



Carers NSW Inc



Annual Report 2008/9



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About Carers NSW

Carers NSW is the peak organisation for carers in New South Wales. It is governed by a volunteer Board of Directors.

In NSW there are estimated to be around 750,000 carers.

Carers are relatives and friends who are caring for people with a disability, mental illness, drug and alcohol dependencies, chronic condition, terminal illness or who are frail aged.

Carers NSW is part of the National Network of Carers Associations and works collaboratively to lead change and action for carers.

Our Vision

- Caring is accepted as a shared community responsibility.
- All carers in NSW are recognised, valued and supported by the community and by governments.

Our Values

Carers NSW operates with a set of values that underpins our interactions and activities with stakeholders:

● RESPECT

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

● INVOLVING CARERS

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

● DIVERSITY

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

We acknowledge the need to be culturally appropriate and sensitive to the needs of carers from different cultural, language, ethnic or religious backgrounds, as well as to carers of different age, gender or sexual preferences.

● ABORIGINAL CULTURE AND HERITAGE

We respect and value Aboriginal cultural heritage and are committed to self-determination for, and reconciliation with, Aboriginal people.

● PRIVACY

We respect the privacy of individuals and will implement measures to protect privacy and confidentiality in line with current best practice.

● QUALITY AND PROFESSIONALISM

We aim for quality, high productivity and professionalism in all we do. Our policies, processes and services will be evidenced-based and outcome-orientated.

● PROGRESSIVE AND RESULTS BASED

We are committed to actions that result in an improved and more sustainable future for carers. We will be results-based and our efforts will be measured and reported on through our success measures.

Our Core Business and Roles

Carers NSW performs the following roles that are culturally and age-appropriate to the diversity of carers in NSW:

1. Delivers services direct to carers including providing information, referrals, emotional support, and counselling
2. Provides leadership and develops policy on major issues affecting carers
3. Provides strategic input and systemic advocacy into key government, non-government, academic and corporate sector initiatives related to carers
4. Develops, pilots and delivers education and training to assist carers, service providers, health professionals and other stakeholders
5. Develops, promotes and distributes information, resources and publications to carers and other stakeholders
6. Promotes carer issues through events, media and other public activities
7. Builds partnerships and alliances and provides expert advice on ways to support carers better
8. Fosters research, and collects and analyses data to provide a sound evidence base on which carer issues can be progressed
9. Strengthens Carers NSW's efficiency and effectiveness as a peak organisation.

President's Report



Laraine Toms
President

During this year we have seen a dramatic increase in the numbers of people who have joined Carers NSW. We welcome all those carers, carer support groups, professionals, community workers, businesses and interested others who have become members. Such significantly increased numbers means our influence with policy makers and service providers is even stronger. I believe it is not only the fact that membership of Carers NSW is now free for carers and carer support groups that numbers have grown so much, although that is significant of course. It is also because of our growing reach and service into the regional and remote areas of the state and the improvement in our newsletter, e-bulletin and other publications. In addition, there has been an increase in the public profile of carers in the past year. This is the result of a number of things – ongoing advocacy by the Carers Associations, including Carers NSW, advocacy by individuals and groups of carers, growing interest by the media in carers' stories and issues. There has also been greater commitment by state and federal governments to improving the lives of carers and the people for whom they care. Initiatives like the NSW Carers Action Plan 2007-2012 outline a whole of government policy commitment to recognising and supporting carers.

During this year we have seen a dramatic increase in the numbers of people who have joined Carers NSW. We welcome all those carers, carer support groups, professionals, community workers, businesses and

The release of the *Who Cares...?* Report on the Inquiry into Better Support for Carers by Federal Government, and the ongoing work on the National Disability Strategy which is intended to provide a framework to address the complex needs of people with a disability, their families and carers, have meant that we have never before in this country had such an awareness of carers and the people for whom they care. This awareness has yet to be translated into real choices for all carers but we have never been in a better position to have our advocacy work listened to and acted upon.

Many people have worked for many years to get to this point where carers are no longer the unknown workforce and the word 'carer' is used and understood by politicians. We have far to go to achieve real equal opportunities for carers but we are well on the way.

How has this increased attention impacted on Carers NSW, our strategic direction, programs and services as we strive to support carers in their choices and provide relevant services and supports?

We have worked hard to inform politicians and policy makers about current carers' issues – to ensure the information they have is relevant and up-to-date. Board members and staff take every opportunity to sit on a variety of committees and taskforces to ensure the carer perspective is not only heard but integral to the debate, whatever it might be.

Our use of internet technology improves - our e-bulletin reaches hundreds of professionals, carers and community

workers. Our websites, particularly the one for young carers, provide immediate access to information and support.

Our staff numbers and programs continue to grow as we seek to reach more carers in rural and regional areas. Strategic partnerships with government agencies and other non-government organisations and the community in rural and regional areas mean we have raised the profile of carers as well as providing them with walk-in assistance.

As the peak body for carers in NSW we take our responsibility to speak with and for the full diversity of carers very seriously. This year, we have increasingly reached out to carers of people with drug and alcohol problems, Aboriginal and Torres Strait Islander carers, and young carers.

This reporting period has seen strong growth in our funding base from governments, both state and federal, and we are very grateful and proud of their confidence in us to deliver.

Board members continue to meet all challenges as they respond to the increasing complexities we face in our sector and the increasing funds under management. I thank them for their dedication and commitment. I want to acknowledge and thank two Board members who have resigned. Dr Sara Graham, who was a Board member for many years and whose professional expertise in policy made a valuable contribution to Carers NSW, and Ms Michelle Dellagiacom, carer, strategist and valued Board member who has left us to pursue a PhD in social policy.

Our staff and volunteers, under the leadership of the CEO, Elena Katrakis, continue to work to ensure that everything we do supports and empowers carers. I thank them also.



Laraine Toms
President

CEO's Report



Elena Katrakis
Chief Executive
Officer

2008/9 has been a solid and grounding year for Carers NSW in its work with and for carers in NSW.

The organisation has consolidated its growth and has stepped up to many challenges to deliver innovative and new programs

and service responses to carers, whilst also maintaining our strong capacity building, education, and policy and advocacy focus.

During the past 12 months we have recruited a diversity of staff with varied backgrounds and experience to meet the diverse needs and challenges of carers and our work in carer support. Our regional programs have grown significantly as we have extended some of our programs to our rural and regional hubs.

Our offices have also faced some natural disaster difficulties, our Sydney office was flooded in September 2008 and our Coffs Harbour office was hit with major flooding from storms on the Mid North Coast in March/April 2009 – our staff showed great patience and resilience and worked hard to ensure that our services to carers were not compromised by these events.

The second annual Carers NSW Conference for all staff was held in March 2009 with the theme *Connecting*

Carers NSW. This provided an excellent opportunity for the whole organisation to come together and “connect” and learn from each other. The two days really highlighted the growth of Carers NSW in terms of its staff and programs – the significance of the rural and regional teams was clearly acknowledged and understood, especially when all the regional staff stood together for one of the exercises.

Another key achievement for this year was the Carers NSW Biennial Conference for professional workers, government and other NGO employees which was held at Brighton le Sands in June 2009. The theme of the conference was *Carers in Action in NSW*. Features of the Conference are addressed further in the body of this report, but I would like to acknowledge and thank the Education and Training Unit at Carers NSW in particular for their hard work in bringing the conference together and making it such a great success. The feedback for the conference overall was very positive and it provided an opportunity to showcase the great work being undertaken in NSW in carer support.

Finally I just want to note that our partnerships and work across a range of agencies through the Strategic Carers Action Network (SCAN), our work with our government funders, with the Commonwealth Respite and Carelink Centres (CRCCs), and with other providers have continued to grow and have enhanced the services and responses that we are able to provide to carers.

The Executive Team at Carers NSW has been a strong leadership group which has worked well in guiding and implementing our business plan for 2008/9.

I look forward to the next 12 months. Congratulations to all at Carers NSW for a great year.



Elena Katrakis
CEO



Board of Directors 2008/9

The Board of Directors meets monthly, and is responsible for the 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 11 Board members, including four office bearers, with provision for up to three co-opted members. The Board operates a Finance Committee and time-limited working groups.



Laraine Toms
MA BA Dip Ed Churchill Fellow

President

Member of the Finance Committee

Laraine Toms is a carer with a background in education who has extensive experience as a carer advocate and educator in mental health and more recently in aged care. She has been on the Board of Carers NSW for seven years, is co-chair of the NSW Mental Health Priority Taskforce, Chair of the Home and Community Care Advisory Committee and member of the NSW Health Care Advisory Council.



Christine Rowell
MBA Cert. Teach Dip Teach

Vice President

Member of the Finance Committee

Christine Rowell joined the Board as a co-opted member in November 2005. Christine trained as a school teacher and taught in WA and NSW, then worked in the travel industry from the mid 1970s until the mid 1980s. She then moved to AFS Intercultural Programs, where she worked with volunteers in the selection and placement of young Australians. In 1993 she graduated with an MBA from Macquarie Graduate School of Management, before joining CanTeen in 1994 where she held the position of chief executive officer for nine years. Christine is a Fellow of the Australian

Institute of Company Directors and has a keen interest in corporate governance in community businesses.



Jim Warren
FCA FCPA FAICD FAIM

Honorary Treasurer

Chair of the Finance Committee

Jim Warren was born in Fiji, educated in New Zealand and spent his entire working career, including 25 years as a partner, with Price Waterhouse/PricewaterhouseCoopers. During his more than 42 years with the firm Jim lived and worked in four countries and undertook assignments in more than 20 others. He has considerable experience as an auditor and consultant to not-for-profit organisations including the YMCA, Bible Society of Australia and Care Australia. Jim has served on the Boards of the Australian Institute of Management and Australian Institute of Company Directors and is currently on the boards of Pacific Power Limited, Royal Automobile Club of Australia and the Walsh Bay Precinct Association. Jim joined the Board of Carers NSW as a co-opted member in November 2006 and was appointed Treasurer in 2007.



Felicity Purdy
BA (Hons) Psychology

Honorary Secretary
Member of the Finance Committee

Felicity Purdy is a former carer, and has worked with children and adults with disabilities, their families and services for more than 40 years. She is a life member of National Disability Services and holds a number of voluntary and advisory positions concerned with health and severe disability. She has been a member of the Carers NSW Board for nine years.



John King
FCA

Member of the Finance Committee

John King worked as a chartered accountant with Price Waterhouse, now PricewaterhouseCoopers, 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. John is a fellow of the Institute of Chartered Accountants in Australia.



Pam Webster
MCH BA Dip T AUA

Pam Webster is a former carer and has been a Board member since 2000. In November 2005 she was elected as the Carers NSW nominee on the Board of Carers Australia and is currently the President of Carers Australia. Pam worked in education, health and welfare areas for 34 years in management, research, evaluation and policy development. She represents Carers Australia on the Australian Institute of Health and Welfare National Centre for Monitoring Arthritis and Musculoskeletal Conditions. She is also a member of the National Disability and Carer Council and a member of the National Disability and Carer Alliance.



Michelle Dellagiacoma
BTP (Hons)

(resigned December 2008)

Michelle Dellagiacoma is a carer, and works as a strategic planner with the 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 coordinator of the NSW branch of the Association of Children with a Disability, and the founding member/facilitator of a family support group.



Averil Fink
MBE BA AM

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.



Dulcie Flower
RN

Hon Member NSW College of Nursing OAM

Dulcie Flower is a Torres Strait Islander who joined as a co-opted member of the Board in November 2005. A former registered nurse and educator, Dulcie worked in Aboriginal health for many years. She was also a carer for her mother. Dulcie has represented Aboriginal and Torres Strait Islanders on many committees and advisory groups, including the Ministerial Advisory Committee and National Diabetes Strategies Group. In 2004 she was elected to the Board of Directors of the Aboriginal Medical Service Co-op Ltd Redfern.

Board of Directors



Dr Sara Graham
BSc (Soc) Phd

(resigned December 2008)

Sara Graham, a former carer, has been a member of the Board of Carers NSW for 11 years. She currently serves on the NSW Primary and Community Health Advisory Committee and the NSW Advance Care Planning Steering Committee. She is also a member of the Aged Care Working Group of the Council on Ageing (NSW). She is a founder member of the Advance Care Directive Association (Inc) and an honorary visiting research fellow at the Social Policy Research Centre, University of NSW.



Sarah Lawrance
BA (Hons) Government

Sarah Lawrance joined the Board as a co-opted member in November 2005. Her career has spanned 20 years of commercial experience in large and small businesses in the public and private sectors. Her skills include people management, effective communication, project management, financial management and business development.



Katrina Clark
BSc LLB

Katrina Clark is the mother of three children, the youngest of whom is an 11 year old girl who has profound disabilities. She practised as a lawyer for over 15 years but ceased practice several years ago so that she could focus on advocating for children and adults with a disability. Katrina was the President of the Association for Children with a Disability in NSW (ACD NSW) and the Vice President of the Australian Association for Families of Children with a Disability (AAFCD).

Highlights

July

Carers NSW submission to Federal Parliamentary Inquiry into Better Support for Carers

Carers NSW sent off its policy submission to the Parliamentary Inquiry into Better Support for Carers. The submission was informed by Carers NSW members and carers were also encouraged to send in their own submissions.

August

Carers NSW provides input at the Better Support for Carers NSW public hearing

Carers NSW CEO Elena Katrakis and Aboriginal Policy and Development Officer Sheree Freeburn appeared on behalf of Carers NSW at NSW Parliament House to contribute to the Federal Parliamentary Inquiry. Five Carers NSW carer representatives also took part in a Carer Roundtable for the inquiry's committee members held on the same day.

NSW Gathering Conference

Carers NSW Aboriginal staff attended and presented on Aboriginal carers at the *Sharing our Way in Community Care Conference 2008*, hosted by the Aboriginal Community Care Gathering Committee.



Young carer sets sail on Young Endeavour

Young carer Jessica Willis was selected to take part in the Young Endeavour crew's 11 day voyage of the Australian coastline. Along with 22 other youth crew, Jessica took part in learning how to sail/navigate a ship, while making new friends and having lots of fun. Jessica's place on the ship was made possible with a scholarship from Rothschild Australia – a dedicated supporter of Carers NSW.



September

Ethics of Caring Project online survey goes live

Carers NSW, with partners St James Ethics Centre and Macquarie Group Foundation, has been progressing with the Ethics of Caring Project – a national conversation since April 2007. After focus groups held across the country and a qualitative conversation paper, the project moved to the final stage of research – the online survey. The survey went live on 6 September and ran until the end of October. The online survey opened the conversation up to all Australians – forming a highly significant part of the project.

Highlights

Young carers feature in *About the House*

Two young Carers NSW carer representatives, Maggie Malek and Careen Dew, featured in the September cover story of *About the House* – a quarterly magazine which runs news and features from the Federal House of Representatives. They spoke with Andrew Dawson for an article on the House of Representatives Family, Housing, Community and Youth Committee's Parliamentary Inquiry into Better Support for Carers, bringing further attention to carer (particularly young carer) issues.

October

Carers Week

As well as over 200 carer support groups receiving funding for activities during Carers Week, several Sydney and regional staff were also involved in activities – as participants, or as guest speakers. Banners flew in the streets of Sydney and media interviews further publicised the week dedicated to carers. Carers Week, launched by the Prime Minister Kevin Rudd, also saw the release of new research - *The Commonwealth Financial Planning Women Carers in Financial Stress Report*. The National Carer Storybook ...*because I care* was also launched in Carers Week. Produced by Carers Australia, the book includes stories by two NSW carers.



ABS released *A Profile of Carers in Australia*

The Australian Bureau of Statistics released a report that provides dedicated demographic information on the characteristics and activities of carers.

Camp Bluegum

Camp Bluegum offered respite to 59 young carers aged between 8 and 12 years from across NSW. The theme for this camp was the 'Young Carer Olympics.'



November

Carers Survey released

A periodic Carers NSW Carers Survey was undertaken with the questionnaire distributed by mail to carer members, carer support groups and other stakeholders. It was also available on the Carers NSW website.

The survey had a good response (654) and represented metropolitan Sydney and regional and rural NSW. The findings of the survey are now informing Carers NSW policy work and further research.

Carers NSW AGM

The Carers NSW AGM took place on 20 November at the Theatre at NSW Parliament House. The 2008 Clare Stevenson Memorial Lecture was presented by Dr Simon Longstaff, Executive Director of the St James Ethics Centre.

Bring It! Young Carers Forum

Bring It! took place at Parliament House from 25-27 November. The four young NSW carers who attended had the chance to speak with delegates and politicians, as well as hear a keynote presentation from Professor Saul Becker of the University of Nottingham. Carer representative training was provided to the young carers before the forum. The trip to Canberra did bring some fun activities too, like a trip to the zoo and mocktails at twilight. The Bring It! Forum was an important opportunity for young carers to directly influence change.



Coffs Harbour team relocate to new office

The Coffs Harbour team, which delivers the Older Parent Carer Program and Family and Carer Mental Health Program, moved to larger premises in Coffs Harbour – 2/222 Harbour Drive. On street level, the office ‘shopfront’ is now highly visible to the public.

December

Governor-General’s Christmas Party

Twenty young carers attended the annual Governor-General’s Christmas party in 2008 and as always the young carers were supported by Carers NSW volunteers and staff. The day was a great success with a trip to the Sydney Aquarium a definite highlight for all. The young carers then came back to the office in the afternoon for a refreshment break and present giving from the Carers NSW Christmas Tree.



Volunteer Christmas Lunch

Carers NSW Sydney volunteers were treated to a Christmas buffet luncheon at Sydney Tower Restaurant in the Centrepoint Building to say thanks for all their hard work and dedication. Several of the volunteers have been with the organisation for many years and this annual event is an important way to show appreciation.



Carers NSW President Laraine Toms appointed Chair of Home and Community Care (HACC) Advisory Committee

This committee was formed to provide expert advice on services such as community transport, meals delivery and various in-home supports. Laraine, a carer herself, was selected for her extensive knowledge of community and health care systems.

Expansion of the Carer Life Course Framework: Final Report to Carers NSW completed

Funded by NSW Health, this resource follows on from the *Carer Life Course Framework: An Evidence-Based Approach to Effective Carer Education and Support* which was developed in 2005 to assist service providers understand the support needs of carers of people with mental illness. The expanded framework looks at how the principles used in the first framework – around the stages of caring for the carer of a person with a mental illness – could be applied to other groups of carers. The expanded framework outlines how the original resource can be expanded through looking at the case studies – parents of children with physical or intellectual disabilities, carers of people with cancer and carers of people with acquired brain injuries. This research was launched at the Carers NSW Conference in June 2009.

January

7.30 Report profiles young carers

One of Carers NSW young carer representatives was profiled as part of an examination of the issues that young carers face and possible future directions for policy and study. Featuring comment from academics Bettina Cass, from the Social Policy Research Centre, who is leading

Australia's largest study of young carers, and Saul Becker, the UK's leading expert on caring, the reporter also talked to young carers themselves to address issues of education, accessing services and how we may best serve young carers in the future.

February

Carers NSW Education and Training 'Roadshow' begins

The statewide Carers NSW 'roadshow' began in February. The roadshow had two purposes – to inform service providers across the state about Carers NSW services to increase referrals, and to deliver the Working with Carers Training (WWCT) Program to NSW Department of Ageing, Disability and Home Carer (DADHC) agencies and peak bodies around NSW. The Roadshow has also provided other opportunities, such as recruiting local carer representatives and training them.

Carer Creative Writing 'Out West' Workshop in Dubbo

As the result of collaboration between Carers NSW and the Commonwealth Respite and Carelink Centre, 12 carers took part in a creative writing workshop run by award-winning author and highly acclaimed journalist, Anna Maria Dell'oso, who has previously conducted writing workshops for carers in Sydney and Orange. Carers were given the opportunity to express themselves through writing in a supportive group environment. The carers uncovered their own unique and creative ways of expressing their feelings and emotions as carers – some through prose, some through rich, poetic imagery.

SCAN CALD Advisory Committee set up

The CALD (Culturally and Linguistically Diverse) Advisory Group was set up to provide advice and expertise on CALD carers to the NSW Strategic Carers Action Network (SCAN). The group is a place where organisations supporting carers from CALD backgrounds can network, share information and resources and work collaboratively to contribute to policy and submissions put together by SCAN.

March

Older Parent Carer (OPC) Toolkit launched

After a long development stage, the Older Parent Carer Toolkit was approved for use and distribution. This invaluable resource comprises folders that hold six fact sheets and a GP checklist of Care Plans. It also includes posters in three styles as digital files on a CD Rom and these come in 10 community languages. This resource was designed to be virtually waste-free by allowing service providers to print locally from the CD Rom and is sure to assist service providers across the state for years to come.

National Carers Conference

Carers Queensland hosted the National Conference on Caring – Building the Future with Family Carers which took place at the Gold Coast. Carers NSW had staff presenting at the conference, including Gary Thomas from the Coffs Harbour Office on the Older Parent Carer Program and Grant Liptrot on the regional programs with a focus on the Family and Carer Mental Health Program. Carers NSW CEO Elena Katrakis also facilitated a stream at the conference.

Staff Planning Conference

Carers NSW held two staff planning days bringing staff together from the different regions and the Sydney Office. The two days involved a lot of interaction, forward planning, and sharing of information – as well as some staff bonding through the all staff dinner.



Young Carer Advisory Committee re-established

The Young Carer Advisory Committee was re-established with the aim of providing support, advice and advocacy for the Young Carer Program. The Advisory Committee will be responsible for: providing guidance on the development and direction of the Young Carer Program in line with the NSW Carers Action Plan 2007-12, promoting the program through networks and organisations to develop greater awareness of young carer issues across the state, providing young carer perspectives on the program, program direction and key issues affecting young carers, generating and commenting on new ideas for the program, informing on available support services, partnership opportunities and resources available to young carers and their families within NSW and exploring opportunities to improve young carer identification, service provision and capacity building within NSW.

Highlights

The Committee is made up of Carers NSW representatives (including the CEO and a Board Member), young carers and relevant external service providers.

In-house Carer Counselling begins in the Sydney Office

The Carers NSW Sydney Office began face-to-face counselling. A dedicated counselling room was set up appropriately, with carers now able to meet with Carers NSW counsellors one-to-one, in the conveniently located Sydney Office. This development means Carers NSW counsellors are able to provide a more comprehensive counselling service themselves, while still giving carers the option of seeing brokered counsellors in their area.

Carer representative Cheryl Koenig named NSW Woman of the Year



Carers NSW carer representative Cheryl Koenig was named NSW Woman of the Year, following years of tireless

campaigning to raise awareness of acquired brain injuries and the role of carers. Cheryl received the accolade from Premier Nathan Rees at a dinner at Parliament House. For the past 11 years Cheryl has cared for her son Jonathon who has a brain injury and has shared her experiences through her book *Paper Cranes*.

April

Camp Rathane

Fifty eight young carers (aged 13-17 years) from across the state attended Camp Rathane. Despite the weather, the young carers had a packed program which included orienteering and prussiking. Rathane focuses on education and getting support.



Nowra Office relocates

The Nowra based team moved into a new office – Suite A, 52 Worrige Street Nowra.

Carers NSW receives recognition for partnership with Macquarie University

Carers NSW was awarded a plaque from Macquarie University to acknowledge the ongoing partnership between the Social Science Research Internship Program and Carers NSW. Carers NSW, in particular the Policy, Strategy, Communication and Education unit, is home to many former Macquarie University students and has also supported many interns through this program.

May

Better Support for Carers Inquiry Report and Recommendations released

The committee received over 1,300 submissions – 1,200 from individual carers. Key themes in the recommendations were the need for better financial support, increased expenditure on community care services including respite, the streamlining of services, and carers as a priority group on the Government's social inclusion agenda, national recognition legislation and a national carer plan. Carers NSW had made a submission to the inquiry and some of its recommendations are reflected in the final report.

The Federal Budget

The Federal Budget was handed down by Treasurer Wayne Swan on 12 May 2009. There were announcements affecting carers, including a rise in the base rate of the pension (affecting the Carer Payment) and the new legislated supplementary payment of \$600 per annum to each carer on the Carer Payment and an additional \$600 per annum for Carer Allowance recipients for each eligible person in their care. The legislating of this payment provides some certainty for carers as it replaces the Carer Bonus which was not guaranteed by law to continue.

Koori Yarning Camp

Koori Carer Yarning Camps are run as part of the National Carer Counselling Program (NCCP). A camp for Aboriginal women carers was held at the Aboriginal Women's Healing Place, Razorback. The camps provide a place to talk to others and take part in creative group activities such as art sessions.



Aboriginal Carer Relaxation CD produced

An Aboriginal Carer Relaxation CD was recorded and produced under National Carer Counselling Program (NCCP) funding. The CD, which was launched at the Carers NSW Conference in June, blends the sounds of a calming voiceover, guitar, nature, the didgeridoo and Kevin (Gabby) Duncan's Aboriginal song about mother earth. The CDs have been very popular with carers and service providers.

National Carer Counselling Program expands to have CSOs and counsellors in regional offices

Another expansion of the National Carer Counselling Program (NCCP) saw three Carers NSW regional offices introduce their own locally based Carer Support Officers (CSOs) and counsellors. Rather than just accessing CSOs and referrals to brokered counsellors through the Sydney Office, carers statewide are now able more easily to access support in their region. Carers NSW now has Carer Support Officers and counsellors on the North Coast (Coffs Harbour, Tweed Heads) and in the Far West (Dubbo).

Ethics of Caring narrative released

Two years after the Ethics of Caring project begun, the narrative of the national conversation was released – a narrative which has global implications, but first and foremost is a record of what Australians from all sectors of the community think about caring. The narrative displays a richness of information gathered through focus groups around the country, a qualitative conversation paper and an online survey. The insights presented in the narrative sit alongside the recommendations outlined in the House of Representatives' *Who Cares...?* Report in informing future policy directions and keeping caring on the national agenda.

June

Older Parent Carer Program continues with qualifying age lowered

The NSW Department of Ageing, Disability and Home Care (DADHC) continued funding the Older Parent Carer Support Coordination Program with the qualifying age lowered to 60 (from 65) and 45 for Aboriginal and Torres Strait Islander parent carers.

Carers NSW Conference

The two day conference *Carers in Action in NSW* was targeted at service providers in community care, health and government agencies, and focused on leading practice in carer support in health and community care.

There was a range of presentations from Carers NSW staff as well as government and community service providers. Keynote speeches were made by John Watkins, CEO of Alzheimer's Australia NSW, Associate Professor Diana O'Halloran, Chair NSW General Practice Council, Dr Kristy Muir, University of NSW and our CEO, Elena Katrakis.

Highlights included the Carer Panel, carer Tansy Mayhew entertaining the delegates with her beautiful singing and the Sisters of the Dreaming dance group.

Evaluation and feedback indicated a high satisfaction from delegates with the conference.



Kaloona Retreat

Nineteen young adult carers aged 18-25 years attended Kaloona Retreat. The focus was on health and wellbeing, with the program offering a mix of therapeutic activities like yoga, creative writing and art therapy, plus outdoors activities like abseiling, and roganing. The retreat was well received by the participants and highlighted the need for the development of specific support networks for young carers in this age group.

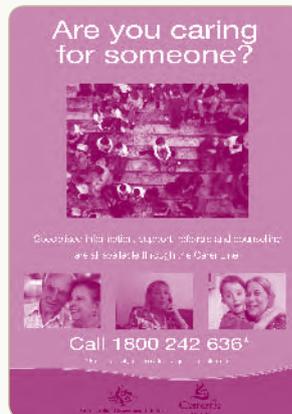


Second young carer goes on Young Endeavour

Richard Liggins, 16, got the opportunity to go on the Young Endeavour ship thanks to the sponsorship of Rothschild Australia. On the 48 foot ship, Richard learned to sail, meet new friends and see the East Coast of Australia and its incredible wildlife. Carers NSW is grateful for Rothschild Australia’s support of this initiative.



New promotional counselling resources launched



Carers NSW introduced new resources funded under the National Carer Counselling Program (NCCP). Brochures and posters were produced (generic and for Aboriginal carers) to highlight the counselling and

support services available through Carers NSW. Advertisements were also placed in Hospital Guides produced for several hospitals around the state and a media campaign, including print ads and television community service announcements, also took place.

Our Funders

NSW Health

NSW Department of Ageing, Disability and Home Care

Australian Government Department of Health and Ageing

Australian Government Department of Families, Housing, Community Services and Indigenous Affairs

Our Stakeholders

To effectively deliver our outcomes and key strategies, Carers NSW works collaboratively with a wide range of internal and external stakeholders.

Internal stakeholders include Carers NSW membership, its Board, its staff and volunteers, carer representatives, plus the *Friends of Carers NSW*.

In addition to working collaboratively with carers who reside in NSW, Carers NSW works with a broad range of external stakeholders such as:

- Government and non-government carer organisations and services, including the Network of Carers Associations and Commonwealth Respite and Carelink Centres
- Government agencies, including NSW Health, NSW Department of Ageing, Disability and Home Care, Australian Government Department of Health and Ageing and the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs
- Various peak and non-government organisations, at both a state and local level
- Health service providers and health professionals
- Corporate sector and business associations
- Academic and research bodies
- Media.

Program Reports

Carer Services

Carer Advisory Service

The Carers NSW carer advisory service provides specialist information, assessment for services, guided referral and emotional support for carers through the 1800 Carer Line. The number of calls received during 2008/9 total 14,199.

Specialised information and resources are provided to carers including CALD and Aboriginal appropriate materials. Guided referrals support carers to access respite services, carer support groups as well as a range of medical and disability services. A challenge for the service has been the evident increase in the complexity of carer calls.

National Carer Counselling Service

The National Carer Counselling Program (NCCP) provides short term counselling through professionally qualified counsellors, with a particular focus on enhancing the wellbeing and resilience of carers.

During 2008/9 the Carers NSW NCCP provided counselling for 953 carer referrals, through individual and group face to face counselling and telephone counselling state wide. The total number of counselling sessions provided for the year was 4,527. Emerging trends indicate that carers accessed counselling to address the stress, anxiety and depression associated with their caring role. Managing the caring relationship, problem solving challenges

and grief and loss were the most common attributing factors.

Changes in practice for the Carer Line were implemented in consultation with a specialist in helpline service provision, to achieve timely and quality service provision in accordance with best practice principles.

Increased intake capacity has been achieved with the recruitment of Carer Support Officers and Counsellor staff members in the Tweed Heads, Coffs Harbour and Dubbo Carers NSW regional offices. The 1800 Carer Line number is now also accessible through the Coffs Harbour and Dubbo Offices.

A revised carer intake and assessment procedure has meant a reduction in wait time for carer counselling from six weeks in 2007/8 to within two weeks during 2008/9.

The capacity for quality in-house counselling has been increased significantly due to an upgrade and refurbishment of facilities at the Carers NSW Sydney Office.

Three telephone counselling booths are now equipped to conduct individual and group telephone counselling for carers, and a meeting room provides a welcoming and comfortable environment for face to face counselling in-house.

In 2008/9, 554 in-house counselling sessions were conducted in comparison with 23 in-house counselling sessions conducted during 2007/8.

In-house counselling carer feedback:

I was initially reluctant to take advantage of the service for a number of reasons but I am glad that I did as I found the sessions very helpful in coping with my situation. It was my one contact with someone who fully understood the strain I was under. The counsellor's professional and non-judgemental manner has helped me enormously and I have no doubt that I will rely upon those conversations to help me through.

Carers NSW has also undertaken the following activities:

1. The development of tailored promotional products to increase carer awareness of the Carer Line and NCCP services:
 - dedicated Aboriginal and Young Carer brochures and posters
 - generic counselling brochures and posters
 - advertisements placed in 23 regional newspapers and hospital guide publications.
2. Counselling opportunities for specific carer population groups were conducted:
 - group counselling for Spanish speaking carers: 55 counselling referrals were conducted in languages other than English
 - Talk Link telephone group counselling for young carers aged 13-17 years and 18-25 years. Ninety counselling referrals were provided for young carers 25 years and under

- a creative art therapy group and Koori Yarning Camp for Aboriginal carers.

Carer feedback:

Expressing myself as a person through art has made me more confident, it was an insight into my feelings. It was great to share the time with other carers.

Carers NSW Counsellor's perspective:

This experience confirmed to me that the group environment was a safe and comfortable place for the women to be able to tell their stories. Group work supports the community focus of the Aboriginal carers.

In 2008/9, Carers NSW staff, brokered counsellors and carers also contributed to the Carers Australia national review of NCCP.

Young Carer Program

The Young Carer Program continues to provide information, support, referrals, and to facilitate activities that allow young carers to meet each other in a safe non-judgemental environment.

Camps

In 2008/9, young carers were selected from across the state to attend two young carer specific camps and a retreat for young adults run by the Young Carer Program.

In October 2008, Camp Bluegum offered support to 59 young carers (aged 8-12 years) from across NSW. The theme for this camp was the 'Young Carer Olympics' and the camp included educational activities – the around the world treasure hunt proved very popular. As always the therapeutic based 'chat groups' provided the young carers with a safe space in which they were able to share their stories.

In April 2009, 58 young carers (aged 13-17 years) from across the state attended Camp Rathane. Despite the weather, the young carers had a packed program which included orienteering and prussiking. Many of the participants had never attended a young carer camp before and the feedback was very positive. The main focus at Rathane is education and getting support as a young person.

Nineteen young adult carers (aged 18-25 years) attended Kaloona Retreat in June 2009. The focus was on health and wellbeing, with the program offering a mix of therapeutic activities like yoga, creative writing and art therapy, plus outdoors activities like abseiling, and rogaining. The focus was on how to move forward in life. The retreat was well received by the

participants and highlighted the need for the development of specific support networks for young carers in this age group.

Partnerships and Education

One important partnership that developed in 2008/9 was with Rothschild Australia. Thanks to their sponsorship and support, two young carers were able to set sail on the Young Endeavour ship in the last year – an extremely positive experience for the selected young carers as they learned new skills, had respite, made new friends and, of course, had a lot of fun!

The Young Carer Program continues to collaborate with other service providers to offer education to young carers and build awareness in the community. In May 2009, the Young Carer Program was invited to run an interactive workshop for CanTeen. The workshop focused on self-care with a group of 16 young people who were either living with cancer or caring for someone with cancer. The young carer worker presented to 60 participants and then followed up with a workshop. The feedback was positive, showing the group had especially liked the creative visualisation exercise.

Continuing the theme of education, five young carers presented an interactive workshop at the Carers NSW Biennial Conference in June 2009. The conference theme Carers in Action was adapted for this workshop which was devised and performed by young carers to service providers.

Through role play, young carers showed the audience the issues they face on a day-to-day basis when dealing with the education system, health professionals and the

referral process when accessing services. Following this, there was the opportunity for the audience to ask questions. Valuable information was shared between young carers and social workers, health professionals and service providers who attended the workshop.

Service providers' perspective:

Hearing the young carers was an experience I will not forget.

...was excellent because we heard first hand about experiences from a young carer... was also good to be able to ask questions.

...great format and discussion via skit and question time.

The other highlight of the Young Carer team calendar in the last year was the

Bring It! Forum held at Parliament House, Canberra. Four young carer representatives attended from NSW. The Forum was an important place for young carers from around the country to meet with, and present to, politicians and other delegates. UK carer expert Professor Saul Becker of the University of Nottingham also addressed the Forum and was involved in roundtable discussions. The Forum was an important confidence-builder for the young carers, who told their stories and what they wanted as young carers through workshops, presentations and panel discussions – as well as the one-on-one meetings with senior Federal Government and Opposition politicians. The Bring It! Young Carer Forum Final Report, outlining key recommendations and outcomes, was released in May 2009.



Shared Services

The Shared Services Unit provides the infrastructure, support and services necessary to enable business units across the organisation to meet their objectives.

The services we provide include human resources, financial services, IT, communications and facilities management. The Shared Services Unit seeks to optimise the management of Carers NSW resources with a key focus on providing a superior level of customer service across the organisation.

Traineeships

Carers NSW is committed to professional development and this year saw the introduction of traineeships. As part of the training and employment program run by the Department of Education Employment and Workplace Relations, three employees were enrolled in nationally recognised training courses relevant to their role. As well as giving individual employees the opportunity to gain industry recognised skills and qualifications, the traineeship program will assist the organisation to retain a skilled and current workforce.

Business Management System (BMS)

A Business Management System (BMS) has been established and is now on the intranet and available for use by all staff. The BMS will provide a frame work for the policies, practices, procedures and processes used to organise and manage Carers NSW and will enable us to work towards achieving consistency of approach, quality and information. The development and implementation of the BMS is a long term and ongoing project.

Staff Planning Conference

A Staff Planning Conference, *Connecting Carers NSW*, was held from 17-18 March. This involved bringing together over 65 staff from Sydney Head Office and nine regional offices. The two days included presentations, training, workshops, and social activities that enabled staff to connect with their colleagues from other offices, learn more about the work being carried out in units across the organisation, participate in group training sessions, and contribute to the future strategic directions of the organisation.

The dedicated team of professional staff working within the Shared Services Unit is committed to providing the highest level of customer service to employees across the organisation and to enhancing the infrastructure, support and services provided through a process of continuous improvement.

Regional Programs

Older Parent Carer Program

The Older Parent Carer Program has developed throughout the last 12 months. The commitment of staff within this program has led to creative solutions for the Older Parent Carers across the three regions of the state we provide services to – the Greater West, North Coast and South East Sydney.

The development and launch of the Older Parent Carer Toolkit was a highlight of the last 12 months. It comprises folders that hold six fact sheets and a GP checklist of Care Plans. It also includes posters in three styles as digital files on a CD Rom and these come in 10 community languages. The three styles are Aboriginal, Multicultural and General populations. This excellent resource is sure to assist service providers across the state for years to come. All carers face challenges but there are unique ones for this cohort. The DVD of four carer stories that comes with the Toolkit highlight some of the challenges that ageing parents face as they plan for the future of their adult child with a disability or long term mental illness. This resource was designed to be virtually waste-free, by allowing service providers to print locally from the CD Rom more fact sheets, folders and posters in the appropriate style as and when needs arise.

In recognition of the effective work provided under this program, funding has been made recurrent. This is a welcome result for Older Parent Carers across NSW. Following our solid work on this program we have been engaged to work in conjunction with the NSW Department of Ageing, Disability and Home Care (DADHC) in the provision of family centred services to Older Carers on the Mid North Coast.

Staff delivered papers and workshops at a number of conferences this year. These included the National Disability Service Conference, National Carers Conference and the recent Carers NSW Conference.

The program goes from strength to strength through the hard work and dedication of all engaged in this program. In addition the age criterion for the program has been lowered to 60 years of age for non-Aboriginal carers. This will allow services to reach more carers over the coming months.

Family and Carer Mental Health Program

The Family and Carer Mental Health Program has continued to build on its earlier work. The last 12 months has been a period of consolidation and expansion. The injection of new staff with a range of new skills has enabled innovative approaches to service delivery to be employed.

Over the last 12 months, the program has delivered an expanding range of services for families and carers. In addition to our core educational programs, we have developed a Carer Connect program, delivered Mental Health First Aid and facilitated creative writing and yoga workshops. Staff also engaged in a variety of relationships with other service providers. In addition to our education programs, we have delivered over 6,000 services to 900 carers.

Staff delivered papers and workshops at a number of conferences this year. These included the Rural and Remote Mental Health Conference, the Headspace Conference, National Carers Conference and the recent Carers NSW Conference.

The program thrives through strong partnerships with Area Health Services and a range of other service providers. We will continue to develop flexible and creative ways to respond to carers needs. We continue to reach out to hidden carers, and have proposed targeted information sessions to build relationships with groups such as young carers, GLBT (Gay Lesbian, Bisexual, Transgender) carers and CALD (Culturally and Linguistically Diverse) carers.



Policy, Strategy, Communication and Education

Policy

The policy team were engaged in a number of activities throughout 2008/9 including conference presentations, writing submissions and participating in advisory meetings and forums.

Conference Presentations

The following papers were presented:

- Caring now and in the Future ASPECT Staff Conference
- Initiatives for Older Parent Carers Fourth Annual State NDS Conference 'Strength to Strength'
- OUTSIDE IN Conference: Community Responses to Complex and Diverse Needs
- NSW Official Visitors Conference
- Carers NSW Biennial Conference, *Carers in Action in NSW*.

Submissions

Carers NSW provided submissions to these state and national policies, inquiries and consultations:

National

- Australian Government House Standing Committee on Family, Community Housing and Youth Inquiry into Better Support for Carers
- Public hearing NSW Parliament House plus coordination of a carer roundtable for the Inquiry into Better Support for Carers
- Australian Government Inquiry into the effectiveness of the Commonwealth Sex

Discrimination Act 1984

- Australian Government House of Representatives Standing Committee on Education and Training Inquiry into Combining School and Work: supporting successful youth transitions
- Australian Department of Health and Ageing
 - National Primary Health Care Strategy
 - Access to Allied Psychological Service Review Discussion Paper
 - National Health and Hospitals Reform Commission Interim Report: A Healthier Future for All Australians
- Attorney General's Department The National Human Rights Consultation.

NSW

- Joint NSW Parliamentary Committee on the Operation of the Health Care Complaints Act 1993
- 2009-2010 NSW Budget Submission
- General Purpose Standing Committee No.2, NSW Inquiry into Bullying of Children and Young People
- Housing NSW Hidden Carers Outreach Project – Background & Implementation Paper
- NSW Department of Ageing Disability and Home Care
 - Maintaining Respite Capacity Policy Draft 2.9
 - Allocation of Place

- Moving Forward Building Responsive Services 2009-2012 Strategic Diversity Frameworks
- Draft Language Services Policy Use of translators and interpreters
- New Directions for Disability Respite Service in NSW Discussion Paper
- NSW Department of Health
 - NSW Palliative Care Strategic Framework Discussion Paper 2008-2012
 - Draft Men's Health Action Plan 2009-2012.

Committees and Forums

Strategic Carers Action Network (SCAN)

Carers NSW continued to coordinate this Network. Meetings were held quarterly in 2008/9, and a workplan was developed to reflect members' priorities. Carers NSW coordinated a SCAN submission to the Australian Government's Inquiry into Better Support for Carers and also a submission to the Attorney General Department's The National Human Rights Consultation.

It has coordinated the development of draft position statements on carers and employment, carers health and wellbeing and respite. A Multicultural Advisory Committee reports to SCAN, and 36 non-government organisations are SCAN members.

Carers NSW undertook a scoping of SCAN members in May-June 2009 to document and record the important and essential services that SCAN members provide to carers, as well as to identify any barriers in the delivery of services to carers. The

"mapping" of services will be used to inform the government on resources for carers and service providers. This information will also be used to benefit SCAN members through the creation of a directory of information that will aid their work with carers.

Research

Carers NSW Survey 2008

A periodic Carers NSW Carers Survey was undertaken in November 2008 and the survey questionnaire was distributed by mail to carer members and other stakeholders, and it was also available on the Carers NSW website.

Responses (654 no) represented metropolitan Sydney and regional and rural NSW. The data has been presented at the Carers NSW 2009 Biennial Conference by the CEO Elena Katrakis, and included in the Carers NSW 2009/10 NSW Budget Submission. The survey report is available on the Carers NSW website.

Associate Professor Michael Fine, Friend of Carers NSW, provided invaluable advice on the questionnaire design, as well as analysis support to Carin Bertmar, Macquarie University intern placement with Carers NSW.

DADHC Evaluation

Carers NSW was invited by DADHC Metro North to submit a tender to evaluate its "HACC service type 10:25 Counselling, Support Information and Advocacy." The Carers NSW tender was successful and the project is to commence in July 2009 and is to be completed by 30 September 2009.

Multicultural Disability Advocacy Association Siblings Research Project

Carers NSW was a partner in the MDAA Siblings Research project application to DADHC. This project was funded and will be undertaken during 2009/10.

2008 Carers Week Research Project

Carers NSW contributed to the cost of the NATSEM and Commonwealth Financial Planning Report for Carers Australia – Women Carers in Financial Stress that was launched during 2008 Carers Week.

Internship Program

Carers NSW commenced a key partnership with Macquarie University's Social Science Research Internship Program in August 2008. Since then four interns have supported Carers NSW policy research.

University of Sydney – Home Medicines Review Program

Early in 2009, Carers NSW was approached by the University of Sydney's Faculty of Pharmacy to assist them with research on the Home Medicines Review Program. Carers NSW sent out surveys to its carer members on behalf of the university. The partnership was successful.

University feedback:

We've already received 54 completed questionnaires with a range of lovely accompanying letters and many, many phone calls from engaged carers throughout NSW.

Multicultural Policy and Development

Carers NSW continues its commitment to CALD carers through increased policy activities and partnerships.

Key achievements:

- Development of a Carers NSW CALD Framework and CALD Strategic Plan 2008/9
- Capacity building with CALD Carer Support Groups
- Increased content in Carers NSW publications such as *Carers News* and *e-bulletin*
- Establishment of a SCAN CALD Advisory Group
- Increased amount of culturally appropriate content for the Carers NSW website
- Presented at the NGO Research Forum about research on CALD carers
- Advised on the SBS Radio CALD Home Care series in community languages, including a segment on carers
- Established relationships with key ethnic and community organisations in the sector
- CALD carers represented on DADHC Expert Advisory Group
- Recruited CALD carers to the Carers NSW Carer Representation Program.

Aboriginal Policy and Development

Carers NSW has continued its Aboriginal policy and development work to promote and advocate for Aboriginal carer support needs. The Carers NSW Aboriginal Policy and Development Officer was a member of many key advisory groups, and also advised on the development of Aboriginal carer resources and information, eg NDS NSW Aboriginal Referral and Pathways Project

(online tool), DADHC's Shoulder-to-Shoulder publication for carers of children with disabilities, the Aboriginal Carers Support Guide launched during 2008 Carers Week, and the Carers NSW Aboriginal carer brochure and poster, and the Aboriginal Carer Relaxation CD.

A short-term project officer was appointed March-June 2009 to review the Carers NSW Koori Yarning Resources Manual (first published in 2002) and to develop a Koori Yarning Facilitator Guide.

Carers NSW also supported the NSW Aboriginal and Torres Strait Islander Gathering Committee, which is chaired by the Carers NSW Aboriginal Policy and Development Officer.

An Aboriginal policy highlight during 2008/9 was the evidence presented by the Carers NSW Aboriginal Policy and Development Officer, and Aboriginal carer representatives, to the NSW Public Hearing for the Australian Government's Inquiry into Better Support for Carers.

Carers Participation and Representation Program

The Carers NSW Carer Participation and Representation Program was implemented in 2008/9 with the appointment of a Project Officer. This program builds upon the 2006 Carer Participation and Representation project. The program focus was on recruiting and training carer representatives, and supporting carer representatives in representation activities.

There are 39 participants in the program. Diverse carer situations are represented – carers of children with a disability (3), carers of adults with a disability (15), carers of people with mental illness (15), carers of people with a chronic condition (7) and carers of a frail person (3). Carer representatives are from metropolitan and regional areas across the state, and have cultural and gender diversity – male (4), Aboriginal (3), CALD (3), Young Carers (8) and older carers (3).

Activities undertaken during 2008/9 include:

- Carer Representation training – with four sessions held, three in the Carers NSW Sydney office (one specially for young carers), and one in the Carers NSW Coffs Harbour regional office
- Carer Roundtable during the NSW Public Hearing for the Better Support for Carers Inquiry, August 2009 (6)
- BringIt! Forum, November 2008, Parliament House Canberra (4)
- CNSW 2009 Biennial Conference – a Carer Panel (5) and a Young Carer Workshop, (6)
- Guest speaking sessions (11) Carers NSW Education and Training Roadshow (5)
- Conference presentations, including Official Visitors Conference, Sydney and the Outside in Conference, Sydney
- Contributing carer stories to *Carers News*
- Media liaison/interviews, advisory bodies and roundtables.

Media and Communications

Internal and External communications have expanded greatly in the last financial year, with some major media coverage and promotional materials being produced.

Key achievements

- *Carers News*, continues to thrive, with circulation around 3,000 (measured 30 June 2009) compared to 1,675 recorded in the last audit (January 2008). Of particular significance is the increase in carers and carer support groups now receiving the publication.
- The number of subscribers to the bi-monthly electronic newsletter, the *e-bulletin*, also continues to grow with approximately 650 recipients. This resource is produced by the Carers NSW librarian. A recent invitation to public libraries in NSW to subscribe has seen an upsurge in interest from information managers.
- The media has also continued to take an interest in carer issues. With events such as Carers Week, the young carer Bring It! forum and the Ethics of Caring project as well as political events including the Better Support for Carers Inquiry, stimulus payments, the Harmer Pension Review and the Federal Budget, the media has come to Carers NSW for comment – through staff and carers themselves (carer representatives). Highlights include a young carer representative profiled on the *7.30 Report* and two carer representatives on *Mornings with Kerri-Anne* for Carers Week. Records show that ABC Radio across the state also continues to come to Carers NSW on carer issues.
- Internally, 2008/9 has also seen the production of several new promotional and other resources. In particular, new brochures and posters (generic and for Aboriginal carers) have been produced to promote the Carer Line and the expansion of counselling at Carers NSW. In line with these new resources, a campaign including advertisements in 23 newspapers across the state, community service announcements and advertisements in various Hospital Guides, has meant Carers NSW has extended its reach and message further.
- Developed and delivered media training to Carer Representatives and Young Carer Representatives, including regionally (Coffs Harbour).
- Carers NSW Communications Strategy was implemented and media policy and templates updated.
- Worked collaboratively with Carers Australia and the other Carers Associations on the National Website Working Group and on marketing and communications initiatives.

Tom Fink Library

This year Carers NSW has established a partnership with public libraries in NSW. All public libraries across the state now receive *Carers News*. The Parramatta City Library, in one of the fastest growing areas of the state, also distributes *Carers News* to homebound residents through the Home Library Service. In this way, Carers NSW reaches hidden carers who live with home-bound residents.

Carers can also borrow from the library and our collection of books written by carers, and other carer-related publications, is growing.

In addition to this, the library also manages information requests from staff and external organisations or individuals.

Education and Training

The Education and Training team had four major achievements during 2008/9

– Working with Carers Training Package Orientation, the Carers NSW Roadshow, the Carers NSW 2009 Biennial Conference *Carers in Action in NSW*, and developing carer support relationships with NSW Government agencies.

The Working with Carers Training (WWCT) package was developed as a strategy under the NSW Carers Action Plan 2007- 2012.

The cornerstone of the training package is a DVD and CD Rom set featuring five carers telling their caring experiences. The caring scenarios are relevant to the NSW Department of Ageing, Disability and Home Care (DADHC) target groups of young carers, carers of culturally and linguistically diverse backgrounds, carers of children with a disability, Aboriginal carers, carers who are ageing, carers of people with dementia and male carers.

Carers NSW was involved in the development of the package with DADHC who hold the copyright. It was contracted by DADHC to develop and deliver the orientation to the training package.

The orientation to the WWCT was delivered to DADHC staff and DADHC funded services across 10 areas (138 participants) during February to March 2009.

Carers NSW has been contracted to deliver a second rollout of the WWCT orientation

across 31 metropolitan and regional locations during 2009/10.

It was also included in the Carers NSW Services and Referral Pathways (Roadshow) that was delivered to Area Health Service Carer Support programs and Commonwealth Respite and Carelink Centres. There were 197 participants.

Feedback included:

I would recommend the orientation to the training program to all respite providers, direct carer workers and organisations providing services for carers.
(SWS CRCC)

Very valuable resource in supporting frontline staff and managers to continually keep in touch with issues affecting carers.
(DADHC Community Access Coordinator)

Partnerships

Housing NSW

Carers NSW was a member of the Housing NSW advisory group to develop the content of "Provide Services to Clients with Complex Needs CHCCS504A". Rollout of the module commences in July 2009, with carers and hidden carers identified as potential clients with complex needs. The Education and Training team have also been involved in conducting carer awareness education to Housing NSW staff. CNSW will be further developing this partnership in 2009/10.

RailCorp

During Carers Week 2008, Carers NSW provided carer awareness training at the NSW RailCorp Carer Forum. This was the first step in a partnership between Carers NSW and RailCorp. RailCorp's approach

to supporting carers in their workforce, and in meeting its organisational Equal Employment Opportunity obligations, is through the implementation of a Carers Diversity Network. This Network comprises carer representatives, in their organisation, who raise awareness of carer issues with RailCorp staff, and provide information to staff who are working carers. RailCorp approached Carers NSW to provide support for this network over 12 months, including attending its meetings as consultants and presenting carer education on various issues. The first presentation was conducted in May 2009.

The Carers NSW 2009 Biennial Conference – *Carers in Action in NSW*, was held on 11-12 June 2009 at the Novotel, Brighton le Sands. The conference provided an opportunity for health and community care professionals to network and explore practices, ideas, research and initiatives in carer support. The conference theme aligned with the five priorities under the NSW Carers Action Plan 2007-2012.

The 227 conference delegates were statewide, and included delegates from Carers Associations.

Conference highlights included:

- the carers panel (five carers discussing their caring experiences) convened by Dr Norman Swan
- the young carers workshop with delegates reporting that “...*hearing young carers was an experience I will not forget*” and another noting “...*what an inspirational group of young people! The Young Carer Program is very worthwhile.*”
- the Sisters of the Dreaming dance group performance that many delegates noted as “...*moving and an amazing experience...*”
- the musical performance of Tansy Mayhew (a carer of over five years of her child with profound disabilities) and her band during the networking session on Thursday evening of the conference.

Committees, Key Meetings & Partnerships

NSW

NSW Health

Area Health Service: Central Coast Aboriginal Carer Support Group implementation

Area Mental Health Forum (North Coast Area Health Service)

Area Rehabilitation Development Group (North Coast Area Health Service)

Carer and Consumer Consultative Committee (South Eastern Sydney and Illawarra Area Health Service)

Central & Castlereagh Cluster Family & Carer Mental Health Program Working Party

Central Network Interest Group (South Eastern Sydney and Illawarra Area Health Service)

Chronic Care Implementation Advisory Committee

Coffs Harbour Mental Health Services Local Service Partnership

Consumer, Carer and Community Group (St Vincents Hospital)

Greater West Family and Carer Working Party Committee

Health Statewide Carer Grant NGO Meeting

NSW Health Privacy Forum

Northern Network Interest Group (South Eastern Sydney and Illawarra Area Health Service)

Primary and Community Health Working Group

South East Sydney Illawarra Area Health Service CALD Partnership Meeting

South East Sydney and Illawarra Area Health Service Carers Support Officers Group

Westmead Children's Hospital Rainbow Serpent Tour

Youth Health Forum

NSW Department of Ageing Disability and Home Care (DADHC)

Area Respite Coordination Group (Mid North Coast)

Building Culturally Responsive Services Practice Forum

DADHC CALD Expert Advisory Group

DADHC Supported Accommodation Information Session

Dementia Education (partnership with Alzheimer's NSW Association and Gosford HACC)

Frail Older Man and their uses of HACC services Research Reference Group

Gilgai (Aboriginal) HACC Consultation

Home and Community Care (HACC) and SBS CALD Radio series Advisory Group

Home and Community Care (HACC) Consultation Workshop

Home Care Advisory Board Presentation

Mid North Coast and Combined Aboriginal Network (HACC)

Multicultural Awareness Forum

Multicultural Access Project Workers Meeting

National Disability Strategy Consultation

Western Sydney Area Health Service CALD HACC Meeting

Working with Carers Training Package (DADHC funded, developed by Carers NSW)

Young Carer Interagency Meeting

Committees, Key Meetings & Partnerships

Housing NSW

Housing NSW Complex Needs Advisory Group

Housing NSW Isolated Carers Consultation and Reference Group

Other NSW Government

NSW Commission on Children and Young People Working with Children Check - policies and legislation

NSW Health Care Complaints Commission Consumer Advisory Group

NSW Health Privacy Forum

NSW Office of Industrial Relations – Negotiating Caring and Employment Project

NSW Office of Industrial Relations Seminars Series

NSW Ombudsman Disability Roundtable

NSW Ombudsman DADHC-funded ATSI Programs Evaluation

RailCorp

NGOS and other

Access to Allied Psychological Services Program (ATAPS) Advisory Group (Division of GPs)

Aboriginal Carer Gathering (partnership with Wiradjuri Aboriginal Home Care, Riverina)

Aboriginal and Torres Strait Islander Gathering Committee hosted by Carers NSW

Aboriginal Disability Network

Alzheimer's Australia NSW meeting with CEO

ARAFMI NSW meeting with CEO

Better Outcomes (Orana Division of GPs)

Carers Consumer Forum - Pole Depot

Carers NSW Young Carer Advisory Committee

Carers and Stakeholders Respite Forum by Interchange Respite Inc

Central Coast Aboriginal Carer Support Group (Interagency)

Centre for Refugee Research Summer School

Children of Parents with a Mental Illness (COPMI) National Family Forum

Coffs Harbour Aboriginal Interagency

Coffs Harbour Extended Care Committee

Commonwealth Carer Respite and Carelink Centres (ACT and NSW) Managers Meetings

Council of Social Services of NSW (NCOSS) Health Policy Advice Group

Disability Advisory Committee (Coffs Harbour)

Dubbo Koori Interagency

Eastern Sydney Disability Interagency

Greater West Aged Care Interagency

Greater West Community Services Interagency

Greater West Disability Interagency

Greater West Mental Health Interagency

Hastings Community Network (North Coast)

Hastings Mental Health Network (North Coast)

Inner West Aboriginal Carer Network

Interrelate Family Services

Jewish Care Carers Meeting (East Sydney)

Joint Guarantee of Service (JGOS)
Reference Group

La Perouse Aboriginal Interagency

Little Tea Cup (Carers NSW and Spastic
Centre)

Macleay Mental Health Network

Mental Health Inpatient Unit & Community
Mental Health Clinical Practice Review
Committee Meeting (Greater West)

Mount Druitt Aboriginal Carer Support
Group (Aboriginal Medical Service)

NCOSS Sharing our Way in Community Care
Conference (Aboriginal)

NDS NSW – Aboriginal Referral and
Pathways Advisory Group

Network of Alcohol and Other Drug
Agencies Family and Carer Advisory Group

Non-Government Organisations (NGO)
Human Resources Forum

Non-Government Organisations (NGO)
Research Forum

Non-Government Organisations (NGO)
Statewide Support Coordination Forum

Northern Kids Care Advisory Committee

Nowra Mental Health Interagency

NSW Aged Care Alliance

NSW Centre for Palliative Care – NSW
Palliative Care Advisory Group

NSW Chronic Illness Alliance

NSW Forum of Non-Government Agencies

NSW Forum of Non-Government Agencies
– Working Together for NSW: Annual NSW
Implementation Human Services and
Justices CEOs meeting

NSW IMPACT Services Forum

NSW PADP Community Alliance

Parent to Parent Association

Penrith Aboriginal Carer Support Group
(Aboriginal Catholic Ministry)

Port Macquarie Base Hospital Mental Health
Rehab Meeting

Shoalhaven Safe Community Aboriginal
Partnership

St George Intellectual Disability Foundation

St George Mental Health Interagency
(Division of GPs)

Strategic Carer Action Network (auspiced by
Carers NSW)

Strategic Carer Action Network –
Multicultural Advisory Group

Suicide Awareness Committee (NALAG)

Sutherland Shire Community Care Forum

Uniting Care Ageing: Workshop on Aged
Care Service Models

Wambool Aboriginal Suicide Prevention
(Wesley Mission)

Wauchope Community Network

Wilcannia Aboriginal Working Party

Working with Families Statewide Interest
Group

55 Plus Network Randwick

National

Australian Government

Australian Government Department of
Health and Ageing, through NSW State
Office – Aged and Community Care Liaison
Group Expert Advisory Group

Committees, Key Meetings & Partnerships

Australian Government Department of Families, Housing, Community Services and Indigenous Affairs – Carer Payment (Child) Expert Advisory Group assessment tool development

Commonwealth Ombudsman Community Sector Roundtable

Greater West My Time Carer Respite Partnership Committee (FaHCSIA initiative)

Mid North Coast Commonwealth Respite and Carelink Centres (CRCC) Advisory Committee

National NGO and Other

Alzheimer's Australia National Aboriginal and Torres Strait Islander Dementia Advisory Group

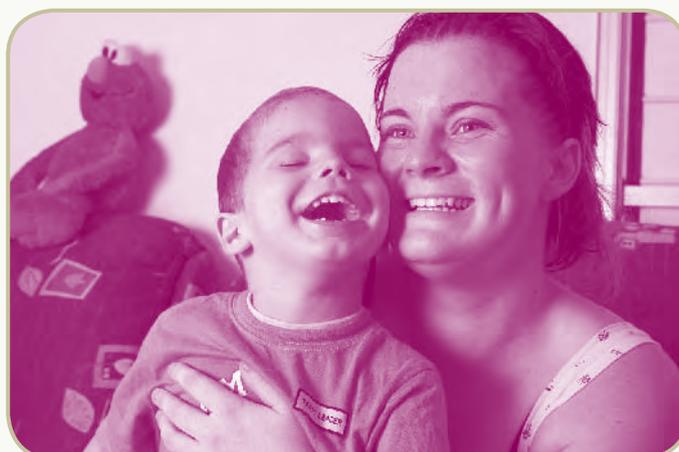
Australian National Young Carer Action Team (ANYCAT)

National Mental Health Consumers and Carers Forum

National Carers Conference (Carers Associations, hosted by Carers QLD)

National Network of Carers Association

- Carers Week Marketing Group
- CEO Forum
- National Policy Working Group
- Website Development Group



Friends of Carers NSW

Friends of Carers NSW help our organisation by contributing their time and skills, 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 for the advice given and active participation in our endeavours by the following *Friends of Carers NSW*:

- Dr Tom Acheson, Director of the Hornsby Ku-ring-gai Care Association
- Emeritus Professor Peter Baume, professorial fellow and a facilitator in the health maintenance course at the University of NSW
- Ms Jennifer Bott, Chief Executive, University of NSW Foundation
- Professor Tony Broe, Professor of Geriatric Medicine, University of NSW/Prince of Wales Hospital
- Mrs Lucy Brogden, a Director of Sydney Community Foundation and carer
- 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, University of Sydney and member of the Federal Health Minister's National Advisory Council on Mental Health
- Ms Robin Hughes AO, producer, writer, director and interviewer
- Mr Paul Livingston, entertainer and writer
- Ms Miriam Margolyes OBE, actor
- Ms Julie McCrossin, radio broadcaster and television presenter
- Mr Ross McLuckie, solicitor
- Mr Charles G Mendel, solicitor
- Mr Richard Ottley, solicitor
- Associate Professor Melanie Oppenheimer, academic and author, University of New England
- Ms Vivienne Pusey, Chairperson, InnerSydney Regional Council for Social Development
- Mr Chris Taylor, accountant and financial planner
- Emeritus Professor Ian W Webster AO, physician, Professor of Public Health and Community Medicine, University of NSW and Director of The Alcohol Education and Rehabilitation Foundation
- Mr John Shanahan, accountant
- Michael Fitzpatrick, solicitor, Clarendene Estate Planners, Business Unit of PriceWaterhouseCoopers

Volunteers

Clem Barrack

Assistance with newsletter mailouts

Roxy Brady

Assistance with newsletter mailouts

Delia Collier

Data entry for Young Carer Program

Nina Crown

Distribution of kits and other information

Lesley Dacey

Assorted administration tasks for Operational Services Unit

Jean Foxover

Assistance with newsletter mailouts

Christine Hall

Assorted administration across Carer Services including data entry and filing

Wendy Hine

Assistance with newsletter mailouts

Ian Kirkham

Distribution of kits and other information, general tasks as required, assistance with newsletter mailouts

Joy Knappick

Assistance with newsletter mailouts

Irene Lam

Assistance with newsletter mailouts

Barbara Lee

Assistance with newsletter mailouts

Bart Madden

Assistance with newsletter mailouts, also assorted tasks for Young Carer Program

Helen O'Doherty

Preparation of kits ready for distribution, general duties as required, assistance with newsletter mailouts

Mary-Ellen Raisbeck

Preparation of kits ready for distribution, general duties as required

Marie Shipway

Distribution of kits and other information

Jamila Solomon

Assorted administration tasks for Carer Services

Young Carer Volunteers

Bart Madden

Joseph Armanios

Lorna Clarkson

Matt Wade

Raymond Hicks

Emma-Kate Thomas

Matthew Russell

Karen Waddell

Renee Puskas

Megan Shepherd

Will Russell

Irene van der Heyden

Chad Horton

Steve Waltz

Ashley Hommerson

Hannah Jones

Bob Barnes

Matthew Elder

Chiu Ling

Pariya Taherzadeh

Anthea Brumerskyj

Maggie Malak

Jennifer Hanna

Angie Malak

Melissa Cassel

Vale Elaine Stansfield

Elaine started volunteering for Carers NSW in early 1997. For many years Elaine provided assistance with newsletter mailouts and later started assisting our librarian as required on additional days. Elaine had faithfully been attending the carers newsletter mailouts for the past 11 plus years until sadly she passed away in August 2008. Elaine was well travelled with stories of some amazing trips overseas and as a retired school teacher there were many schooltime stories that will be missed by the other volunteers and staff.

We pay tribute to Elaine's dedication.

Financial Report 2008/9

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CARERS NEW SOUTH WALES INCORPORATED DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2009

Your directors present their report on the association for the financial year ended 30 June 2009.

Directors

The names of the directors in office throughout the year and at the date of this report are:

Laraine Toms	Averil Fink	Christine Rowell
Dulcie Flower	Jim Warren	Sara Graham (resigned December 2008)
Felicity Purdy	John King	Pam Webster
Sarah Lawrance (resigned in July 2009)	Stephen Bowles (appointed in August 2009)	Katrina Clark (appointed in October 2008)
Michelle Dellagiacomma (resigned December 2008)		

Principal Activities

The principal activities of the association during the financial year were to represent carers and advance the interests of carers. It is the peak organisation for carers in New South Wales.

Significant Changes

No significant changes in the association's state of affairs occurred during the financial year.

Operating Results 2009/8

The surplus of the association for the financial year amounted to:

2009	2008
\$78,341	\$149,228

Signed in accordance with a resolution of the Board of Directors by:

 , Director

Laraine Toms (President)
Sydney, 15th September 2009

 , Director
Jim Warren (Honorary Treasurer)
Sydney, 15th September 2009

CARERS NEW SOUTH WALES INCORPORATED
**INCOME STATEMENT FOR THE YEAR
 ENDED 30TH JUNE 2009**

	Note	2009 \$	2008 \$
Revenue and other income	2(a)	6,551,967	7,926,740
Board meeting and lecture expenses	-	-	(12,320)
Board, governance and travel expenses		(9,819)	(13,729)
Carers expenses		(6,285)	(76,514)
Consultancy expenses		(16,493)	(33,734)
Depreciation expenses	2(b)	(37,209)	(21,170)
Election campaign expenses		(3,334)	(1,593)
Employee related costs		(4,838)	(38,456)
Equipment and minor maintenance expenses		(2,944)	(787)
Grant expenditures		(6,367,578)	(7,576,041)
Motor vehicle expenses		(115)	(73)
Printing, photocopying and postage expenses		(2,060)	(2,565)
Subscriptions and membership expenses		(330)	(530)
Training expenses		(1,691)	-
Transfer of operating deficit from grant projects		(20,930)	-
Surplus from operations		78,341	149,228

CARERS NEW SOUTH WALES INCORPORATED
BALANCE SHEET AS AT 30 JUNE 2009

	Note	2009 \$	2008 \$
Current Assets			
Cash and cash equivalents	3	1,801,421	619,106
Trade and other receivables	4	38,495	196,434
Other current assets	5	-	339
Financial assets	6	5,441,429	7,134,724
Total Current Assets		7,281,345	7,950,603
Non-Current Assets			
Property, plant and equipment	7	180,785	171,495
Total Non-Current Assets		180,785	171,495
Total Assets		7,462,130	8,122,098
Current Liabilities			
Trade and other payables	8	6,319,724	7,109,941
Short-term provisions	9	174,836	143,370
Total Current Liabilities		6,494,560	7,253,311
Non-Current Liabilities			
Long-term provisions	9	36,747	16,305
Total Non-Current liabilities		36,747	16,305
Net Assets		930,823	852,482
Equity			
Accumulated surplus		930,823	852,482
Total Equity		930,823	852,482

The accompanying notes form part of these financial statements.

CARERS NEW SOUTH WALES INCORPORATED

**STATEMENT OF RECOGNISED INCOME & EXPENSE
FOR THE YEAR ENDED 30 JUNE 2009**

Balance as at 1 July 2007	703,254	703,254
Surplus from operations	149,228	149,228
Balance as at 30 June 2008	852,482	852,482
Surplus from operations	78,341	78,341
Balance as at 30 June 2009	930,823	930,823

CARERS NEW SOUTH WALES INCORPORATED

**CASH FLOW STATEMENT FOR THE YEAR ENDED
30 JUNE 2009**

	Note	2009 \$	2008 \$
Cash flow from operating activities			
Receipts from government grants		5,145,614	10,503,340
Payments to suppliers and employees		(6,124,686)	(7,536,464)
Donations received		59,269	130,483
Interest received		455,322	452,371
Net cash provided by (used in) operating activities	10	(464,481)	3,549,730
Cash flow from investing activities			
Purchase of property, plant and equipment		(46,499)	(142,323)
Proceeds from held to maturity investments		1,693,295	-
Purchase of held to maturity investments		-	(2,899,554)
Net cash provided by (used in) investing activities		1,646,796	(3,041,877)
Cash flow from financing activities			
Proceeds from borrowings		-	-
Net cash provided by (used in) financing activities		-	-
Net increase in cash held		1,182,315	507,853
Cash at beginning of financial year		619,106	111,253
Cash at end of financial year	3	1,801,421	619,106

The accompanying notes form part of these financial statements.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

This financial report covers Carers New South Wales Incorporated as an individual entity. Carers New South Wales Incorporated is an association incorporated under the Associations Incorporation Act of New South Wales 1984.

Note 1: Statement of Significant Accounting Policies**Basis of Preparation**

This financial report is a special purpose financial report that has been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations, and the Associations Incorporation Act of New South Wales 1984.

Australian Accounting Standards set out accounting policies that the Australian Accounting Standards Board (AASB) has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless otherwise stated.

This financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets, and financial liabilities unless otherwise stated in the notes.

Accounting Policies**a. Income tax**

The association is exempt from paying income tax due to its classification as a charitable institution under section 50-5 of the Income Tax Assessment Act 1997.

b. Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses. The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Depreciation

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

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

Class of fixed asset	Depreciation rate
Office Furniture and Equipment	20 - 30%
Motor Vehicle	12.50%

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009**Note 1: Statement of Significant Accounting Policies (cont'd)**

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to accumulated surplus.

c. Financial Instruments**Recognition and Initial Measurement**

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the association commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Financial instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as: (i) the amount at which the financial asset or financial liability is measured at initial recognition; (ii) less principal repayments; (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short term profit taking. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss. The association has not held any financial assets at fair value through profit or loss in the current or comparative financial year.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 1: Statement of Significant Accounting Policies (cont'd)

(iv) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

(v) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At each reporting date, the association assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the income statement.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the association no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

d. Employee entitlements

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. These cashflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows.

e. Grants for the acquisition of fixed assets

Fixed assets and equipment acquired from grants received are expensed in the period of acquisition within the relevant program statements for grant acquittal purposes and are capitalised and included as income within the income statement for statutory reporting purposes.

f. Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

g. Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown as short-term borrowings within current liabilities on the balance sheet.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 1: Statement of Significant Accounting Policies (cont'd)

h. Revenue and other income

Revenue is measured at the fair value of the consideration or grant income received or receivable.

For grants received in advance, it is the policy of the association to bring grants received to account during the period to which they relate, rather than the period in which they were received. However, certain grants received during the year, and in prior years, did not have an expiration date, or were not fully expended at 30 June 2009. The balance of grants outstanding and grants in advance at 30 June 2009 are listed in detail in Note 8(a).

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 2 : Surplus from operation	2009	2008
	\$	\$
a) Revenue and other income		
Grants received and transferred from grants in advance	5,935,044	7,163,552
Other Revenue		
- Consultancy fees and room hire	20,616	2,571
- Donations	59,269	130,483
- Grants for the acquisition of fixed assets	46,499	142,323
- Interest received	455,322	452,371
- Membership subscriptions	19,051	23,575
- Newsletter advertising	-	150
- Other income	14,318	6,398
- Sale of publications/merchandise	1,848	5,317
Total Revenue	6,551,967	7,926,740
b) Expenses		
Depreciation expenses	37,209	21,170
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	484,316	601,630
Rental expenses	257,062	277,215
Accounting fees	97,175	-
Auditor's remuneration		
- Audit	18,000	16,760
- Other services	4,500	4,294
Note 3 : Cash and cash equivalents		
Current		
Cash at bank and on hand	1,801,421	619,106
	1,801,421	619,106
Note 4 : Trade and other receivables		
Current		
Trade receivables	4,030	106,188
Provision for impairment of receivables	-	-
Other receivables	34,465	90,246
	38,495	196,434

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 5 : Other current assets	2009	2008	
	\$	\$	
Current			
Prepayments	-	339	
	-	339	
Note 6 : Financial assets			
Current			
Held to maturity investments	5,441,429	7,134,724	
	5,441,429	7,134,724	
Note 7 : Property, plant and equipment			
Non-Current			
Office equipment	102,344	55,845	
Accumulated depreciation	(38,478)	(19,059)	
Motor vehicles	142,323	142,323	
Accumulated depreciation	(25,404)	(7,614)	
	180,785	171,495	
Movements in carrying amounts			
Movements in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:			
	Office Equipment	Motor Vehicles	Total
	\$	\$	\$
Balance at 1 July 2007	50,342	-	50,342
Additions	-	142,323	142,323
Disposals	-	-	-
Depreciation expense	(13,556)	(7,614)	(21,170)
Balance at 30 June 2008	36,786	134,709	171,495
Additions	46,499	-	46,499
Disposals	-	-	-
Depreciation expense	(19,419)	(17,790)	(37,209)
Balance at 30 June 2009	63,866	116,919	180,785

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 8 : Trade and other payables	2009	2008
	\$	\$
Current		
Trade payables	290,667	208,134
Sundry payables and accrued expenses	296,325	379,645
Grants received in advance 8 (a)	5,732,732	6,522,162
	6,319,724	7,109,941

8 (a) Grants received in advance comprise the following:

Carers Australia - Carer Advisory Service	210,083	81,291
Carers Australia - Information and Support Program	81,790	40,775
Carers Australia - IT Upgrade One-Off	39,622	-
Carers Australia - National Carers Counselling Program (NCCP)	186,486	63,868
Carers Australia - Additional National Carers Counselling Program (NCCP)	53,205	514,866
Carers Australia - Special Project	24	-
Carers Australia - Young Carers Project	2,396	2,396
NSW Department of Ageing, Disability & Home Care - Carers Week	60,000	44,480
NSW Department of Ageing, Disability & Home Care - HACC Grant	325,104	216,911
NSW Department of Ageing, Disability & Home Care - Older Parent Carers Tool Kit Project	37,640	81,409
NSW Department of Ageing, Disability & Home Care - Working with Carers Education Package	22,907	5,848
NSW Department of Ageing, Disability & Home Care - Young Carers Project	2,094	793
NSW Department of Ageing, Disability & Home Care - Older Parent Carer Support Co-ordination	3,622,601	4,545,955
NSW Department of Health - Family & Carers Mental Health Program	676,534	514,127
NSW Department of Health - One Off Carers Life Course Framework	96	14,000
NSW Department of Health - Peak Funding	228,117	240,217
Macquarie Group Foundation - Ethics of caring project	35,113	101,606
NSW Department of Ageing, Disability & Home Care - Metro North	15,000	-
NSW Department of Ageing, Disability & Home Care - Metro South	80,300	-
NSW Department of Ageing, Disability & Home Care - One-off database	9,800	9,800
NSW Department of Ageing, Disability & Home Care - Translation Project	34,303	34,303
NSW Department of Health - Family & Carers Mental Health Program Stage 2 Set-up	7,226	7,226
NSW Department of Health - Working with Health Professionals	2,291	2,291
	5,732,732	6,522,162

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

Note 9 : Provisions	2009	2008
	\$	\$
Current		
Provision for annual leave	174,836	143,370
	174,836	143,370
Non-Current		
Provision for long service leave	36,747	16,305
	36,747	16,305

Note 10 : Cash flow information

(a) Reconciliation of cash flow from operations

Surplus for the year	78,341	149,228
Non-cash flows in operating result		
Depreciation	37,209	21,170
Changes in assets and liabilities		
(Increase) / Decrease in trade and term debtors	157,939	15,585
(Increase) / Decrease in other assets	339	29,832
Increase / (Decrease) in payables	(790,217)	3,339,316
Increase / (Decrease) in provisions	51,908	(5,401)
Net cash provided by operating activities	(464,481)	3,549,730

(b) Non-cash financing and investing activities

The company did not have any non cash financing and investing activities in the financial year. (2008:Nil).

Note 11 : Association details

Registered office and principal place of business:

Carers New South Wales Incorporated
Level 18, 24 Campbell Street
Sydney NSW 2000

CARERS NEW SOUTH WALES INCORPORATED
STATEMENT BY THE DIRECTORS

The Directors have determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Directors, the financial report as set out on pages 40 to 47:

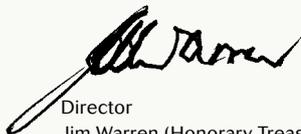
1. Presents a true and fair view of the financial position of Carers New South Wales Incorporated as at 30 June 2009 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board and the Associations Incorporation Act of New South Wales 1984.

2. At the date of this statement, there are reasonable grounds to believe that Carers New South Wales Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Directors by:



Director
Laraine Toms (President)
Sydney, 15th September 2009



Director
Jim Warren (Honorary Treasurer)
Sydney, 15th September 2009

CARERS NEW SOUTH WALES INCORPORATED
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CARERS NEW SOUTH WALES INCORPORATED

Report on the Financial Report

We have audited the accompanying financial report being a special purpose financial report, of Carers New South Wales Incorporated, which comprises the balance sheet as at 30 June 2009, the income statement, statement of recognised income and expense, and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the board of directors.

Directors' Responsibility for the Financial Report

The Directors of the association are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act of New South Wales 1984 and are appropriate to meet the needs of the members. The Directors' responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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

The financial report has been prepared for distribution to members for the purpose of fulfilling the Directors' financial reporting under the Associations Incorporation Act of New South Wales 1984. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Carers New South Wales Incorporated presents fairly, in all material respects the financial position of Carers New South Wales Incorporated as of 30 June 2009 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act of New South Wales 1984.

Felsers
Chartered Accountants



Steven Zabeti
Partner
Sydney, 15th September 2009

CARERS NEW SOUTH WALES INCORPORATED
**COMPILATION REPORT TO
 CARERS NEW SOUTH WALES INCORPORATED**

We have compiled the accompanying detailed program statements of Carers New South Wales Incorporated for the year ended 30 June 2009. The specific purpose for which the detailed program statements have been prepared is to provide financial information relating to the performance of each program to satisfy the information needs of the members.

The Responsibility of the Directors

The Directors are solely responsible for the information contained in the detailed program statements and have determined that the basis of accounting adopted is appropriate to meet the needs of the members for the purpose of complying with the association's constitution.

Our Responsibility

On the basis of information provided by the Directors we have compiled the accompanying detailed program statements in accordance with the basis of accounting adopted and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Directors provided, in compiling the detailed program statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The detailed program statements were compiled exclusively for the benefit of the members. We do not accept responsibility to any other person for the contents of the detailed program statements.

Felers

Chartered Accountants



Steven Zabeti

Partner

Sydney, 15th September 2009

CARERS NEW SOUTH WALES INCORPORATED
**DETAILED PROGRAM STATEMENTS FOR THE YEAR
 ENDED 30 JUNE 2009**

CARERS AUSTRALIA		
Carer advisory service	2009	2008
	\$	\$
Revenue		
Grants received	408,132	399,348
Grants transferred from grants in advance	-	3,348
Interest received	5,076	-
	413,208	402,696
Expenditure		
Advisory and working party expenses	3,862	30,314
Client aids and equipment	2,379	8,895
Management costs	61,224	71,750
Office rental and maintenance	36,373	24,676
Postage	7,865	7,233
Printing of resources, fact sheets, directories and postage	2,669	6,921
Professional development and subscriptions	321	141
Salaries and other on costs	158,567	170,330
Telephone, 1800 freecall service, talklink programs	10,319	590
Travel and steering committee expenses	837	555
	284,416	321,405
Surplus/(Deficit) for the year	128,792	81,291
Transferred from Grants in Advance	81,291	-
Transferred to Grants in Advance	(210,083)	(81,291)
	-	-
Information and support program		
Revenue		
Grants received	385,152	377,604
Interest received	2,550	-
Other income	30	-
	387,732	377,604
Expenditure		
Client aids and equipment	2,718	13,655
Management costs	57,768	68,659
Office rental and maintenance	38,173	26,249
Postage	14,528	13,955
Printing of resources, fact sheets and directories	3,950	7,273
Professional development and subscriptions	2,954	4,896
Salaries and wages	216,812	180,659
Telephone, 1800 freecall service, talklink programs	8,354	21,330
Travel and steering committee expenses	1,460	153
	346,717	336,829
Surplus/(Deficit) for the year	41,015	40,775
Transferred from Grants in Advance	40,775	-
Transferred to Grants in Advance	(81,790)	(40,775)
	-	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

CARERS AUSTRALIA IT upgrade one-off	2009 \$	2008 \$
Revenue		
Grants received	63,912	-
	<u>63,912</u>	<u>-</u>
Expenditure		
Client aids and equipment	17,720	-
Consultancy	6,570	-
	<u>24,290</u>	<u>-</u>
Surplus/(Deficit) for the year	39,622	-
Transferred from Grants in Advance	-	-
Transferred to Grants in Advance	(39,622)	-
	<u>-</u>	<u>-</u>
CARERS AUSTRALIA National Carers Counselling Program (NCCP)		
Revenue		
Grants received	736,692	720,840
Grants transferred from grants in advance	-	20,470
Interest received	478	5,118
Other income	532	-
	<u>737,702</u>	<u>746,428</u>
Expenditure		
Brokered services	159,891	247,966
Client aids and equipment	5,381	15
Legal costs	1,067	-
Management costs	110,508	131,069
Office rental and maintenance	39,448	48,960
Printing and postage	5,825	4,037
Professional development and subscriptions	10,818	161
Salaries and other on-costs	265,644	233,390
Telephone and 1800 freecall service	14,153	16,867
Travel and steering committee expenses	2,349	95
	<u>615,084</u>	<u>682,560</u>
Surplus/(Deficit) for the year	122,618	63,868
Transferred from Grants in Advance	63,868	-
Transferred to Grants in Advance	(186,486)	(63,868)
	<u>-</u>	<u>-</u>

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

CARERS AUSTRALIA Additional National Carers Counselling Program (NCCP)	2009 \$	2008 \$
Revenue		
Grants received	-	518,150
Grants transferred from grants in advance	514,866	-
Interest received	25,539	-
	<u>540,405</u>	<u>518,150</u>
Expenditure		
Brokered services	161,010	-
Client aids and equipment	4,013	3,284
Legal costs	640	-
Management costs	77,724	-
Marketing	62,524	-
Office rental and maintenance	30,074	-
Printing and postage	42,155	-
Professional development and subscriptions	141	-
Salaries and other on-costs	102,800	-
Telephone and 1800 freecall service	689	-
Travel and steering committee expenses	5,430	-
	<u>487,200</u>	<u>3,284</u>
Surplus/(Deficit) for the year	53,205	514,866
Transferred to Grants in Advance	(53,205)	(514,866)
	<u>-</u>	<u>-</u>
CARERS AUSTRALIA Special project		
Revenue		
Grants received	4,698	-
	<u>4,698</u>	<u>-</u>
Expenditure		
Client aids and equipment	3,604	-
Postage and printing	1,070	-
	<u>4,674</u>	<u>-</u>
Surplus/(Deficit) for the year	24	-
Transferred from Grants in Advance	-	-
Transferred to Grants in Advance	(24)	-
	<u>-</u>	<u>-</u>

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

CARERS AUSTRALIA		
Young Carers Project	2009	2008
	\$	\$
Revenue		
Grants received	84,076	81,875
Grants transferred from grants in advance		7,348
Interest received	3,652	-
	87,728	89,223
Expenditure		
Client aids and equipment	374	-
Office rental and maintenance	6,730	8,794
Printing and postage	7,103	791
Professional development and subscriptions	108	7,217
Salaries and wages	60,823	42,082
Telephones	1,641	1,649
Travel and steering committee expenses	609	103
Website development	-	5,426
Young carer activities	-	3,750
Young carer kit	805	1,987
Management costs	12,528	15,028
	90,721	86,827
Surplus/(Deficit) for the year	(2,993)	2,396
Transferred to General Funds	2,993	-
Transferred from Grants in Advance	2,396	-
Transferred to Grants in Advance	(2,396)	(2,396)
	-	-
NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE		
Carers Week		
Revenue		
Grants received	-	99,325
Grants transferred from grants in advance	44,480	-
Interest received	829	-
	45,309	99,325
Expenditure		
Carers Week activities	51,094	35,255
Equipment and maintenance	175	7,935
Media /PR consultancy	4,407	4,778
Newsletter printing	6,844	6,877
	62,520	54,845
Surplus/(Deficit) for the year	(17,211)	44,480
Transferred to General Funds	17,211	-
Grants received for 2009/10	60,000	-
Transferred to Grants in Advance	(60,000)	(44,480)
	-	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE		
HACC grant	2009	2008
	\$	\$
Revenue		
Grants received	563,976	556,541
Grants transferred from grants in advance	-	7,315
Interest received	18,957	11,744
Other income	-	1,888
	582,933	577,488
Expenditure		
Administration	80,938	96,100
Carer and volunteer expenses	1,803	622
Employee related costs	279,015	178,076
Equipment and maintenance	9,322	1,388
Other expenses	17,353	-
Printing and stationary	47,176	36,758
Rent	31,588	44,668
Travel	7,545	2,965
	474,740	360,577
Surplus/(Deficit) for the year	108,193	216,911
Transferred from Grants in Advance	216,911	-
Transferred to Grants in Advance	(325,104)	(216,911)
	-	-
NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE		
Older parent carers tool kit project		
Revenue		
Grants transferred from grants in advance	81,409	150,000
Interest received	4,235	9,095
	85,644	159,095
Expenditure		
Consultant costs	4,697	67,488
Employee related costs	11,484	-
Printing, stationery and postage	31,823	9,698
Travel	-	500
	48,004	77,686
Surplus/(Deficit) for the year	37,640	81,409
Transferred to Grants in Advance	(37,640)	(81,409)
	-	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)**NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE
Working with carers education package**

	2009 \$	2008 \$
Revenue		
Grants received	30,000	5,848
Interest received	1,232	-
	<u>31,232</u>	<u>5,848</u>
Expenditure		
Consultant costs	1,245	-
Employee related costs	953	-
Equipment	512	-
Printing, stationery and postage	7,298	-
Travel	4,165	-
	<u>14,173</u>	<u>-</u>
Surplus/(Deficit) for the year	17,059	5,848
Transferred from Grants in Advance	5,848	-
Transferred to Grants in Advance	(22,907)	(5,848)
	<u>-</u>	<u>-</u>

**NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE
Young carers project**

Revenue		
Grants received	229,350	217,722
Interest received	1,688	885
Donations received	-	15,004
Other income	2,727	-
	<u>233,765</u>	<u>233,611</u>
Expenditure		
Administration	38,531	39,990
Communication	1,750	1,457
Employee related costs	108,294	95,990
Equipment	36,260	624
Office rent and maintenance	14,048	20,449
Quarterly newsletter	6,650	13,975
Printing, stationery and postage	9,921	8,226
Travel expenses	16,082	14,240
Young carer camp and activities	2,955	37,867
	<u>234,491</u>	<u>232,818</u>
Surplus/(Deficit) for the year	(726)	793
Transferred to General Funds	726	-
Transferred from Grants in Advance	793	-
Grants received for 2009/10	1,301	-
Transferred to Grants in Advance	(2,094)	(793)
	<u>-</u>	<u>-</u>

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)**NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE
Older parent carer support co-ordination**

	2009 \$	2008 \$
Revenue		
Grants received	-	4,715,318
Grants transferred from grants in advance	2,272,600	-
Interest received	270,078	334,637
Other income	5,610	-
	<u>2,548,288</u>	<u>5,049,955</u>
Expenditure		
Administration	433,381	100,222
Communication	16,568	3,056
Employee related costs	578,644	242,543
Equipment and maintenance	48,745	114,075
Printing, stationery and postage	16,848	5,614
Rent	51,588	10,041
Resources and subscriptions	674	255
Travel	52,594	28,194
	<u>1,199,042</u>	<u>504,000</u>
Surplus/(Deficit) for the year	1,349,246	4,545,955
Transferred from Grants in Advance	2,273,355	-
Transferred to Grants in Advance	(3,622,601)	(4,545,955)
	<u>-</u>	<u>-</u>

**NSW DEPARTMENT OF HEALTH
Family and carers mental health program**

Revenue		
Grants received	1,844,998	2,100,269
Grants transferred from grants in advance	-	13,747
Interest received	60,684	25,156
Other income	5,419	4,510
	<u>1,911,101</u>	<u>2,143,682</u>
Expenditure		
Administration costs	172,860	335,474
Communication	56,733	40,492
Employee related costs	1,182,270	931,544
Equipment maintenance	29,669	32,499
Evaluation and other consultancies	18,690	19,867
HO, regional office rent and maintenance	149,604	136,517
Newsletter	8,971	7,734
Program activities and training	13,197	28,488
Printing, stationery and postage	24,653	22,906
Travel expenses	92,047	74,034
	<u>1,748,694</u>	<u>1,629,555</u>
Surplus/(Deficit) for the year	162,407	514,127
Transferred from Grants in Advance	514,127	-
Transferred to Grants in Advance	(676,534)	(514,127)
	<u>-</u>	<u>-</u>

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

NSW DEPARTMENT OF HEALTH

One-off carers life course framework

	2009 \$	2008 \$
Revenue		
Grants received	-	20,000
Grants transferred from grants in advance	14,000	
Interest received	96	-
	14,096	20,000
Expenditure		
Consultancy costs	14,000	6,000
	14,000	6,000
Surplus/(Deficit) for the year	96	14,000
Transferred to Grants in Advance	(96)	(14,000)
	-	-

NSW DEPARTMENT OF HEALTH

Peak funding

Revenue		
Grants received	613,027	577,700
Grants transferred from grants in advance	50,000	-
Interest received	21,817	18,008
	684,844	595,708
Expenditure		
Administration	93,083	60,786
Carer and service provider training expenses	2,494	2,500
Communication	6,671	5,240
Employee related costs	440,514	209,303
Equipment maintenance	43,859	-
Evaluation and other consultancies	18,766	-
HO, regional office rent and maintenance	38,701	68,237
Newsletter	2,263	-
Printing, stationery and postage	13,392	7,612
Resources and subscriptions	1,065	868
Travel	11,136	945
	671,944	355,491
Surplus/(Deficit) for the year	12,900	240,217
Transferred from Grants in Advance	215,217	-
Transferred to Grants in Advance	(228,117)	(240,217)
	-	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)

MACQUARIE GROUP FOUNDATION

Ethics of caring project

	2009 \$	2008 \$
Revenue		
Grants received	-	100,000
Grants transferred from grants in advance	101,606	84,580
Interest received	1,305	-
	102,911	184,580
Expenditure		
Consultancy costs	67,743	71,715
Employee related costs	-	9,640
Other expenses	55	1,619
	67,798	82,974
Surplus/(Deficit) for the year	35,113	101,606
Transferred to Grants in Advance	(35,113)	(101,606)
	-	-

NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE Metro North 2009/10

Revenue		
Grants received	-	-
	-	-
Expenditure		
	-	-
	-	-
Surplus/(Deficit) for the year	-	-
Transferred from Grants in Advance	-	-
Grants received for 2009/10	15,000	-
Transferred to Grants in Advance	-	-
	15,000	-

NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE Metro South 2009/10

Revenue		
Grants received	-	-
	-	-
Expenditure		
	-	-
	-	-
Surplus/(Deficit) for the year	-	-
Transferred from Grants in Advance	-	-
Grants received for 2009/10	80,300	-
Transferred to Grants in Advance	-	-
	80,300	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)**NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE
One-off database**

	2009	2008
	\$	\$
Revenue		
Grants received	-	9,800
	-	9,800
Expenditure		
	-	-
	-	-
Surplus/(Deficit) for the year	-	9,800
Transferred from Grants in Advance	9,800	-
Transferred to Grants in Advance	(9,800)	(9,800)
	-	-

**NSW DEPARTMENT OF AGEING, DISABILITY AND HOME CARE
Translation project**

Revenue		
Grants transferred from grants in advance	-	102,347
	-	102,347
Expenditure		
Consultant costs	-	17,199
Printing, stationery and postage	-	50,845
	-	68,044
Surplus/(Deficit) for the year	-	34,303
Transferred from Grants in Advance	34,303	-
Transferred to Grants in Advance	(34,303)	(34,303)
	-	-

CARERS NEW SOUTH WALES INCORPORATED

DETAILED PROGRAM STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 (cont.)**NSW DEPARTMENT OF HEALTH****Family & carers mental health program stage 2 set-up**

	2009	2008
	\$	\$
Revenue		
Grants transferred from grants in advance	-	83,770
	-	83,770
Expenditure		
Communication	-	194
Equipment Maintenance	-	63,770
Rent and Maintenance	-	11,283
Printing, stationery and postage	-	90
Travel	-	1,207
	-	76,544
Surplus/(Deficit) for the year	-	7,226
Transferred from Grants in Advance	7,226	-
Transferred to Grants in Advance	(7,226)	(7,226)
	-	-

NSW DEPARTMENT OF HEALTH**Working with health professionals**

Revenue		
Grants received	-	3,000
	-	3,000
Expenditure		
Administration costs	-	709
	-	709
Surplus/(Deficit) for the year	-	2,291
Transferred from Grants in Advance	2,291	-
Transferred to Grants in Advance	(2,291)	(2,291)
	-	-

Supporters

Individual donors

K Afatzanis	J G Denton	Kunjithapatham	R O'Donnell	JF & JR Swindale
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J-A Christmas	L Higgins	R S & M C McLean	A M Scott	R Poole & Jean Hill, M Reid & K Williams, D Springett, to Young Carer Program In Memory of Dorothy Springett
C Clasié	G Hunter-Brittain	A McMin & L Johnson	J Scott	
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B Davey	N Kringas	A & J Nechvatal	R & L Sugden	
	Dr Sudha	E O'Brien	E Summut	

Acknowledgements

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AFL Sydney
Assistance Dogs Australia
The Australian Ballet
Australian Government
Department of Families,
Housing, Community
Services and Indigenous
Affairs
Australian Government
Department of Health and
Ageing
Bell Shakespeare

Caringbah High School
Commonwealth Carer
Respite and Carelink Centres
(Central Coast, Cumberland
/ Prospect, Far West, Hunter,
Mid-North Coast, Nepean,
Northern Sydney, Orana,
Riverina / Murray, South East
Sydney, South West Sydney
and Southern Highlands)
Clarendene Estate Planning
Lawyers

Disability Information
Advocacy Services Inc
Elanora Country Club
The Macquarie Foundation
Murrays Coaches
NSW Department of Ageing,
Disability and Home Care
NSW Department of Health
NSW Department of Health
through the Mental Health
and Drug and Alcohol Office
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St Michael's Golf Club
Swaab Attorneys
Women's Golf NSW
Wotif.com

Location of Carers NSW Offices



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South Eastern Sydney / Illawarra

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- 9 Nowra**
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- 10 Sydney**
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