliance relationships. Her skills include: people management, effective communication, financial management and business development.

At the 2004 Annual General Meeting

Friends of Carers NSW

Friends of Carers NSW help by giving time and skill, not money. They assist in strategy development and decision making by supplementing the knowledge of the staff and Board. This might be through the provision of legal advice, or ideas on how to raise our profile and increase our networks. Friends do not play an active role in day-to-day operations but act as honorary consultants to the Board.

Friends of Carers NSW are drawn from a wide range of sectors, including the Arts, Financial Services, Health, Legal and Media. Carers NSW is extremely grateful to the following Friends of Carers NSW:

- Dr Tom Acheson, Director of the Hornsby Ku-ring-gai Care Association
- Emeritus Professor Peter Baume, Chancellor, The Australian National University
- Ms Jennifer Bott, CEO of the Australia Council for the Arts
- Professor Tony Broe, Professor of Geriatric Medicine, University of NSW/Prince of Wales Hospital
- Ms Anne Deveson AO, writer, broadcaster and documentary film-maker
- Dr Ian Fitzpatrick, retired medical practitioner
- Mrs Patricia Harrison, client advisor/stockbroker
- Professor Ian Hickie, executive director of the Brain & Mind Research Institute, Sydney University and consultant to the National Depression Initiative *beyond blue*
- Ms Robin Hughes AO, producer, writer, director and interviewer
- Ms Julie McCrossin, radio broadcaster and television presenter
- Mr Ross McLuckie, solicitor
- Mr Charles G. Mendel, solicitor
- Mr Richard Ottley, solicitor
- Ms Vivienne Pusey, manager, aged care services
- Mr Chris Taylor, accountant and financial planner
- Emeritus Professor Ian W. Webster AO, physician, Professor of Public Health and Community Medicine, University of NSW

Chief Executive Officer's Report

Joan Hughes

Joan became Chief Executive Officer of Carers NSW in March 1993. In 2003 she was runner up for a National CEO Award for the not-for-profit sector. Joan was awarded a Churchill Fellowship in 2004. The research, about ageing parents of people with disabilities, was carried out in Canada, USA and the UK. She is a member of the NSW Advisory Committee for the Home and Community Care Program - a ministerial appointment. Joan is regularly invited to speak overseas, mostly in the USA and the UK, about carer support as it relates to young carers and ageing parent carers.

In this report you will be able to read the progress of the organisation's work against the Key Result Areas we set out in our plan for the next five years, see pages 17-24. The many achievements have been possible through the dedication of individual staff and volunteers and teams of people. It is hard to keep staff in an environment of uncertain funding at both state and federal levels. Many of our staff have been on yearly contracts. This makes planning and service delivery very difficult, and is not conducive to career planning for the staff. The following staff left this year: Catherine Kellett, Kerrie Saunders, Damon Thompson and Sue Wildman. I acknowledge and thank them sincerely for their contributions to carer support in New South Wales.

I was fortunate to be awarded a Churchill Fellowship about Ageing Parent Carers. I combined this with long service leave and my family and I packed our bags for Canada where we lived for six months. My research was carried out in Canada, USA and UK and since returning home some of the initiatives I observed have already been addressed by governments.

Kathy Wood was appointed Acting CEO and did a sterling job. I thank her sincerely, as well as the Board, for allowing me to have such a memorable time overseas, the evidence being that my return to work at Carers NSW has been an easy transition.

Our volunteers in the office and those volunteers who help to make our young carer camps possible, have allowed us to reach more carers. My heartfelt thanks to all our volunteers. The highlights of the year have been many and varied, see pages 25-28.

I look forward to the future. We are developing plans for the next chapter of Carers NSW. This will see a new organisational structure for the association, as well as new premises. We have been able to diversify our income base this year, see page 7 for acknowledgment of the funding and donations we have received. This will continue to be a priority. This financial and in kind support has been invaluable, not only for carers and Carers NSW but it allows our supporters to learn more about the needs of carers. Assisting carers is not only good social and health policy, but it is a human rights issue that still needs to be a higher priority for governments and the community.

Joan Hughes and Fran Appleton at Bon Voyage celebration

Acknowledgements

It is time to reflect on the past and gear up for the future of the organisation. It is also time to appreciate our donors – past, present and potential – and to thank them all most sincerely for their ongoing support of Carers NSW.

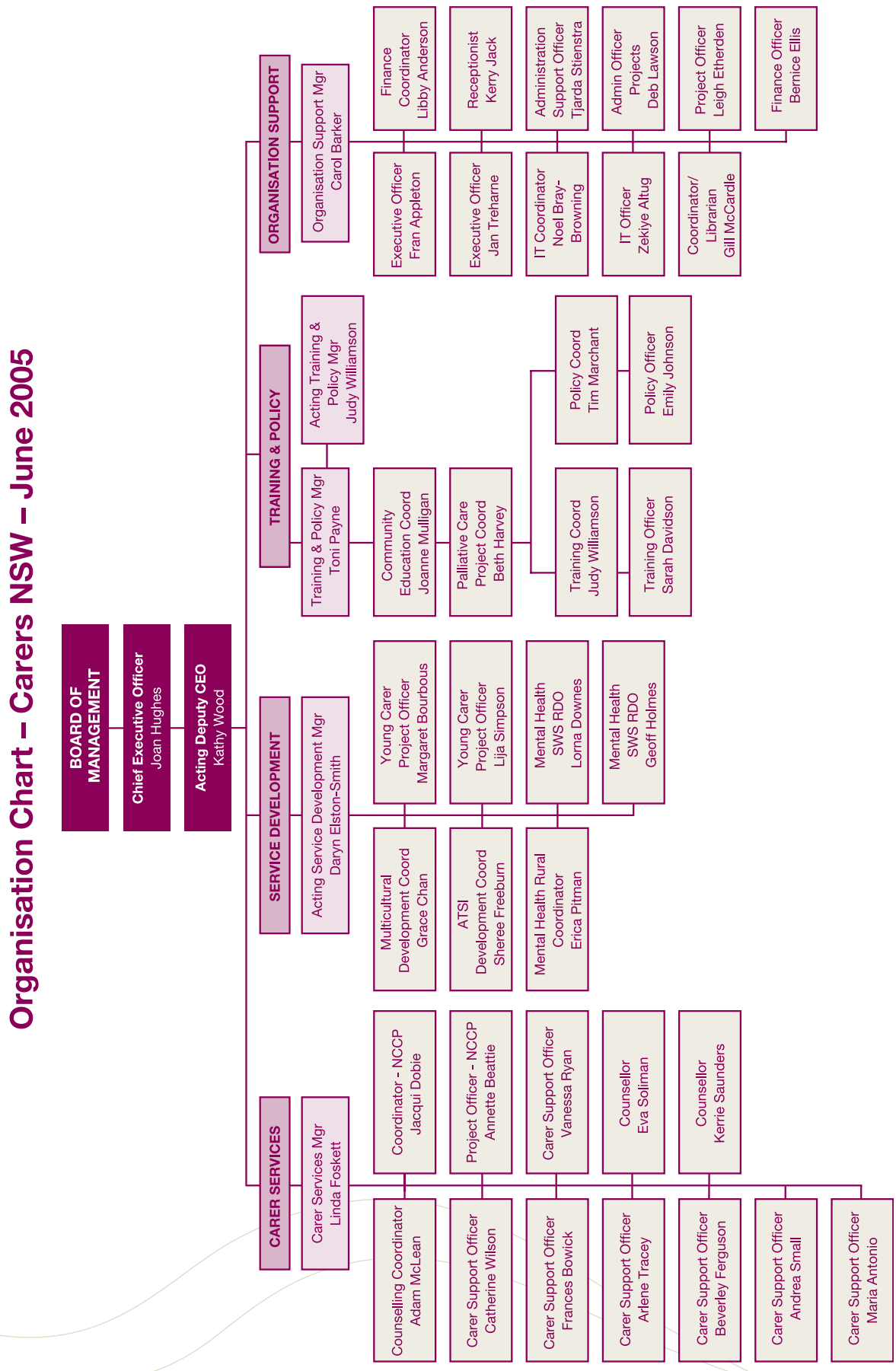
Carers NSW appreciates the great amount of time and effort given by carers and others to support and assist our association. We also acknowledge the following organisations for their financial or in kind support during 2004-2005:

- AMP PA Network and AMP Foundation
- Belvoir Street Theatre
- Centrelink
- Department of Ageing, Disability & Home Care
- Department of Family and Community Services
- Department of Veteran Affairs
- Department of Workplace and Training
- Ashley Hall
- Terry Hawkins
- Hoyts Theatres
- NSW Department for Women
- Opera Australia
- Rotary Club of Como/Jannali
- Rotary Club of Hawkesbury
- Rotary Club of Padstow
- Rotary Club of Randwick
- Springwood Primary School
- Sydney Theatre Company
- The Hamilton Foundation
- Thyne Reid Charitable Trusts
- Charles 'Bud' Tingwell
- Kevin Troeger, Kinetic Experience
- Women's Golf New South Wales

Carers NSW would like to sincerely thank the members listed below, and those who chose not to be acknowledged, for their generosity during 2004-2005.

Miss K Afatzanis
Ernest Alchin
Valmai Alvarado
Fiona Andrews
Quoc Anh Duong
Mr R Arie
Mr G M Armstead
Mrs C R Arndt
Anna Ashlin
Marie Louise Ashton
Mrs J Austin
Mrs D Baggs
Mrs A Bailey
Sue Balfe
Mrs R Ballecer
Mrs L Baluk
Sevilla Barrow
Mrs M Batcheldor
Mr P Bennett
Olive Bennett
Andrew Blair
Mr K Boes
Marie Brown
James Bruce
Margie Bwin
Ronald Callow
John Cameron
Beverley Capanna
Rosa Carbone
Carers Support Group Wagga Wagga
Carers Support Group Woy Woy
Mrs J A Carrol
Patricia Carruthers
Lyn Cecil
Susie Chang
Mrs M J Chisholm
Reginald Clark
Hamilton Foundation
Ms J Hedington
Mrs Y A Hennessy
Gloria Hilder
Mr Hitchcock
Mr B Hoare
Mrs J Hughes
Nan Hunt
Bill Jacobs
Audrey James
Mrs M Jusk
Mr S Kaye-Smith
Mr J Kendall
Mrs V Kenny
Mrs V Kerr
Heidi Key
Allen King
Mr N Kringas
Mrs J Le Fevre
Rowan Leavold
Mrs B Lee
Mary Lemmens
Don Levy
Beverley Lewis
Ms D Lightfoot
Anna Logan
Ms S Logue
Alison Lomax
Carlene Love
Brian Lowe
Mrs E Lynam
David Lynch
Dianne MacMahon
Trish Manderson
Lisa Marchand
Mr W Massey
Mr H W Masters
Dorothy Matlak
Vicki Mayhew
Mrs P McAleer
Mrs A McCartney
Mr R McDonald
Beryl McLeay
Mrs J McPhee
Ron McVeigh
Mrs G Meagher
Mrs L Mellor
Mr C Mercieca
Miss M J Mills
Mrs A Moonen
Ivana Morris
Leo Moss
Carmel Nestor
Mr J Nicolaides
Mrs J O'Farrell
Mrs J O'Neill
Mrs S Ogonowski
Mrs M Olijnjk
Cary Ooi
Ms J Ooshana
Davina Owens
Mr PR Palmer
Mr M Park
Mrs S Parkes
Mrs J Parsons
Elwyn Pattenden
Scott Paul
Mrs S Penberthy
Ms E Pessoa
Mrs C Phillips
Heather Phillips
George Pinfold
Mr C A Piper
Patricia Platt
Dr R Porter
Mrs F Purdy
Angelina Rando
Ms Redmond
Dell Reynolds
Mrs M Richardson
Arthur Roberts
Mrs J Rochford
Phyllis Rogers
Mrs P Rosenman
Mrs R Rossenttin
Mrs S Rottman
Ms J Rowland
Mrs M E Ruch
Mrs M A Ruiz
Denis Ruthwell
Christina Ruting
Faye Ryan
Anna Saffir
Verna Scalley
Mr R Schurr
Peter Scott
Mr M Shaw
Roger Smith
Norma Smith
Mrs J Smith-Cameron
Mr L St Ledger
Annette Stace
Bill Stewart
June Stone
Henry Taylor
Robert Trengrove
Mrs B Turner
Mrs I Voysey
Michael Wagner
Charles Wales
Mrs M Warden
Lorraine Warnick
Mrs N Weatherall
Mrs M Weatherstone
Kim Webb
Mrs B Whiteman
Mr H Wickman
Audrey Wilson
Diana Wood
Mrs S Wright

Organisation Chart



Volunteers

Without our volunteers, Carers NSW could not exist as it does. This year's dedication and commitment has been outstanding, and we sincerely thank each and every one of our volunteers.

Volunteers	Duties/Responsibilities
Steve Back	Young Carer Camp leader
Jessica Barnard	Young Carer Camp leader
Clem Barrack	*Carers News* mailout
Mary Bobokis	Young Carer Camp leader
Kylie Brown	Young Carer Camp leader
Delia Collier	Preparation of kits and other information, filing
Heather Coull	Young Carer Camp leader
Gillian Coutts	Young Carer Camp leader
Nina Crown	Membership updates
	Financial – accounts, donations, banking
	Carers News mailout
	Data entry, assistance at conferences
Amber Figura	Young Carer Camp leader
Carmen Foley	*Carers News* mailout
Jean Foxover	*Carers News* mailout
Andrew Gibson	Young Carer Camp leader
Rohan Harvey	Young Carer Camp leader
Wendy Hine	*Carers News* mailout
George Johnpulle	Preparation and distribution of NESB carer and service provider support kits
	Carers News mailout
Rasjad Johnson	Young Carer Camp leader
Caroline Jones	*Carers News* mailout
Bronwyn Kelly	General support
Therese Kelly	Young Carer Camp leader
David King	Young Carer Camp leader
Ian Kirkham	Preparation and distribution of kits and other information, photocopying, brochure management/maintenance, management/maintenance of Fact Sheets
Irene Lam	*Carers News* mailout
Barbara Lee	Kit preparation, general assistance
	Carers News mailout
Richard Lio	Young Carer Camp leader
Andrew Macintosh	Young Carer Camp leader
Narelle Mackander	Young Carer Camp leader
Bart Madden	Young Carer Camp leader
Hamish Mitchell	Young Carer Camp leader
Aimee Moscatelli	Young Carer Camp leader
Mary Myers	Young Carer Camp leader
Sonya Nader	Young Carer Camp leader
Heidi Newbery	Young Carer Camp leader
Helen O'Doherty	General assistance, kit preparation
Liza Pereira	Young Carer Camp leader
Katherine Pitkethly	Young Carer Camp leader
Niall Quinlan	Young Carer Camp leader
Ruth Relf	Young Carer Camp leader
Marie Shipway	Preparation and distribution of kits and other items
	Photocopying Fact Sheets
Michael Spruyt	Young Carer Camp leader
Elaine Stansfeld	*Carers News* mailout
Mary Stathis	Preparation and distribution of kits and other items
Prathiba Subramaniam	Young Carer Camp leader
Jodie Sykes	Young Carer Camp leader
Aviva Ziegler	Young Carer Camp leader

Partnerships & Committees

During this year Carers NSW's partnerships with other organisations have continued and new partnerships have been formed.

Staff, board members and volunteers represent Carers NSW on various committees, forums, conferences and functions. These are some of the prime ways in which public awareness of carer issues is generated and kept on the policy agenda. We also meet regularly with our major funders to keep carers on their agendas.

- Aged Care Alliance
- Aged & Community Care Liaison Group (Commonwealth)
- Alliance of NSW Divisions of General Practice
- Aboriginal &Torres Strait Islander State Gathering Committee
- Bexley Community Care – Carer Project Advisory Committee
- Carers Australia – Executive Directors' Forum
  – Services Sub Committee
- Cancer Council
- Carer Focused Interagency
- Carer Services Mapping Project, ARAFMI
- Carers Coalition
- Carers Consortium
- Community Care Coalition – NSW
- Community Care National Working Group
- Commonwealth Carer Respite Centres Consultative Group
- Department of Ageing, Disability & Home Care – Planning for Later Life Forum
  – Primary Care Consumer Group
- Department of Health and Ageing – Primary Care Reference Group
- Department of Veteran Affairs – State Planning Group
- Home and Community Care (HACC) Access Project, Western Sydney Area Health Service
- HACC Forum and HACC Issues
- HACC State Advisory Committee
- Labour Council Alliance
- Mental Health Coordinating Council – Carers' Action Group
- Motor Accidents Authority – Community Partnership Committee
  – '*Carers Linked in Caring*' Project
- Multicultural Carers Alliance
- Multicultural Carers Project, St George Migrant Resource Centre
- NSW Care for Carers Program Advisory Group
- NSW Carers of People with a Mental Illness Advisory Committee
- NSW Health – Aboriginal Dementia Awareness Project Training (ADAPT)
  – Family & Carers Strategic Planning Working Group
  – Palliative Care Advisory Group
- NSW Mental Health Implementation Group
- NSW Multicultural Disability Advisory Service
- Relationships Australia NSW
- Negotiating Caring & Employment Project
- Statewide Carers Mental Health Alliance
- Statewide Non English Speaking Background Advisory Service, Ethnic Child Care, Family & Community Service Co-op Ltd
- St James Ethics Centre
- University of Western Sydney – Carers of People with Cancer Project
- Western Sydney Multicultural Access Project Advisory Group

With all of Carers NSW projects, an advisory, steering or reference group is set up to guide the project work. Carers are always significant members of these committees. The following committees have been in place for the 2004-2005 year:

Carers Coalition

Vivian
Community Options (COPS)

Brenda Bailey, Gayle Richards
Council on the Ageing (COTA) NSW

Jodie Boardman
Care Connect

Pam Bruce
Schizophrenia Fellowship

Katharine Carney
Northcott Society

Rebekah Christofis, Jacob Joseph
Brain Injury Association

Yvette Cotton
NSW Consumer Advocacy Group

Miriam Dixon
Parkinsons NSW

Susan Gentle, David Skidmore
Combined Pensioners and Superannuants Association

Damian Griffis
People with Disabilities

Patrick Harris
Ethnic Communities Council

Carrie Hayter
Aged and Community Services

Catherine Hogan
Family Advocacy

Dianne Hogden
Down Syndrome Association

Alex Hope
Multiple Sclerosis Society

Kate Hunter
Spastic Centre NSW

Lorne Hyde
Epilepsy Association

Rhoda Immerman
ARAFMI NSW

Gabrielle Jones
ACROD

Lewis Kaplan, Kristin Vesk
Alzheimers Australia NSW

Sharryn Llewellyn
Benevolent Society

Godfrey McCormack
Meals on Wheels

Ed McNamara
Uniting Care

Kevin Marron
Interchange

Dennis Meijer
Aids Council of NSW (ACON)

Sarah Moore, Anthony Warren
Autism Association of NSW

Margaret Noonan
Spinal Cord Injuries Australia

Tatiana Patoka
Jewish Care

Dianne Petrie
Association of Genetic Support of Australasia (AGSA)

Kathie Ponting
The Accommodation Rights Service

Christine Regan
NCOSS

Anita Richter
Motor Neurone Disease Association

Kylie Ruth
NSW Cancer Council

Michelle Sharkey
Stroke Recovery Association

Robyn Webb
Northern Sydney Home Nursing Service

Trish Wetton
Forsight Foundation

Partnerships & Committees

Carers Mental Health Project
Mid West Regional Reference Group

Margaret Balsom
Carer

Cindy Beadon
Parkes Mental Health Service

Megan Beasley
Centrelink, Orange

Nicole Bennett
Carer/Community Representative

Janelle Bond
Centrelink Parkes

Paula Browne
Centacare Forbes

Jenny Coleman, Bronwyn Hyde, Lynnda Livesey
Curran Centre

Patreena Collins, Geraldine Sealey
Bathurst Mental Health Service

Anna Della Bosca
Carer

Jennifer Drinkwater
Lifeline Central West

Cynthia Feddersen
Grenfell Carer Support Group Representative

Robyn Frost
Home & Community Care

Sue Herbertson, Wendy Coles
Central West Commonwealth Carer Respite Centre & Commonwealth Carelink

Jodie Macmillan
Allied Health

Bruce Middleton, Ian Rawson
Bloomfield Hospital

Andrew Roberts
Canobolas Clinic, Bloomfield Hospital

Dr Russell Roberts, Meg Simpson
Greater Western Area Health Service

Louise Roufeil
NSW Central West Division of General Practice Ltd

Glenise Shelley
Lithgow Mental Health Service

Tyrone Toomey
Centre for Rural & Remote Mental Health

Shelly Walsh
Parkes Police

Rosanne Ward
Carer

Walter Zyla
Bloomfield Hospital

Carers Mental Health Project
South West Sydney Regional Reference Group

Zekiye Altug, Judi Bamforth
Woodville Community Services Inc

Paul Bates, Mila Bogovac, Maurie Breust, Margaret Chapman, Gillian Holt, Sandra Hoot, Matthew Ovens, Andrew Sozomenou
South Western Sydney Area Health Service

Shirley Crowe
Australian Foundation for Disability (AFFORD)

Julie Deane, Linda Macgri
Macarthur Disability Services

Dale Donadel
Chester Hill Neighbourhood Centre

Indigenous Working Party and CALDB Carer Support and Education Working Party

Lyn Dufficy
Centacare

Hilda Goodchild, Elizabeth Jensen
TAFE NSW

Narelle Heywood, Gwen Scotman
South Western Sydney Consumer Network

Eric Hudson, Lyn Fletcher
Relationships Australia

Mal Keenan
St John of God Hospital

Joanne Millington, Amanda Brown, Evan Giannakis
Neami Inc

Janette du Buisson Perrine, Julian Connelly
Mental Health Carers Network – SWS

Mary Shalhoub
Department of Ageing, Disability and Home Care

Joan Stigliano, Margaret Thompson
Bankstown Support Group for Relatives and Friends of the Mentally Ill

Edward Thomas
South Western Sydney Commonwealth Carer Respite Centre

Ramy Var
Transcultural Mental Health Centre of NSW

Rose-anne Wildeisen
Schizophrenia Fellowship of NSW Inc

Trish Zabaks
ARAFMI Bowral

Carers Mental Health Project
Statewide Reference Group

Nadia Arrage, Charles Gwynn, Sandra Withers
NSW Department of Health & Ageing

Lenore Bassan
Department of Family & Community Services

Sarah Bradfield, Ray Dooley
Alliance of NSW Divisions (General Practice)

Jim Cavanagh
Nepean College of TAFE

Gillian Church
Mental Health Association NSW

Anne Cumming, Lisa Hayes, Elena Murty
NSW Health

Lola Edwards
Aboriginal Health & Medical Research Council NSW

Lyn Fletcher, Sue Stirling
Relationships Australia (NSW)

Rhoda Immerman
ARAFMI NSW

Michael King
Centacare

Partnerships & Committees

Carers Mental Health Project Statewide Reference Group (Continued)

Anne Lenehan Jones
Lifeline Australia

Helen McFarlane
Department of Ageing, Disability and Home Care

Jenny Mackellin, Anna Saminsky
NSW Consumer Advocacy Group

Ann MacLochlainn
Mental Health Coordinating Council

Natanya Mandel, Heather Matthews
Schizophrenia Fellowship of NSW

Barbara Moffatt
Mental Illness Education Australia

Robyn Murray, Regina Osten
Centre for Mental Health

Teresa Petric, Ramy Var
Transcultural Mental Health Centre of NSW

Robert Pinchin
Ethnic Communities Council of NSW Inc

Dorian Sarkissian
Commission for Children and Young People

Audrey Taylor
NSW Institute of Psychiatry

Laraine Toms
Carers NSW Board member

Pam Webster
Carers NSW Board member

Commonwealth Carer Resource Centre Advisory Committee

Lenore Bassan
Department of Family and Community Services

Mary Bills
Sutherland Shire Carer Support Project

Anne Cumming, Nancy Butterfield
Department of Ageing, Disability and Home Care

Carmen Foley
Carer

Charles Gwynn
Department of Health and Ageing

Lisa Hayes
NSW Health

Pam McGillivray
Rural carer

Graciella Neggus, Denise Taylor, Richard White
Northern Beaches Neighbourhood Centre

Paul Prendergast
Centrelink

Carol Simon
South East Sydney Commonwealth Carer Respite Centre

Gabrielle Taylor
Benevolent Society

Toola Theocharoas
Canterbury Multicultural Aged & Disability Support

Pam Webster
Carers NSW Board Member

Multicultural Carers Alliance

Maria Avgoulas
Greek Welfare Centre

Margherita Briscas
St George Shire Carer Support Project

Franke Cartesi
Italian Social Welfare Organisation of Wollongong

Becky Chiu
Can Revive

Antoinette Chow, Dragana Bozinovski
St George Migrant Resource Centre

Theodora Christophides
Schizophrenia Fellowship of NSW

Susan Cooper
Multicultural Disability Advocacy Association

Adele Elliott, Rachel Spencer
Muscular Dystrophy Association of NSW

Deirdre Freyberg
Ethnic Child Care, Family & Community Service Co-op Ltd

Dorothy Hung
Chinese Australian Service Society

Mohammad Islam
Multicultural Access & Referral Service

Annie Lin
Christian Community Aid Service

Graciella Neggus
Northern Beaches Neighbourhood Centre

Ruth Paillas
Newtown Neighbourhood Centre

Robert Pinchin
Ethnic Communities' Council

Ramy Var
Transcultural Mental Health Centre of NSW

Online & Telephone Counselling Project Advisory Committee

Lyn Fletcher, Ann Hollands
Relationships Australia NSW

Adam McLean, Kathy Wood
Carers NSW

Young Carers Advisory Committee

Katherine Armstrong
Young Carer Camp Leader

Alf Colvin
University of Western Sydney

Patricia Dunn
Past Camp Coordinator

Amber Figura
Young Carer Camp Leader

John Friedsam
Cancer Council

Dianne Madden
Young Carer Camp Coordinator

Angei Malak
Young Carer

Stephen Matthey
Paediatric Mental Health Service

Felicity Purdy
Carers NSW Board Member

Niall Quinlan
Young Carer Camp Leader

Partnerships & Committees

Young Carers Advisory Committee (continued)

Helen Reese
School Counsellor and Trainer

Allison Robb
Young Carer Camp Leader

Paula Stojevski
Young Carer Camp Leader

Kathryn Wakeling
Young Carer Camp Leader

Kerry White
Rotary Club of Hawkesbury

Young Carers Government Officers Group

Lenore Bassan
Department of Family and Community Services

Stephanie Clancy, Liz Hurst
Department of Community Services

Anne Cumming, Helen McFarlane
Department of Ageing, Disability and Home Care

Rosa Droescher
Community Relations Commission

Noel Grannall
Department of Education

Charles Gwynn
Department of Health and Ageing

Lisa Hayes
NSW Health

Progress Report from the Business Plan 2004/2005

What did we set out to do this year?

Progress Report from the Business Plan 2004/2005

Key Result Area 1: Policy Development, Research and Advocacy

- **The contribution of carers is better recognised and their needs and issues are high on the policy agenda**
- **A NSW Carers Policy has been adopted by government**
- **More appropriate supports and interventions are available to different carer populations throughout their caring experiences and life stages**
- **Government is allocating more resources to meet carer needs through coordinated carer support**
- **Carers are better represented in health and community care systems and policy processes**

Priority Work	Achieved	Not	Ongoing
Implement the Carers NSW Lobbying Plan: • Federal Election Campaign • NSW Parliament presentation • Local Government presentations	 ✔ ✔ ✔		
Represent carers' needs and issues on key committees			✔
Action recommendations of Carers Coalition Ageing Carers Project through work with government and other key stakeholders	✔		✔
Work with govt agencies to action the recommendations of the ADHD research: • Continue negotiations with government • Govt commitment through funding and/or policy statements		 ✘	✔
Plan and implement Carers Week in NSW	✔		
Develop 3 year Carers Week Plan for NSW with key stakeholders			✔
Work with the NSW government and other key stakeholders to review the 1999 NSW Carers Statement	✔		
Develop and implement Carers NSW Carer Participation and Representation Policy			✔
Actively contribute to the National Policy Action Plan through work with Carers Australia and other State and Territory Associations with particular focus on: • Reconceptualising respite • Mental Health • National Carer Policy • Undertake biennial survey of carers	 ✔		 ✔ ✔ ✔
Produce Budget Submission to influence relevant government departments' submission to NSW Treasury	✔		
Revise Carers NSW policy documents to incorporate findings of Carer Life Course Framework	✔		
Convene and resource Carers Coalition bi-monthly meetings	✔		
Work with key research organisations to further develop the research agenda for carer issues in NSW			✔
Finalise and utilise existing research projects: • Male carer research report • Social Policy Research Centre Negotiating Carers and Employment • University of Western Sydney Cancer Carers Intervention Project • Sole Parent Carers	 ✔ ✔		 ✔ ✔ ✔

Progress Report from the Business Plan 2004/2005

How have carers benefited from our work?

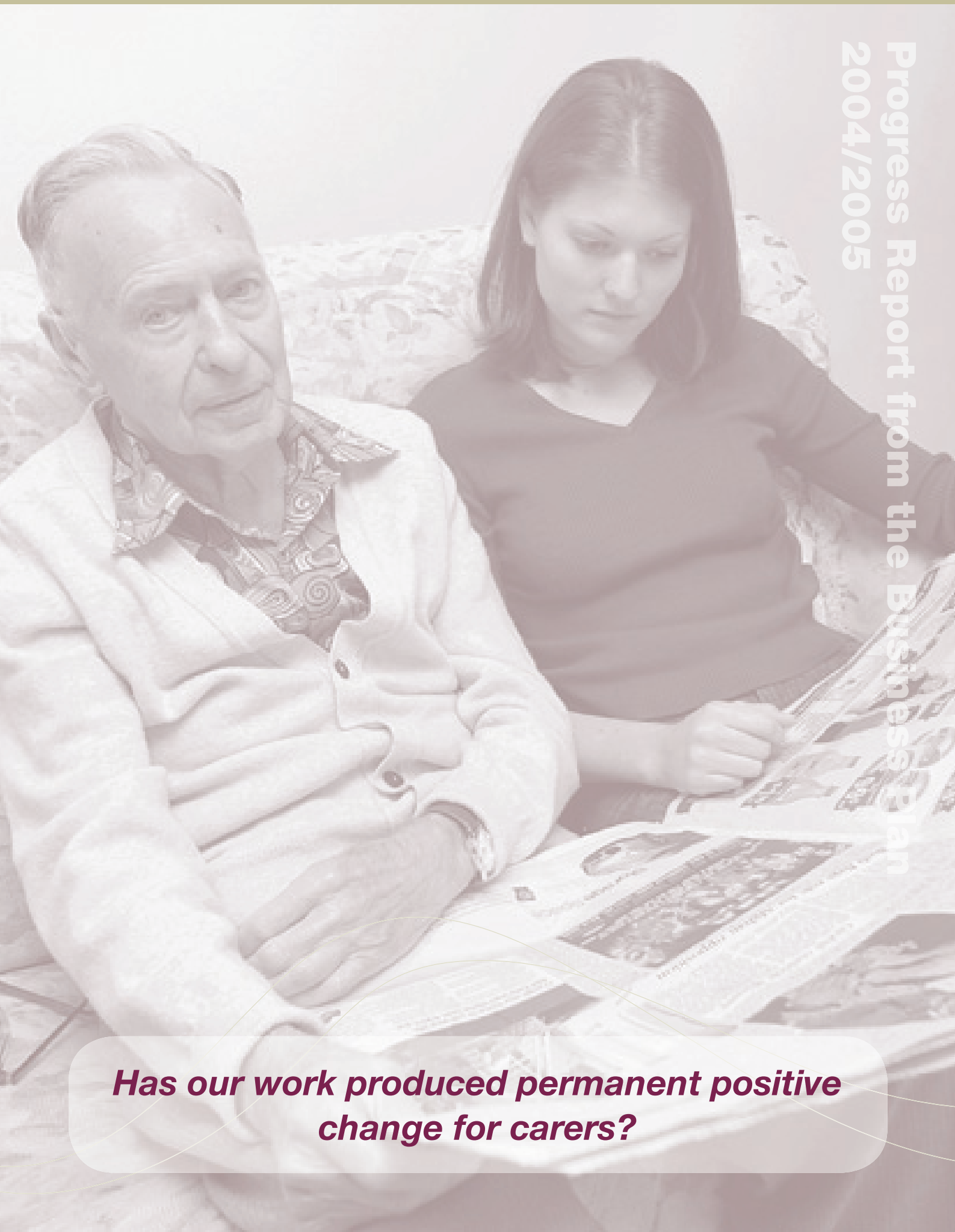
Progress Report from the Business Plan 2004/2005

Key Result Area 2: Direct Services and Programs for Carers

- **The number of new carers and 'hidden' carers contacting Carers NSW is increased**
- **Responses to carer contacts are timely, culturally appropriate and sensitive to the whole of care situation**
- **The number of carers accessing services is increased**
- **Service quality is continuously improving based on good practice models and carer feedback**
- **Carers are accessing more education and training programs**
- **New and improved resources are available to carers and their use and impact is monitored**

Priority Work	Achieved	Not	Ongoing
Consider the implications of the national Community Care Review for Carers NSW			✔
Implement the Carers NSW Promotions Plan to raise awareness of Carers NSW		✘	
Develop better links and communication processes between units in Carers NSW to improve carer support and service provision			✔
Roll out implementation and promotion plan for National Carer Counselling Program (NCCP):			
• Continue counsellor education across NSW	✔		
• Participate in national evaluation of NCCP	✔		
• Develop and commence an Indigenous scoping exercise to map access for Indigenous carers to support networks	✔		
• Plan for enhancements to NCCP to improve access and responsiveness to Indigenous, multicultural and young carers	✔		
• 10 Indigenous counsellors registered		✘	
• Increase the range of counselling options available to carers			✔
Review and audit current information to carers:			
• Rationalise fact sheets			✔
• External brochures	✔		
Implement revised and improved *Carers News*	✔		
Update and continuously improve the Carers NSW website			✔
Update and maintain data bases			✔
Liaise with and support new groups			✔
Review existing support provided to Carer Support Groups (CSG)			
Develop new plan for CSG coordination		✘	
Participate in National Education and Training Working Group to develop resources for carers:			
• Trial national core carer education modules	✔		
• Roll out carer education across NSW as a train the trainer education course of the Carers Australia Carers Education Course		✘	
Adapt mental health carer education training programs for use with general carer populations		✘	
Implement and evaluate Stage 2 of Mental Health (MH) Project:			
• Carer education and support programs including Indigenous and multicultural communities	✔		
• Talk-Link – including adapting 8 Stages to teleconference	✔		
• MH professional and Community and Health Industry Professionals (CHIPS) training	✔		

Progress Report from the Business Plan 2004/2005



Has our work produced permanent positive change for carers?

Progress Report from the Business Plan 2004/2005

Key Result Area 3: Sector Development and Systemic Change

- **Carers NSW has an improved relationship with the disability sector**
- **The health, community care and residential care sectors are more inclusive and responsive to the needs of carers**
- **Young carers have improved access to services and support is appropriate to their needs**
- **Carer support is enhanced and better integrated as part of mental health service delivery**
- **Indigenous carers have improved access to services and support that is appropriate to their needs and communities**
- **Carers from culturally and linguistically diverse backgrounds have improved access to services and support is culturally appropriate**

Priority Work	Achieved	Not	Ongoing
Actively pursue funds to support Carers NSW to build relationships and pilot innovative carer support models for carers of people with a disability		✘	
A statewide Disability Carer Support Framework has commenced		✘	
Build strategic relationships that assist Carers NSW to be more effective with the Ombudsman, Disability Council of NSW, People With Disabilities, Physical Disability Council of NSW			✔
Implement the project for carers of people with acquired brain injury and spinal cord injury	✔		
Deliver education to health and community care professionals across NSW	✔		
Resource and liaise with Area Health Service (AHS) Carer Support Officers	✔		
Hold biennial statewide conference for health and community care professionals	✔		
Deliver palliative care education to health and community care providers in the Illawarra and Central Coast regions			✔
Represent Carers NSW in key committees and forums			✔
Develop new service provider training resources	✔		
Contribute to the development of the National Carer Competencies to be incorporated in to the Community Services Training Package (CSTP)	✔		
Determine future direction for Carers NSW Registered Training Organisation status			✔
Implement and expand the range of programs for young carers	✔		
Plan and implement a National Young Carers Summit in conjunction with Carers Australia	✔		
Contribute to the development of a national whole of government Young Carer Action Plan			✔
Influence a statewide, whole of government Young Carer Policy through Joint Government Officers Group		✘	
Complete longitudinal evaluation of Stage 1 of the Mental Health Project			✔
Participate in strategic working groups with Centre for Mental Health	✔		
Work in partnership with Far West Area Health Service to implement the Indigenous Carer Project			✔
Complete and launch Stage 1 of the Carer Life Course Framework (CLCF)	✔		
Expand CLCF to include indigenous and multicultural carers		✘	
Actively pursue funding for developing and implementing culturally appropriate models of carer support for Indigenous carers across NSW			✔
Build key relationships that assist Carers NSW to influence support for Indigenous carers			✔
In partnership with Dept of Health and Ageing, determine strategy for distribution of Multicultural Profile report	✔		
Continue to convene and resource Multicultural Carer Alliance	✔		
Build key relationships to promote better outcomes for multicultural carers			

Progress Report from the Business Plan
2004/2005

Have there been improvements for our volunteers, staff and Board members?

Progress Report from the Business Plan 2004/2005

Key Result Area 4: Organisational Development – our people, processes and systems

- **Quality improvement processes are in place and contributing to the development of effective management and governance**
- **Board members, staff and volunteers are skilled to fulfil their roles and remain committed to their work**
- **Funding of Carers NSW is secure. Growth and diversification of the funding base provide for stability and sustainability of the organisation for the longer term**
- **Carers NSW is structured in a way that reflects strengthening of its policy and systemic work**
- **Carers NSW has improved its organisational support functions – IT, communication and data collection**

Priority Work	Achieved	Not	Ongoing
Revise and implement carer feedback survey about direct service delivery		✘	
Contribute to and implement an agreed model for managing national programs funded through Carers Australia	✔		✔
Further strengthen the effectiveness of the governing Board through: • Annual evaluation of Board performance • Yearly work and training plan • Adopt and implement a new reporting and performance framework to Board	✔		 ✔ ✔
Realign allocation of resources to reflect the priorities, goals and functions of the organisation			✔
Review organisational structure in light of future needs			✔
Review premises in light of future needs			✔
Implement core organisation wide training: • Multicultural and Indigenous awareness training			 ✔
Develop an annual training plan and budget that identifies team priorities for training and a strategy to achieve some equity in access by all staff		✘	
Develop more secure and sustainable funding for the future and diversify the range of funding sources: • Develop a business or income stream from delivery of education to service providers		✘	
Maintain and update Policies and Procedures manual: • New Federal and State privacy laws incorporated • Develop internal policy/ethical framework for corporate sponsorships • Develop and Implement Carers NSW Indigenous policy • Develop and implement Carers NSW Multicultural policy	 ✔ ✔	 ✘ ✘	
Establish working party to review policies and procedures	✔		
Develop an intranet based Policies and Procedures manual			✔
Improve systems and processes for internal communication across units			✔
Improve external communication mechanisms including: • Library, Website • *Carers News* • Program newsletters			 ✔ ✔ ✔
Development of a National Web-based Database for Commonwealth Carer Resource Centre (CCRC), NCCP	✔		

Highlights

New Policies

NSW Carers Policy

Carers NSW has been working with NSW government and other key stakeholders to ensure that the 1999 Carers Statement is reviewed and a NSW Carer Policy developed. The NSW government has committed to this review and to the development of a whole of government NSW Carer Policy.

Carer Participation and Representation Policy

Increasingly Carers NSW is being asked to provide carer representation to assist with policy and service development. The policy, ratified by the Board in July 2004, outlines the protocols for Carer Participation and Representation.

Fundraising Ethics Policy

The Board of Carers NSW is also developing a Fundraising Ethics Policy as the raising of funds is essential to the future viability and growth of Carers NSW.

Issue
Impact
Involvement

NSW Parliamentary Inquiry into Post School Programs

Carers NSW made a written submission to the NSW Parliamentary Inquiry into Post School Disability programs in early 2005 following an outcry over proposed 'reforms' to the programs. We were subsequently asked to provide expert evidence to the Committee regarding the impact that these reforms would have on family carers. Important changes have now taken place to these reforms.

Ageing Parent Carers

Improving support for ageing parent carers of a younger person with a longstanding disability has been a focus of Carers NSW work through the Carers Coalition. The aim of this work was initially to raise awareness of the needs and issues of this group of carers. In July 2004 a workshop was convened to help move from the identified needs of ageing parent carers to finding ways to address these concerns. The Coalition continues to work in this area, presently mapping the existing supports and services for ageing parent carers in NSW. A parallel process has been the development of a national discussion paper which proposes extending the initiative through the establishment of regional transition support services.

Carers News Survey and ABS Statistics

The most recent data from the ABS Survey of Disability, Ageing and Carers was released late in 2004. This provided a comprehensive statistical overview of carers including the estimated carer population, demographic and financial information, details about their caring responsibilities and the impacts of caring. This data was subsequently analysed and summarised for use by Carers NSW. Complementing this, were the results of the *Carers News* survey, conducted in 2004, which highlighted the support needs and demographics of Carers NSW members. The survey also enabled carers and readers to give feedback about the newsletter.

Privacy Review

Carers NSW is bound by both State and Federal privacy laws. Different privacy principles therefore apply to different areas of the organisation.

In May 2005 Carers NSW contracted Salinger & Co. to conduct a privacy compliance review of its operations, and to deliver a report outlining compliance gaps with recommendations for changes to address any gaps. An implementation plan has been developed and is currently being actioned.

Highlights

Issue
Impact
Involvement

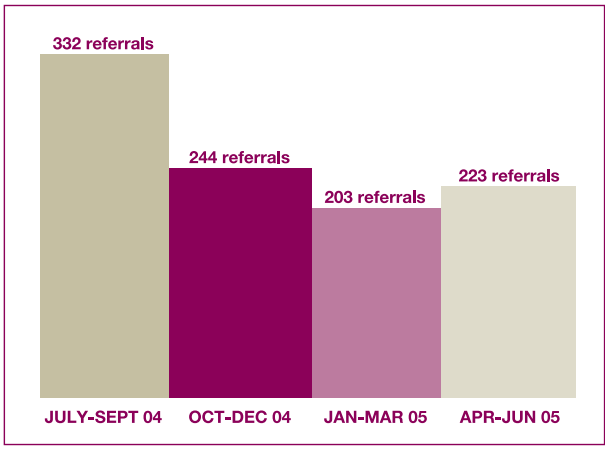
NSW Commonwealth Carer Resource Centre

The 12 months to June 2005 has seen the continued growth of the Centre with changes in staff and the second full year of implementing the National Carer Counselling Program (NCCP). Along with this there has been a marked increase in not only the number of calls received but also the complexity of issues and situations carers face.

During 2004, the average number of calls per month on the Commonwealth Carer Resource Centre 1800 number in NSW was 1450. In 2003 the average was 1165, representing an increase of 285 calls per month on average. This trend has continued through 2005 to date. The increase is attributed to the focus on carers in recent Budget initiatives, enhanced promotion of the service to carers receiving Centrelink benefits and carers accessing the counselling program.

- In April 2005 the highest number of calls ever received on 1800 number in NSW – 1926
- Over 1,500 occasions of counselling were undertaken
- Of the contacts with the Centre, 70% are carers and 30% are service providers and others. Of the carers that contact us, 50% are carers that have not contacted us before.
- Each quarter an average of 35,000 resources are sent out. This also includes material for promotional purposes such as expos, conferences and community education presentations
- Almost 400 counsellors across the state are now registered as providers for the NCCP.

Referrals to NSW National Carer Counselling Program July 04-June 05



www.youngcarersnsw.asn.au

A major highlight for the Young Carer Project in 2005 was the launch of our new interactive young carer website. It is funded by the Australian Government Department of Family and Community Services. The funding also enabled Carers NSW to employ a part-time Young Carer Project worker to monitor and maintain the website.

The website not only provides useful and relevant information for young carers, parents and professionals, but has *Ask a Question, Questions and Answers*, and *Young Carer Stories* sites. There are also links to other useful sites and information for volunteers.

The website was officially launched at a function attended by young carers and their families, government department representatives, Board and Advisory Committee members and staff. A feature was the navigation and demonstration of the website by a young carer to ABC radio presenter Ashley Hall.

Currently the site is receiving an average 816 hits per month, and further development of a Bulletin Board and monthly e-newsletter are planned for the future.

The Carer Life Course Framework Launch

On Friday 8th April 2005 the Centre for Rural and Remote Mental Health in Orange was the venue for the official launch of The Carer Life Course Framework.

The Carer Life Course Framework is a model which illustrates carers information and support needs, taking into account their place in the caring journey, their life course/life stage, and their relationship to the person they support. The framework reflects the lived experiences of carers as well as the findings from a comprehensive literature review. The Carer Life Course Framework was prepared by Deanna Pagnini, PhD, for Carers NSW as part of the Carers Mental Health Project funded by NSW Health, through the Centre for Mental Health.

Eugene McGarrell, Deputy Director Performance and Resource management launched the Carer Life Course Framework and Deanna Pagnini presented the framework and a summary of the key findings.

Carers NSW Board members and Centre for Mental Health staff at the launch

Conference

Shifting Paradigms in Health Care: Leading Practice in Carer Support was the inaugural Carers NSW conference for health providers. 240 delegates attended the conference, which was held in Sydney in February 2005. The blend of researchers, carers and practitioners presenting their experiences and knowledge made for a highly successful and well-received program. The focus of the conference was on innovative approaches to support carers and their inclusion in health care. There was an overwhelmingly positive response from conference delegates.

Young Carer Summit

Carers NSW was delighted to be involved in the organisation of the first-ever national Young Carers Summit held in Sydney in August 2004. The Summit was funded by the Australian Government Department of Family and Community Services and convened by Carers Australia.

The two-day event brought together 60 young carers aged 13-24 years and 60 representatives of federal and state government departments, carer associations and youth peak bodies to hear the experiences of young carers and to identify what needs to happen to better support them.

Senator The Hon. Kay Patterson with Young Carers at the National Young Carers Summit

The key objective was to give young carers the opportunity to raise awareness and generate action with government officials and service providers on the every day realities of being a young carer.

Federal Minister Kay Patterson attended the formal dinner and spoke of her commitment and support for young carers. Since then the federal government has announced funding of $26.6m over four years to fund respite and information services for young carers aged under 25 years, as well as a commitment to a national Young Carer Summit being held every 2 years.

Carers Week 2004

Carers Week was officially launched by Carmel Tebbutt, NSW Minister for Community Services, on behalf of Bob Carr, Premier of NSW. The launch, organised by the Carers Consortium, of which Carers NSW is a part, took place at Cabra Vale Diggers Club and was attended by 650 carers. This Carers Week launch was the largest launch yet in NSW.

Funding from the Department of Ageing, Disability and Home Care and the Australian Government Department of Health & Ageing allowed us to provide a financial contribution for local activities around NSW. There was an initiative to reach hidden carers from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander carers, and young carers.

Ethnic dancers

Jo-anne Mulligan, Margaret Bourbous and Grace Chan

Financial Reports

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Felsers

Chartered Accountants and Business Advisors

INDEPENDENT AUDIT REPORT

TO THE MEMBERS

CARERS NEW SOUTH WALES INCORPORATED

We have audited the accompanying Financial Statements comprising of the Statement of Income and Expenditure and Balance Sheet of the Association in accordance with the Australian Auditing Standards.

In our opinion, the Financial Statements are not misleading and present fairly the financial position of the Association as at 30 June 2005 and the results of the operations for the year then ended in accordance with the accounting policies and with the provisions of the Associations Incorporation Act of New South Wales 1984.

FELSERS
Chartered Accountants.

Michael Kersch

Sydney 28 September 2005

PARTNERS: GLENDA A. NIXON, MICHAEL J. KERSCH, GREG W. NEWBURY, REBECCA A. ZUCCO, RUSSELL T. STANTON
CONSULTANT: DAVID S. GODDARD
AN AUTONOMOUS MEMBER OF CA ASSOCIATES AUSTRALASIA AND INTERNATIONAL MEMBER OF CPA ASSOCIATES INC.
Liability limited by the Accountants Scheme, approved under the Professional Standards Act 1994 (NSW)

Carers New South Wales Incorporated
Statement by the Board of Management

In the opinion of the members of the Board of Management:

a) the accompanying Income and Expenditure Statement is not misleading and is drawn up so as to present fairly the results of the Association for the financial year ended 30 June 2005.

b) the accompanying Balance Sheet is not misleading and is drawn up so as to present fairly the state of affairs of the Association as at the end of the financial year.

c) At the date of this Statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

The accounts of the Association have been made out in accordance with accounting policies as set out in Note 1.

On behalf of the Board of Management:

Louise Gilmore
President

Hon. Treasurer

Signed in Sydney on 19 September 2005

Financial Reports

The financial accounts below include the balance sheet and a concise profit and loss account, and are prepared from the full set of 2004/2005 audited accounts that are available on request or for inspection at the AGM

EXCERPT FROM THE AUDITED FINANCIAL ACCOUNTS

BALANCE SHEET YEAR ENDED 30 JUNE 2005

	2005 $	2004 $
ACCUMULATED FUNDS		
Balance at 1st July 2004	533,618	454,065
Add: Surplus/(Deficit) for period	54,490	79,553
TOTAL ACCUMULATED FUNDS	**588,108**	**533,618**
REPRESENTED BY:		
CURRENT ASSETS		
Cash at Bank	51,737	(14,996)
Cash on Hand	500	500
Sundry Debtors	33,570	33,325
Prepayments		
Investments	1,215,594	1,199,651
GST Input Tax Credits		
Total Current Assets	**1,301,401**	**1,218,480**
NON-CURRENT ASSETS		
Office Equipment	644	1,049
Total Non Current Assets	**644**	**1,049**
TOTAL ASSETS	**1,302,045**	**1,219,529**
Less:		
CURRENT LIABILITIES		
GST payable	5,789	(4,003)
Membership paid in advance	9,167	12,712
Sundry creditors	398,428	147,711
Grants in advance/unexpended grants	105,977	389,510
Provision for Leave Pay	194,576	139,981
TOTAL LIABILITIES	**713,937**	**685,911**
NET ASSETS	**588,108**	**533,618**

The following Government Departments have funded Carers NSW for a variety of different programs during 2004/2005:

Australian Government Department of Health & Ageing
NSW Department of Ageing, Disability & Home Care
NSW Department of Health

PROFIT & LOSS ACCOUNT YEAR ENDED 30 JUNE 2005

	2005 $	2004 $
Income		
Commonwealth Government Grants	1,483,995	1,205,520
NSW Government Grants	1,453,783	1,129,957
Private Grants	106,751	3,751
Unexpended funds /or pre-paid grants	266,182	416,348
Membership fees	28,421	28,168
Donations	38,382	16,563
Other income – note 1	226,311	101,130
Total Income	**3,603,825**	**2,901,437**
Expenditure		
Administrative costs – note 2	135,993	143,989
Conference, seminar, expos	35,382	29,554
Counselling projects & brokerage	608,679	200,336
Equipment purchase, maintenance	20,050	36,185
Marketing expenses	1,766	7,400
Meetings, steering committee expenses	10,629	12,465
National Carers Week activities	35,084	38,797
Newsletter expenses	56,882	55,105
Office rent, maintenance, fit-out	215,543	217,122
Other expenses – note 3	16,419	23,399
Resources – publications etc.	38,780	34,769
Salaries, on-costs, contractors	2,024,669	1,737,152
Promotion of services	55,242	23,938
Telephone, telegroup counselling	44,670	41,180
Training, education & consultancy fees	139,357	131,294
Travel and accommodation	36,938	43,177
Volunteer, Board & carer expenses	14,766	16,599
Young Carer activities	58,486	29,423
Total Expenditure	**3,549,335**	**2,821,884**
Surplus	**54,490**	**79,553**

Note 1	Interest	74,808
Other income	Sale of resources, publications etc.	12,496
	Training, consultancies	19,076
	Conference registrations	37,650
	Newsletter advertising, copyright	13,873
	Workers Compensation payments	68,408
	Total	**226,311**
Note 2	Postage, stationery & printing	111,094
Administration	Regional offices	12,065
	Insurance	12,834
	Total	**135,993**
Note 3	Bank/audit fees	11,461
Other expenses	Legal fees	41
	Depreciation	404
	Subscription	4,513
	Total	**16,419**

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Website: **www.carersnsw.asn.au**

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Commonwealth Carer Resource Centre

1800 242 636*

*Free call except from mobile phones. Mobile calls at mobile rates.

An Australian Government Initiative

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