

Carers NSW Inc.



Annual Report
2009/10

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About Carers NSW

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

In NSW there are estimated to be 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 with and 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 evidence-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 a range of roles that are culturally and age appropriate to the diversity of carers in NSW. Carers NSW:

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

President's and CEO's Report

2009/10 has been an exciting year for Carers NSW, characterised by increasing membership, new partnerships and services and, significantly, an escalating political focus on carers through carer legislation.

It is very pleasing to see that membership of Carers NSW is continuing to grow strongly, with more carers, support groups and service providers receiving *Carers News* and other Carers NSW resources than ever before. A survey of our newsletter readers confirmed that they rely on Carers NSW for up to date news and information. Feedback on the newsletter as a whole was overwhelmingly positive. This is very pleasing and encourages us to work even harder to remain not just relevant, but vital in our role as the peak organisation for carers in NSW.

Our services and staff have also expanded during the last 12 months. The Carer Line (our phone information and support service for carers) trialled expanded hours, while our in-house counsellors also increased their case loads. Our regional programs continued to flourish, with the addition of the self-directed package support program, My Plan My Choice, being piloted by Carers NSW on the Mid North Coast.

Carers NSW also continues to increase its presence in the community through partnerships with other organisations and education and training. As well as regular education and training workshops, guest speaking and attendance at forums continued to be important in our work.

New partnerships have been formed through events such as Carers Week. Carers Week 2009 saw Carers NSW put

on its first Sydney based event in collaboration with the City of Sydney, Centrelink and Babana Aboriginal Men's Group. These partnerships (and others formed through this event) have extended through to other work the organisation does. Once again, carer support groups around the state received grants from Ageing, Disability and Home Care (ADHC), Department of Human Services NSW, with more than 200 events held during Carers Week. These events continue to be a valued part of celebrating Carers Week for carers.

The end of 2009 saw Caroline Jones, broadcaster, author and former carer, deliver the Clare Stevenson Lecture, held in honour of our founder. Caroline spoke about her experiences caring for her elderly father and step mother in the last years of their lives, and reflected upon some of the feelings carers face in their struggle to keep going. The Lecture struck a real chord with the audience and it was wonderful to have Caroline join us.

2010 has been groundbreaking, in a political sense, with the passing of the Carers (Recognition) Act 2010 in NSW Parliament, and the tabling of national carer recognition legislation.

In March 2010, Andrew Constance, MP for Bega, introduced the Carers Recognition Bill into NSW Parliament. Carers NSW was highly involved in the process and helped develop the legislation. While this Bill wasn't passed by Parliament, similar legislation, also drawn up in consultation with Carers NSW and introduced by the Minister for Health, Carmel Tebbutt, was passed in NSW Parliament in May.



The Carers (Recognition) Act 2010:

- provides a NSW Carers Charter to recognise the role and contribution of those who care for family members or friends who have a disability, a medical condition (such as a terminal or chronic illness), a mental illness or who are frail and aged
- requires certain public sector agencies to take action to reflect the principles of the NSW Carers Charter when providing services that affect carers
- establishes a Carers Advisory Council (with primary carers the majority of members and a Minister to Chair).

This is a big win for the 750,000 carers in NSW, and finally brings us into line with other states and territories in formally recognising carers as individuals in their own right, not just in relation to the person they care for. In addition, the legislation in NSW, unlike that in other states and territories, provides for assessment of carers' own health and other needs.

This new Act has followed years of advocating for legislation by Carers NSW and we are extremely satisfied to have seen it supported in a bi-partisan way. Now we await action in Federal Parliament where national legislation has been tabled.

The Carers NSW Board and staff continue to work towards achieving our vision that caring is accepted as a shared community responsibility and all carers in NSW are recognised, valued and supported by the community and by governments.

We look forward to a great year ahead, and acknowledge all the tremendous work by so many people that has been done in the past 12 months.



L Toms
Laraine Toms
 President



E Katrakis
Elena Katrakis
 Chief Executive Officer

Board of Directors 2009/10

The Board of Directors is responsible for the strategic and policy directions of Carers NSW to ensure the organisation 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 on specific issues as required.



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.



Felicity Purdy
BA (Hons) Psychology

Vice President (from November 2009)

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.



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 PricewaterhouseCoopers. During over 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 The Royal Automobile Club of Australia, Darling House Aged Care Association Inc and the Walsh Bay Precinct Association where he is President. Jim joined the Board of Carers NSW as a co-opted member in November 2006 and was appointed Treasurer in 2007.





Katrina Clark
BSc LLB

Honorary Secretary (from November 2009)

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 practise 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 and the Vice President of the Australian Association for Families of Children with a Disability.



Christine Rowell
MBA Cert. Teach Dip Teach

Carers NSW representative on Carers Australia Board (from November 2009)

Christine Rowell joined the Board of Carers NSW as a co-opted member in November 2005. Christine trained as a school teacher and taught in NSW and Western Australia, 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.



Christina Aggar
RN BN(Hons) PhD Candidate

Christina Aggar is a former carer with a nursing background spanning 26 years. She has extensive experience in community work, particularly in aged care. During the past five years Christina has pursued her interest in carers through research, completing a qualitative research project examining the bereavement experience of older women carers, and more recently investigating the experience of caring for frail older community dwelling people. Currently, Christina is a research Assistant, PhD Candidate – Faculty of Nursing & Midwifery and Faculty of Medicine, University of Sydney.



Stephen Bowles
B Com CA

Stephen is a chartered accountant and registered company auditor. He had a 35 year career with PricewaterhouseCoopers including 21 years as a partner, working in senior roles as chief financial officer and in assurance and corporate advisory services. He has worked with not-for-profit organisations in audit, consultant and committee roles. Stephen joined the Board of Carers NSW as a co-opted member in August 2009.



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 the Board of Carers NSW as a co-opted member 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.



Joan Jackman
MA MHPEd Dip Ed Stud Dip OT Grad

Joan Jackman is a carer for her husband with a professional background in occupational therapy and health education. A strong advocate for people with dementia and their carers, Joan sits on various consumer advisory committees. Currently, Joan is the Head of Occupational Therapy for the Northern Hospital Network and Occupational Therapy Manager at the Prince of Wales Hospital (within the South East Sydney Illawarra Area Health Service).



Eileen McDonald
M Counselling (Candidate) Grad Dip DMT BA Communications

Eileen is a carer for two family members. She has been active for many years in both disability and mental health carer advocacy and support groups. She is a Carers NSW Carer Representative, is on the Mental Health Council of Australia National Register of Consumer and Carer Representatives, is the NSW Carer Representative (former Co Chair) of the National Mental Health Consumer & Carer Forum and is the Carer Representative member of several national mental health committees and panels. Eileen is a Dance Movement Therapist, community arts practitioner and facilitates community disability and mental health programs and is a Lecturer in the Graduate School of Counselling, Wesley Institute, Drummoyne.

Retired Directors



John King

(resigned November 2009)
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.



Sarah Lawrance
BA (Hons) Government

(retired July 2009)

Sarah Lawrance joined the Board of Carers NSW 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.



Pam Webster
MCH BA Dip T AUA

(resigned November 2009)

Pam Webster is a former carer and has been a Board member of Carers NSW since 2000. In November 2005 she was elected as the Carers NSW representative on the Board of Carers Australia and was the President of Carers Australia for two years. 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.



Highlights

July

Carers NSW Strategic Directions 2009-2012

The three year Strategic Directions Plan for Carers NSW commenced on 1 July 2009. The Plan was developed to ensure the organisation is effective and meeting the needs of NSW carers. The plan supports the vision and priorities contained the NSW Carers Action Plan 2007-2012.

The plan was developed by the Carers NSW Board with input from a range of stakeholders including carers, staff, representatives of funding bodies, and other non government organisations.

Carers NSW nominated for award as part of Multicultural Health Week

Carers NSW was nominated for a 2009 *Multicultural Health Communication Award* for "Four fact sheets for carers from CALD backgrounds". The fact sheets were produced in 17 languages and included information on who carers are, the services available to them, issues such as respite and transport and how to be a more effective carer. Carers NSW was awarded a Certificate of Commendation Award.



October

2009 Carers Week

Carers Week took place from 18-24 October 2009 with the theme 'Anyone, Anytime'. Activities were planned and held across the state to celebrate and acknowledge carers, including 199 events hosted by carer support groups and organisations funded through Carers NSW with grants from Ageing, Disability and Home Care, Department of Human Services NSW.



On National Carers Day, Tuesday 20 October 2009, Carers NSW partnered with Babana Aboriginal Men's Group, the City of Sydney and Centrelink to hold a Carers Day Out event in Sydney Square. Information stalls run by various government and non government service providers were set up and entertainment included a performance by the Donovans and a guest appearance by former Rugby League great Arthur Beetson. The day was a big success with many Carers NSW information "showbags" distributed and partnerships forged.



Camp Bluegum

Camp Bluegum offered support to 58 young carers aged 8-12 years from across NSW. This year the theme was 'Safari', and the creative young carers team designed a program guaranteed to engage all who attended. The young carers created some fantastic paintings (currently displayed in our Sydney office). The now famous treasure hunt was a great success and young carers had an opportunity to form their own steel band.



November

Wollondilly Shire Memorial

On 15 November 2009 Wollondilly Shire held a memorial service for carers of people who had suffered injury as a result of a car accident as part of World Day of Remembrance for Road Trauma Victims. The event was attended by Carers NSW Board member Christine Rowell (former Vice President).

Caroline Jones presents Clare Stevenson Lecture

Following the Carers NSW Annual General Meeting, the 2009 Clare Stevenson Memorial Lecture was delivered by Caroline Jones AO, esteemed writer and broadcaster who has worked at the ABC for over 40

years. Caroline spoke about her own experiences as a carer for her father, a journey chronicled in her book, *Through a Glass Darkly: A Journey of Love and Grief with my Father*.



Young Carer Volunteer receives Carers NSW Life Membership

Bart Madden was awarded Carers NSW Life Membership at the Carers NSW Annual General Meeting to acknowledge his outstanding contribution to the Carers NSW Young Carer Program.



Young Carers attend Governor General's Christmas Party

Eighteen young carers attended the 2009 Governor General's Christmas Party at Admiralty House. The group then toured Sydney Harbour by water taxi, followed by a treasure hunt around the Powerhouse Museum. The day ended with a visit to the

Carers NSW Sydney office where the young carers received presents (many donated by Carers NSW staff) from under the Carers NSW Christmas tree.



ANYCAT (Australian National Young Carer Action Team) provided a space for young carers to connect with each other.

March

Carers NSW Staff Conference

The annual Carers NSW Staff Conference took place on 23-24 March 2010 at Mary MacKillop Place in North Sydney. Carers NSW staff from around the state attended. Presentations covered all nine key strategies in the Carers NSW Strategic Directions 2009-2012 and focused on linking our strategic directions to provide better support for carers.

January

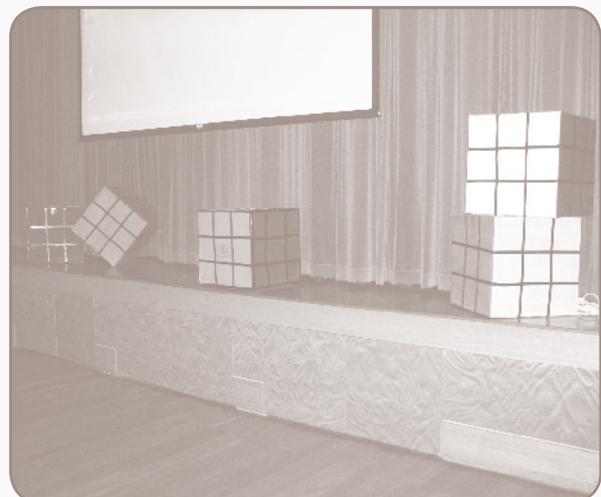
Carer Support Liaison Officers piloted

Two Carer Support Liaison Officers (CSLO) were appointed in January until 30 June 2010, their appointment part of a pilot program funded by the Australian Government Department of Health and Ageing. Their role was to raise awareness of Carers NSW programs and to strengthen relationships with service providers, Home and Community Care Services, Commonwealth Respite and Carelink Centres, Area Health Services Carer Services and other organisations that support carers, and to promote carer referrals between Carers NSW and these organisations.



Young carers attend ANYCAT conference

The ANYCAT conference was held in Melbourne in January 2010. Young carers and staff from each state and territory Carers Association attended the three-day conference. All participants could take part in a 'Maura Fay' workshop designed to instil confidence for public speaking. The workshops were successful and, as always,



April

Camp Muru

The *Camp Muru* theme in 2010 was 'Surfs Up', and 58 young carers from around NSW attended. The young carer team collected and prepared surf boards for art, and the young carers at camp painted them. Twenty volunteers made a valuable contribution to the camp and supported the young carer team. Activities during this camp ranged from raft building to a DJ workshop, and with the fine weather groups of young carers were 'chillin' in the sun.



May

NSW Carers (Recognition) Act 2010

In a win for the 750,000 unpaid carers in NSW, the Government's Carers (Recognition) Bill 2010 was passed on 13 May 2010, with NSW parliamentarians showing bi-partisan support for the legislation.

The carer legislation was passed in both the NSW Legislative Assembly and Legislative Council following an unprecedented show of support from Members of Parliament.

The legislation:

- provides a NSW Carers Charter to recognise the role and contribution of

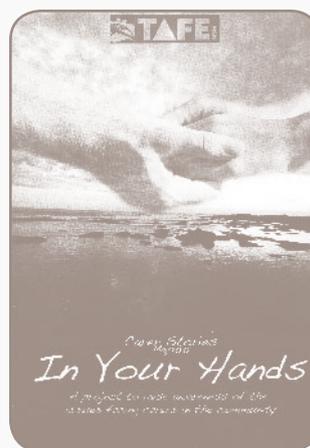
those who care for family or friends who have a disability, a medical condition (such as a terminal or chronic illness), a mental illness or who are frail and aged

- requires certain public sector agencies to take action to reflect the principles of the NSW Carers Charter when providing services that affect carers
- establishes a Carers Advisory Council (with primary carers the majority of members and a Minister to Chair).

The role of Carers NSW was acknowledged by parliamentarians, not only for its contributions to the development of the legislation, but also for its ongoing commitment to, and services for, carers.

In Your Hands – Carer Project 2010 Launch and Exhibition

In Your Hands, an inspiring community development project, was launched on 17 May by Diploma of Community Service students from TAFE NSW–NSI, Northern Beaches College.



Supported by Carers NSW, the project aimed to raise awareness of the issues facing family carers living in our community by providing them with an opportunity to tell their stories. Over 70 students participated, using different media

to express their stories including collage, digital stories, photovoice, photomontage and written stories.

June

Alstonville Koori Carer Yarning Retreat

Twenty-six Aboriginal carers attended the Alstonville Koori Carer Yarning Retreat over 8-10 June 2010 coordinated by the Carers NSW Alstonville office. Aboriginal Elders and Aboriginal carers, Aboriginal service providers, and an Aboriginal Carer Representative were consulted in the camp's planning. It was designed to support Aboriginal carers of people with a mental illness.



The retreat was held at the Alstonville Cottages overlooking the ocean and bushland. Highlights included art therapy, the Koori Yarning Wheel of Connection and the Men's Yarning Circle when Aboriginal male carers gathered for two yarning sessions.



Older Parent Carer Program Forum

On 8-9 June 2010 Carers NSW coordinated a state-wide forum of service providers delivering the Older Parent Carer Program at the Sydney Masonic Centre. Carers NSW CEO Elena Katrakis facilitated the forum, with more than 50 participants attending over the two days. Participants indicated they would like the forum to become an annual event.



Young Adult Carer Retreat

Gamarada was a health and wellbeing retreat held in June 2010 for young adult carers aged 18-25 years. Held on a working farm, the retreat provided a unique environment for 14 young adult carer participants to discuss their plans for the future, as well as share coping strategies.

Highlights included a lesson in horsemanship, horse riding and a yoga class. On four big canvasses and through digital storytelling, the young carers were able to express their feelings and emotions in relation to their caring roles.

Carer Life Course online tool
www.carerlifecourse.org.au

Carers NSW developed an online tool to extend the framework to inform and support carers, and to assist service providers improve their support for carers. It was based on the *Carer Life Course Framework: an Evidence-Based Approach to Effective Carer Education and Support* used to support carers of people with a mental illness.

The Carer Life Course online tool is a dynamic platform to allow content to be changed and additional content to be included to maintain the tool's currency. The website hosts resources pages that include fact sheets, website links and key services. The resources also include Aboriginal, CALD (multicultural), mental illness, cancer, disability and chronic conditions pages.

Carer Support Group Facilitators resources and training

The *Carer Support Groups: An education and information resource for facilitators* kit was developed to assist carer support group facilitators gain skills and knowledge to better support carers and carer support groups. The first training session was held in June 2010 in Sydney.

A complementary manual – *Setting up a Carer Support Group: Information Resource* – was developed in response to carer enquiries about how to establish a carer support group. It is suitable for new and

established carer support groups, and provides information and ideas to support coordinators from initial set up of a group to ideas on promotion and activities and how to organise them.



Looking After Ourselves – Aboriginal Carer Health and Wellbeing Training Program

Carers NSW piloted the *Looking After Ourselves* training resources, developed by Carers NT, in a NSW context. Aboriginal carers and service providers were consulted on the development of the NSW training module, that is supported by a DVD and a CD Rom narrated by Karla Grant, presenter of SBS TV's *Living Black*. The generosity of the Aboriginal carers who invited the DVD film crew into their homes to film their caring stories enhanced these resources.

Our Funders

NSW Health

Ageing, Disability and Home Care, Department of Human Services NSW

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, staff and volunteers, carer representatives, and the Friends of Carers NSW. In addition, Parliamentary Friends of Carers NSW were sought this year.

Carers NSW also works with a broad range of external stakeholders, for example:

- 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; Ageing, Disability and Home Care, Department of Human Services NSW; Australian Government Department of Health and Ageing; Australian Government Department of Families, Housing, Community Services and Indigenous Affairs
- various peak organisations at both 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, emotional support and referral to other forms of assistance through the 1800 Carer Line. During 2009/10, 19,180 contacts were made through this service. The majority of these were by telephone (84.2 per cent), and contacts included carers and service providers.

Over 3,700 carers contacted Carers NSW through the Carer Line. Twenty-one per cent of carers contacted Carers NSW more than once over the year and were referred to Commonwealth Carelink and Respite Centres, carer support groups and a range of medical and disability services. Over 80,000 information products were distributed, 5.3 per cent were in community languages and 7.4 per cent were designed for Aboriginal communities.

In the second half of 2009/10 Carers NSW trialled the extension of Carer Line hours to 8pm on Tuesday, Wednesday and Thursday evenings. This also included the provision of counselling at the Sydney office. While some carers accessed the extended counselling service there were insufficient numbers to make continuing the service viable. Consequently, the extended Carer Line hours will not continue in 2010/11, but a more flexible counselling service for carers will continue between 8am-6pm five days a week.

Carers Support Liaison Officers were involved in guest speaking, expo attendance and other partnership building activities

from January to June 2010. The positions will continue into 2010/11.

Regional Carer Line and counselling will continue to be provided through Carers NSW offices in Dubbo, Coffs Harbour and Tweed Heads.

National Carer Counselling Service

The National Carer Counselling Service (NCCP) provides short term counselling through professionally qualified counsellors, with a focus on improving the wellbeing and resilience of carers. Counselling was provided in individual sessions, group sessions and telephone group sessions.

During the year 975 carers benefited from counselling support through 4,265 counselling sessions; 95.5 per cent were individual counselling sessions. Over 70 per cent of these counselling services were provided through the 250 Carers NSW brokered counselling arrangements across the state.

Carers accessed counselling to address stress, anxiety and depression associated with their caring role. The main reasons for a carer seeking counselling support were a change in their own health or the health of the person they care for. Significantly, 62.6 per cent of carers who used the NCCP service during the year had been caring for five or more years.

Carers' feedback about the NCCP was positive:

- *The service helped me to put everything in perspective and helped me understand what was happening. I could then deal with and control the situation better.*
- *I was feeling anxious about my situation and needed to talk through with someone neutral (not friends) who gave me positive ways of coping.*
- *It was the first time I had discussed some of my issues and concerns. I felt understood, but was also challenged to move forward.*

Carers NSW engaged a consultant to audit the NCCP and Carer Advisory Service procedures and data collection to ensure their compliance with the programs' guidelines, and as part of a continuous improvement process.



Young Carer Program

The Young Carer Program over the last 12 months expanded its membership by 34 per cent from 2,296 members in 2008/09 to 3,076 during 2009/10.

The program's focus was to provide support and referral services to young carers, including coordination of young carer camps. The camps provide a safe environment in which these often vulnerable young people can connect.

Camps and Retreats

The young carer team ran two camps – *Camp Bluegum* and *Camp Muru* – attended by 118 young carers from across the state. A retreat funded from donations was also run for 14 young adult carers at *Gamarada*.

Partnerships and Education

The young carer team continued to develop and strengthen partnerships with stakeholders.

- Carers NSW hosted the two-day national ANYCAT Conference in July 2009 where young carer representatives and staff from state and territory Carers Associations attended the two-day event.
- The Inspire Foundation held interactive workshops at the ANYCAT Conference in July 2009, and at *Camp Muru* in April 2010.
- Livewire described its interactive website, with a moderated chat room, at *Camp Muru* in April 2010. Siblings of seriously ill children can use the site to connect with one another.

- The Rothschild Australia Scholarship partnership continued during 2009/10 with selection of a young carer member for the Young Endeavour voyage departing in October 2010.
- In May 2010, the young carer team met with a counsellor working with victims of torture and trauma to discuss how Carers NSW could support CALD young carers with refugee status.
- Carers NSW spoke about young carer support at a Westmead Children's Hospital Youth Health Forum in June for health sector service providers.
- The young carer team co-chaired with Professor Bettina Cass, University of New South Wales Social Policy and Research Centre (SPRC), a COPMI (Children of Parents with a Mental Illness) meeting. Professor Cass and a young carer worker also facilitated a group discussion on supporting young carers.
- The young carer team continued to build strong relationships with Commonwealth Carelink and Respite Centres across NSW to provide information and referral services.
- The young carer team presented twice to TAFE NSW students working on a carers' and young carers' project.

Shared Services

The key focus for the Shared Services Unit over the past year was to continue to provide a high level of support and services that would strengthen Carers NSW's efficiency and effectiveness as a peak organisation and support and enhance the delivery of direct services to carers. In seeking to optimise the resources of Carers NSW and with a commitment to continuous improvement a number of significant changes were implemented during the year.

Human Resources

Key projects were completed in this area that enhanced our HR services and will support our recruitment and retention strategies. Our recruitment policies and procedures were reviewed and a recruitment manual compiled. A new induction program was developed and implemented to provide all new employees with information about our organisation and the programs and services delivered to carers. Carers NSW demonstrated an ongoing commitment to professional development by allocating two per cent of total salary budget to this area.

OHS

Carers NSW is committed to protecting the health, safety and welfare of all our employees, volunteers, visitors and contractors. OHS policies and procedures were reviewed and updated with this in mind. Weekly safety inspections were introduced in our offices to identify potential risks and hazards.

Financial Services

A major change in our financial management this year was the adoption of in-house financial reporting and budgeting that strengthened and consolidated our financial management systems. Financial reports were enhanced to provide more analytical information for Program Managers, Executive Management, and the Finance Committee and Board of Directors. An important initiative was the introduction of a schedule of financial audits conducted by external auditors throughout the year to supplement the year end audit and to support the process of continuous improvement.

IT

The enhancement of IT services across the organisation was a focus this year. Key initiatives that resulted in a significant improvement in IT included the establishment of an IT Help Desk and equipment and infrastructure upgrades following an IT audit and employee survey.

Regional Programs

During 2009/10 the Regional Programs Unit continued the delivery of two key programs – the Older Parent Carer (OPC) Program and the Family and Carer Mental Health Program. It was also engaged in the My Plan My Choice Program, and supported initiatives in other units. These included nominations for Carers NSW Carer Participation and Representation Program, and participation in the Aboriginal Health and Wellbeing Project.

The Carer Counsellors and Carer Support Officers located in some regional Carers NSW offices provided support to carers in these local communities, as well as liaising with local service providers and other organisations.

Older Parent Carer Program

The Older Parent Carer Program continued its development during 2009/10. Staff commitment within this program led to creative solutions for older parent carers across the three regions of the state where Carers NSW provided services – the Greater West, North Coast and South East Sydney and Illawarra areas.

On 8-9 June 2010 Carers NSW coordinated a state-wide forum of service providers delivering this program at the Sydney Masonic Centre. Carers NSW CEO Elena Katrakis facilitated the forum, with more than 50 participants over the two days. Participating organisations included Anglicare, CareWest, Tweed Shire, Community Options, Kurrajong Waratah, Life Without Barriers, Northcott Disability Services, and Community Care Northern Beaches.

The forum program included an Older Parent Carers Panel, What is Succession Planning?, Identifying 'Hidden Carers' and

Case Studies, as well as an opportunity for organisations delivering the program to speak with representatives from Ageing, Disability and Home Care, Department of Human Services NSW (the program funder).

One participant said this about the forum:

Thank you enormously. This has been a great experience for me as a worker and has enabled me to expand my knowledge and look at what I can do better to assist client families in OPC.

Carers NSW also continued to promote the program and referrals in its in-house education and training sessions, in presentations, and in information stalls at carer and service provider exhibitions and forums.

My Plan My Choice Program

My Plan My Choice is a self directed packaged support program for people with disabilities, their families and carers being trialled in the Northern Region of NSW. The focus of the program is ageing carers, with 10 places each in three Northern Region areas.

The program aims to increase families' participation in decision making on how to design their packages to best meet their unique needs.

Carers NSW was invited by Ageing, Disability and Home Care (ADHC), Department of Human Services NSW to trial the program in the North Coast area through its Coffs Harbour office.

The Carers NSW role is to be a Support Intermediary to assist with the implementation and financial side of the program for ADHC-selected clients.

Families involved purchased desperately needed disability equipment – from communication devices to beds and lifts. Funds were also used for home maintenance, house renovations or modifications, employing family members to provide respite, or purchasing respite from traditional respite services.

As well as assisting the carer, the program also improved the quality of life for care recipients.

Home modification case study

Under the program one family made home modifications to widen the back door of their home and to lay concrete paths to the clothes line and swimming pool. The care recipient, who uses a wheelchair, can now hang clothes on the line or go out to the swimming pool without significant assistance. This increased mobility has resulted in greatly increased confidence, and in gaining employment.

Family and Carer Mental Health Program

The Family and Carer Mental Health Program continued its support and program delivery during 2009/10 to carers and maintained strong partnerships with Area Health Services and a range of service providers through 10 offices in the North Coast, Greater Western, and South Eastern Sydney Illawarra Area Health Service regions.

A specially-appointed CALD Project Officer undertook a review of CALD demographics in NSW to inform Carers NSW's engagement with CALD carers of people with a mental

illness, and service providers supporting these carers and mental health consumers. The project officer position complemented other Carers NSW CALD-related activities, for example co-attendance with other Carers NSW staff at education and information sessions. This strengthened Carers NSW's focus on CALD carers and communities in NSW and resulted in a significant increase in referrals internally and externally to CALD programs and service providers.

Carers NSW also conducted a Family and Carer Mental Health Program Client Survey during 2009/10. One hundred clients from 10 Carers NSW offices were randomly selected to participate in the survey. The close to 60 per cent response rate reflected strong work practices and a commitment by Carers NSW staff to deliver quality service to their clients. The majority of respondents said they were better able to manage their caring role now, had improved access to support services, and were satisfied with Carers NSW services to them. However, the majority of respondents were only 'somewhat' confident about the future for the person they cared for.

Uncertainty about funding for the program, with current funding to cease on 30 June 2010, caused difficulties for the program's staff and management. Program funding was extended by NSW Health until 30 September 2010 pending the tender outcome for program funding from 2010/11 to 2012/13.

It was with great disappointment that Carers NSW was advised in August 2010 that it was not successful in its re-tender for the Family and Carer Mental Health Program. From 1 October 2010 Carers NSW will no longer deliver this program.

Policy, Strategy, Communication & Education

Policy

The Carers NSW policy team undertook a number of activities throughout 2009/10 that included:

- 8 conference presentations and 12 abstracts submitted to conferences
- 27 responses to NSW Government and Australian Government inquiries and discussion papers
- coordination of the Strategic Carer Action Network meetings
- coordination of the Carers NSW Carer Participation and Representation Program
- participation in a wide range of NSW and national advisory meetings and forums
- new and ongoing research partnerships.

Carers NSW continued its engagement with the Network of Carers Associations across national programs and advisory groups, including the Network's CEO Forum teleconferences and the National Policy Working Group. The policy team developed two national submissions and a draft discussion paper on consumer directed care for the Network.

Carer Support Groups

Carers NSW continued its work with carer support groups (CSGs) across NSW. Nearly 670 CSGs were included in the Carers NSW data in 2009/10. CSGs received *Carers News*, were invited to provide comments on specific carer issues and to participate in focus groups, and to nominate for the ADHC-funded NSW Carers Week Grant Program.

A snapshot of CSGs included:

- CSGs are spread across NSW, with the highest number in South East Sydney, and regional groups from Far West to the Riverina
- they represent cultural diversity, with 33 Aboriginal and 122 CALD CSGs
- they represent a broad range of caring situations, with Carers of People with Dementia CSGs the largest representation, followed by Carers of Children with a Disability and Carers of People with Autism/Asperger's Syndrome
- kinship CSGs also emerged during the year.

Carers Participation and Representation Program

During 2009/10 the Carers NSW Carers Participation and Representation Program expanded with 50 Carer Representatives participating in the program in a range of activities. Eighteen carers attended the two 2009/10 carer representative training sessions held in Sydney and Coffs Harbour.

Carer Representative activities included:

- media liaison
- input into Carers NSW submissions
- guest speaking at carer support groups
- participation in focus groups and consultations
- membership of state and national advisory bodies

- participation in ongoing Carers NSW carer education
- attendance at the Carers Australia 2010 Federal Election Strategy Workshop.

Diverse carer situations are represented in the program – carers of an adult with a disability, mental illness or chronic condition (27), carers of children with a disability (16), carers of people with mental illness (17), carers of people with a chronic condition (9) and carers of a frail person (3). Carer Representatives are from metropolitan and regional areas across NSW, and have cultural and gender diversity – male carers (7), Aboriginal carers (4), CALD carers (7), young carers (6), and older carers (7). Some Carer Representatives care for more than one person, and for people with different care needs. Foster carers of children with a disability are also involved in the program.

Media and Communications

Media reporting

Thanks to major issues such as the push to introduce a National Disability Insurance Scheme and the introduction of the NSW Carer (Recognition) Act 2010 in 2009/10, media coverage about carer issues helped raise awareness about all carers in the community. Media around the state, particularly local radio, took a keen interest in the introduction and eventual passing of carer legislation in NSW, and major state and national media – radio, television and print – took an interest in the National Disability Insurance Scheme and the various carer and other major groups advocating for it.

Media monitoring indicated there appears to be a growing recognition of Carers NSW as an organisation, and in particular, as a

peak. This is clear through the many articles and Hansard records quoting statistics and research on carers provided by Carers NSW relating to the NSW carer recognition legislation.

There were 29 media requests to Carers NSW, including regional media. Topics included disability, dementia, mental health, carer payments, ethics of caring, ageing and carers, the National Disability Insurance Scheme and general carer issues.

There were 89 media mentions of Carers NSW or carer issues in major and metropolitan print media. (Carers NSW does not monitor radio and TV coverage.)

Ten media releases were issued in 2009/10 (exclusive of media releases issued for 2009 Carers Week).

2009 Carers Week – *Anyone, Anytime*

Carers Week was held between 18-24 October 2009. A national Carers Week campaign with promotional materials and community announcements was funded by the Australian Government Department of Health and Ageing and coordinated by Carers Australia.

In NSW, 199 carer support groups and organisations held activities across the state as part of 2009 Carers Week through Ageing, Disability and Home Care, Department of Human Services NSW Carers Week Grant Program. Feedback was overwhelmingly positive with comments such as *'I haven't been out for dinner in over a year, thank you'* and *'a life-saver!'* For many carers it was the first time they had attended a carer support group or an activity for carers.

Carers NSW also partnered with The City of Sydney, Babana Aboriginal Men's Group and

Centrelink to stage a Sydney Carers Day Out event on Tuesday 20 October 2009. Many carers, including 'hidden' carers, CALD and Aboriginal carers visited Carers NSW's information stall.

Carers Australia's research *The Tyranny of Distance? Caring in regional and remote Australia* was released nationally and broadly promoted by Carers NSW.

Parliamentary Friends of Carers NSW

In 2009/10, Carers NSW began a Parliamentary Friends of Carers NSW group – an extension of the Friends of Carers NSW program. Capitalising on the political interest in carers shown through the development and passing of the NSW Carers (Recognition) Act 2010, 26 politicians have joined to date. The Parliamentary Friends will assist Carers NSW as it works to achieve its vision that caring is recognised as a shared community responsibility in their electorates, but also through involvement in Carers NSW's events and information sessions. Parliamentary Friends of Carers NSW will be formally launched in 2010/11.

Information, resources and publications

Carers NSW continued to develop its existing resources and produce new ones in 2009/10.

Carers News

Carers News continued to be a key element of the Carers NSW communication strategy. A circulation audit indicated a significant growth between July 2009-June 2010 from 3,007 to 3,750. Distribution included Carers NSW members, Carers NSW regional offices, Strategic Carers Action Network members, NSW Library Service, NSW

and Australian Government Ministers and Departments, Commonwealth Carelink and Respite Centres and other stakeholders.

In May 2010, a *Carers NSW newsletter and website survey* was distributed to Carers NSW members. The survey, to which 670 responses were received, is still to be analysed.

e-bulletin

The *e-bulletin* is now distributed to 1,200 subscribers. This bi-monthly round-up of news, events, research and best practice supports the work of carers and those who work with them. An *e-bulletin* audit was undertaken in February and revealed that it was a useful document, used for professional development and for assistance and information to carers. Many subscribers forwarded it to other people.

YC e-News and YC News

A young carer e-newsletter (*YC e-News*), which gives information to young carers about upcoming events and useful resources, was distributed monthly. *YC e-News* email distribution increased this year to 9,057 from 5,753 in 2008/09.

The Young Carer Program also distributed approximately 2,600 hardcopy newsletters, *YC News*, every three months to Young Carer Club members. *YC News* informs young carers about activities, stories from other young carers, helpful information about caring, taking a break ideas and lots more.

Carers NSW Brochures for GP Surgeries

In 2009/10 Carers NSW trialled the distribution of a specifically designed Carers NSW brochure to General Practice (GP) surgeries around the state. The brochure, detailing our services, resulted in new

membership applications (especially in the 'hidden' carer categories of male and CALD carers). This trial was part of a broader strategy to raise awareness about carers and Carers NSW in the community.

Resources Management

Carers NSW is in the process of streamlining its resources management to ensure carers receive the most up-to-date information produced by Carers NSW and other government and non government agencies.

Carers NSW Membership

Due to the introduction of free membership to Carers NSW for carers and carer support groups, increased marketing through GP surgeries and carer expos Carers NSW increased its membership by 36 per cent from 2,331 members in 2008/09 to 3,181 members in 2009/10. Membership categories include carers, individuals, carer support groups, non government organisations, corporate and government organisations and Friends of Carers NSW. New membership applications averaged 100 each month.

Tom Fink Library

The Tom Fink Library provided assistance to carers directly and indirectly during the year. The Library continued its partnership with the Home Library Service for house-bound people and their carers by distributing copies of *Carers News* through participating public libraries. A number of other libraries in NSW, eg at Bathurst and Dubbo, also sought assistance from Tom Fink Library to establish carer collections.

The Library continued to add to its collection of carer publications, including

research reports and books written by carers.

Thanks to a generous donation from a former carer, the Library was able to present a number of carers with audio entertainment during the year. A seven-week Ultimo TAFE Library intern placement meant that a review and a catalogue update of the Library's collection were also undertaken.

Education and Training

The education and training team undertook various activities during 2009/10 including carer education, conference presentations and product development.

Key Achievements

Working with Carers Training

The education and training team completed a second rollout of the orientation to Working with Carers Training (WWCT) across 31 metropolitan and regional locations (455 participants) to ADHC-funded services from October 2009 to May 2010.

The WWCT package was developed by Carers NSW for the former NSW Department of Ageing, Disability and Home Care (now ADHC) as a strategy under the NSW Carers Action Plan 2007-2012. Its aim was to be a tool to build the capacity within government and non government sectors for service orientation and the professional development of staff who work with carers. Carers NSW also developed the orientation to the training package.

Guest Speaking Presentations

The education and training team conducted guest speaking presentations and promoted Carers NSW services and programs to 1,803 carers (including working carers,

carers in social housing, and CALD and Aboriginal carers) and to 1,163 service providers (both government and non government) during 2009/10.

Resource Development

A key resource developed during 2009/10 was the *Carer Support Groups: An education and information resource for facilitators*. The resource was designed to provide carer support group leaders with skills to deliver quality information programs to carers, and to facilitate carer support groups. It comprises a Facilitator Guide, covering a range of topics such as co-facilitating, self care and running an education session. The kit includes four education modules, "Taking Care of Yourself", "Health and Wellbeing", "Taking a Break" and "Feelings".

The kit can be used by experienced trainers, or carers with little or no facilitation experience. Facilitator training was also developed as part of this program. The first training workshop held in June 2010, and this training will form part of the Carers NSW 2010/11 education and training calendar.

The *Looking After Ourselves* Aboriginal Carer Health and Wellbeing Training Program was trialled to assess its adaptability and suitability for Aboriginal carers and service providers in NSW. This training resource was developed several years ago by Carers NT in collaboration with the Ti-Tree community in the Northern Territory.

Aboriginal carers and service providers in Redfern, Coffs Harbour, Port Macquarie, Mt Druitt and Wyong participated in the project to guide the development of this resource to assist Aboriginal carers and communities in NSW improve or maintain their own health and wellbeing.

The project was funded by NSW Health, and informed by an Aboriginal Advisory Group. Carers NSW appreciates the generosity of Carers NT for permission to adapt its original resource materials.

An online carer's tool – www.carerlifecourse.org.au – was developed in consultation with carers and service providers. The website and e-learning tool will help carers and service providers assess information about different stages of the caring journey and the services and supports required to meet the carer's needs. Based on the *Carer Life Course Framework for carers of people with mental illness* developed by Dr Deanna Pagnini, the tool can also be accessed from the Carers NSW website. It will provide carers and service providers with relevant information and supports at the six phases of caring.

The project was funded by NSW Health.

Committees, Key Meetings & Partnerships

Carers NSW Conference Presentations and Abstract Submissions

Conference Presentations

6th National Women's Health Conference
2009 Home and Community Care Conference, *Connecting our Community* – What Carers Want: Carers NSW 2008 Survey
Aboriginal Health and Medical Research Council NSW – Chronic Disease Conference
Home and Community Care CALD Development Officers Forum
Macquarie University Social Policy Postgraduate Seminar panellist
Multicultural Access Project (MAPs) workers one-day conference
NDS Regional Support Worker Conference (three sessions)
Palliative Care Symposium panellist
RailCorp 2010 Diversity Conference
YAPA Youth Work Conference

Abstract Submissions

6th National Women's Health Conference – Financial Health and Wellbeing of Female Carers
Fifth International Carers Conference, Leeds, UK – Ethics of Caring; and My Plan My Choice Service Model
Australian Institute of Family Studies 2010 Conference – three abstracts accepted as posters
Home and Community Care 2010 State Conference
International Unity in Diversity Conference – Innovative perspectives in working with CALD communities and carers

NCOSS 75th Annual Conference – Benefits of Carer Recognition Legislation
NDS NSW Annual State Conference – Older Parent Carers Program and Family Facilitators, Benefits of Carer Support Groups, and Financial Health and Wellbeing of Female Carers
NDS Regional Support Worker Conferences 2009-10 Carer Awareness
NSW State Library My Language Conference

Submissions

ADHC

Cultural Diversity Strategy 2010-2013
Draft Lifestyle Planning Policy and Guidelines
Respite Program Guidelines (Disability) DADHC operated and funded services under the Disability Services Program

NSW Health

Draft Data Definitions Schedule 3 National Partnership Agreement on Subacute Care
Draft Disability Action Plan 2009-2014
Draft NSW Youth Health Policy 2010-2015
Mental Health and Drug & Alcohol Office Framework for Consumer, Carer and Community Participation in Mental Health
NGO Program Reform Discussion Paper
SESAHS Draft Disability Action plan 2010-2015 (SESAHS/NSW Health)

Other NSW Government

Carers NSW Budget Submission 2010-2011: The future of carer support in NSW
Communities NSW Review of the Commission for Children and Young People Act
NSW Guardianship Tribunal Remaking of the Guardianship Regulation 2005 Discussion Paper

NSW Health Care Complaints Commission
Health Literacy Scoping Project

NSW Health Care Complaints Commission
Operation of the Health Care Complaints
Act 1993 Discussion Paper Report No. 5/54

NSW Parliament Inquiry into the provision
of education to students with disabilities or
special needs

NSW Parliament Substitute decision-making
for people lacking capacity

NSW Parliament Tenth Review of the
exercise of the Motor Accidents Authority
and Motor Accidents Council and Third
Review of the Lifetime Care and Support
Authority and Lifetime Care and Support
Advisory Council

Australian Government

Allied Psychological Services Review
Discussion Paper

Inquiry into Migrant Treatment of Disability

Inquiry into Suicide in Australia

Inquiry into the National Disability Parking
Scheme

National Primary Care Health Strategy
Discussion Paper to inform Carers
Australia's response

Recovery Principles Standard 10.1 –
Australian Mental Health Services and
Programs

Other

NSW Liberals and Nationals Social Policy
Framework

NACMH Discussion Paper: A Mentally
Healthy Future for all Australians

PADP Community Alliance Submission
to ACGP review of standards for general
practice-adjustable height examination beds

Research Partnerships

Macquarie University – Intern placements:
CALD carer mapping and Carers NSW 2008
Survey extended analysis

NGO Research Forum – Hosting and
coordination bi-monthly meetings 2009/10

University of New South Wales, Social
Policy Research Centre – Young Carers
Research Project

University of Sydney, Faculty of Health
Science co-researcher – *Connecting
Older Adults: Can the use of information
communication technologies enrich an older
adult's social relationships and assist in
combating social isolation?*

University of Western Sydney and SESIAHS
– *CALD carers and care options*

University of Western Sydney, ARC Linkage
– *Informal cancer carers: comparative study
of female and male carers*

University of Wollongong – *Translation
and linguistic validation and concept
confirmation of a social support and social
isolation measure facilitation*

Consultations and Key Meetings

ADHC

Aboriginal Dementia Advisory Group

ADHC External Reference Group for Cultural
Diversity

Advance Care Planning

Area Respite Coordination Group

Carers Recognition Bill 2010 consultations

Home and Community Care Clients with
Refugee Backgrounds Forum

Later Life Forum

Mid North Coast and Combined Aboriginal
Network



NGO Briefing Council of Australian Government Home and Community Care Split
NSW Industry Development Stakeholder Meeting
SBS Homereach Radio Series revision
Respite and Transport Consultation
Young Carer Interagency Committee Meeting

NSW Health

Agency for Clinical Innovation Partnership Meeting
Agency for Clinical Innovation CALD Stroke Working Group
Area Health Services Carer Support Officers (CSOs) Meetings
Carer and Consumer Consultative Committee (South East Sydney and Illawarra Area Health Service)
Central Network Interest Group (South East Sydney and Illawarra Area Health Service)
Coffs Harbour Mental Health Services Local Service Partnership
Cultural Perspectives Consultation on CALD Mental Health Services
Family and Carer Mental Health Program Statewide Steering Committee
Greater West Family and Carer Working Party Committee
KPMG, Dementia Services Pathways Project
Multicultural Health Policy Meeting
Palliative Care Advisory Group
Palliative Care Strategy Consultation
South East Sydney and Illawarra Area Health Service Carers Support Officers Group
Vulnerable Communities Disaster Planning

Other NSW Government

Carers Recognition Bill 2010 consultations with Government and Opposition members
Housing NSW Carers Action Plan project
Minister for Disabilities briefing NGO sector
Stronger Together Phase 2 Consultations
NSW Audit Office, Respite Services
NSW Ombudsman Devolution Forum
NSW Ombudsman Disability Roundtable
NSW State Plan 2009 Review, NGO Forum
Premier and Ministers Stakeholder Briefing on NSW State Plan
Office of Children's Guardian, Voluntary out-of-home Care Scheme
RailCorp Diversity Committee

Australian Government

Australian Government Department of Health and Ageing – National Workshop on the development of the CENA-R Tool
Australian Government Department of Health and Ageing – NSW and ACT Commonwealth Respite and Carelink Centres Managers Meeting
Australian Government Department of Health and Ageing – NSW Office Aged and Community Care Liaison Group
Australian Government Department of Families, Housing, Community Services and Indigenous Affairs – Network of Carers Associations Consultation on the Development of the Commonwealth Carer Recognition Bill
Prime Minister's Australia Day 2010 Reception

Other

Alzheimer's Australia NSW Parliamentary Friends Research Launch

Benevolent Society Dementia and Aged Services Forum: Community Care Research to Practice

Cancer Council Joint Cancer Patient Support Forum

Carers Australia 2010 Federal Election Strategy Workshop

Carers NSW Young Carer Advisory Group

Co.As.It Strategic Directions Community Consultation – CALD issues

Co.As.It website Development Group

Coffs Harbour Extended Care Committee

Dementia Day Care representatives, Hong Kong, visit to Carers NSW

Disability Advisory Committee (Coffs Harbour)

Eastern Sydney Disability Interagency

Eastern Sydney Multicultural Access Project

Carers Day – Russian speaking communities

Ella Centre Dementia Café and Presentation at 2009 AGM

FONGA Annual Meeting with NSW Government Agencies Directors General

GP Network, Palliative Care Gold Standards Framework Roundtable

Greater West Aged Care Interagency

Greater West Community Services Interagency

Greater West Mental Health Interagency

Hastings Community Network (North Coast)

Hastings Mental Health Network (North Coast)

IMPACT Services Working Group

Liberals/Nationals Ageing Roundtable

Mental Health Coordinating Council, CEO Forum

Migration Treatment of Disability Public Forum

NCOSS HACC Issues Forum

NCOSS Health Priority Advisory Group

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

Non Government Organisations Human Resources Forum

Nowra Mental Health Agency

NSW Aged Care Alliance Meetings

NSW Forum of Non Government Agencies

PADP Community Alliance Meetings

Prospect-Cumberland Commonwealth Respite and Carelink Centre Meeting – CALD and Aboriginal carer issues

St George Migrant Resource Centre Annual General Meeting

St James Ethics Centre

Schizophrenia Fellowship NSW

Parliamentary Friends Event, Schizophrenia Awareness Week

South Asian Seniors Community Day Planning, MAPS

South East Sydney and Illawarra Area Health CSO Team Leaders Meeting – older carers and CALD carers

Steve Waugh Foundation

Strategic Carers Action Network

Westmead Children's Hospital Paediatric Palliative Care Focus 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, health, legal, media and financial services.

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

Mr Michael Fitzpatrick, solicitor

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

Ms Mary Moody, best-selling author, journalist and broadcaster

Mr Richard Ottley, solicitor

Associate Professor Melanie Oppenheimer, University of New England, academic and author

Ms Vivienne Pusey, Chairperson, Inner Sydney Regional Council for Social Development

Mr John Shanahan, Forensic Accountant, member of the Board of Southern Cross University

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

Parliamentary Friends of Carers NSW

In 2009/10, Carers NSW began a Parliamentary Friends of Carers NSW group – an extension of the Friends of Carers NSW program. Capitalising on the political interest in carers shown through the development and passing of the NSW Carers (Recognition) Bill, many politicians from all sides of politics became members.

Carers NSW is extremely grateful to Parliamentary Friends not only for assisting us to achieve our vision that caring is recognised as a shared community in their electorates, but also through involvement in future Carers NSW events and information sessions.

John Ajaka MLC

Marie Andrews MP

Mike Baird MP

Peter Besseling MP

Andrew Constance MP

Phillip Costa MP

Dawn Fardell MP

Tanya Gadiel MP

Shelley Hancock MP

David Harris MP

Katrina Hodgkinson MP

Judy Hopwood MP

Kevin Humphries MP

Dr Andrew McDonald MP

Lylea McMahon MP

Gerard Martin MP

Clover Moore MP

Dr Gordon Moyes MLC

Melinda Pavey MLC

Greg Piper MP

John Robertson MLC

Jillian Skinner MP

Tony Stewart MP

Rob Stokes MP

Richard Torbay MP

Helen Westwood MLC

John Williams MP



Volunteers

Clem Barrack
Roxy Brady
Nina Crown
Jean Foxover
Christine Hall
Wendy Hine

Ian Kirkham
Joy Knappick
Irene Lam
Barbara Lee
Regina Lyon
Bart Madden

Sally Moss
Helen O'Doherty
Cathy Pu
Mary Ellen Raisbeck
Marie Shipway

Young Carer Volunteers

Greg Adams
Steven Alcock
Jimmy Carroll
Robert Cassamento
Natasha Clapp
Eileen Coll
Tam Elsum
Colin Godard
Lauren Hesling

Ashley Hommerson
Chad Horton
Bart Madden
Emily May
Heidi Newberry
Lauren Peacock
Candy Peters
Callum Pickering
Matthew Russel

Megan Shepherd
Pariya Taherzahdeh
Jeannie Taylor
Hayley Thomas
Renee Puskas
Irene Van der Heyden
Cassandra Webb
Sophie Zdenkowsky

Carers NSW would like to extend its gratitude to the following volunteers for their ongoing support and commitment to the Young Carer Program over several years – Bart Madden, Matthew Russell and Megan Shepherd.

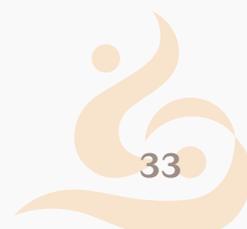
Bart Madden was awarded Carers NSW Life Membership in 2009 to acknowledge his outstanding contribution to the Carers NSW Young Carer Program.



Financial Report 2009/10

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CARERS NEW SOUTH WALES INCORPORATED

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2010

Your directors present their report on the association for the financial year ended 30 June 2010.

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	John King (Resigned in Oct 2009)
Felicity Purdy	Katrina Clark
Pam Webster (Resigned in Nov 2009)	Stephen Bowles
Joan Jackman (Appointed on 26 Nov 2009)	Sarah Lawrance (Resigned in Jul 2009)
Eileen McDonald (Appointed on 26 Nov 2009)	Christina Aggar (Appointed on 26 Nov 2009)

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.

Events Subsequent to Balance Date

Subsequent to year end Carers New South Wales Incorporated was advised that its tender for the Family and Carer Mental Health Program had not been successful. This will result in lower grant income for the next financial year and a reduction in staff number and offices. More detail will be included in the annual report.

Operating Results

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

2010	2009
\$285,805	\$78,341

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

 , Director

Laraine Toms (President)
Sydney, 19th August 2010

 , Director

Jim Warren (Honorary Treasurer)
Sydney, 19th August 2010

CARERS NEW SOUTH WALES INCORPORATED
**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
Revenue and other income	2(a)	7,535,645	6,551,967
Depreciation	2(b)	(55,404)	(37,209)
Grant expenditures		(7,149,642)	(6,367,578)
Office Costs		(12,800)	(5,711)
Other expenses		(77)	(4,997)
Premises and Equipment Expenses		–	(2,945)
Professional Fees		(11,737)	(26,960)
Staff Costs		(7,173)	–
Staff Training Costs		–	(1,691)
Transfer of Operating Deficit from Grants		(8,540)	(20,930)
Travel Expenses		(4,467)	(5,605)
Surplus from operations		285,805	78,341
Other comprehensive income		–	–
Total comprehensive income for the year		285,805	78,341

CARERS NEW SOUTH WALES INCORPORATED
**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2010**

	Note	2010 \$	2009 \$
Current Assets			
Cash and cash equivalents	3	1,219,761	1,801,421
Trade and other receivables	4	465,995	38,495
Other current assets	5	–	–
Financial assets	6	6,716,084	5,441,429
Total Current Assets		8,401,840	7,281,345
Non-Current Assets			
Property, plant and equipment	7	283,602	180,785
Total Non-Current Assets		283,602	180,785
Total Assets		8,685,442	7,462,130
Current Liabilities			
Trade and other payables	8	7,198,409	6,319,724
Short-term provisions	9	180,239	174,836
Total Current Liabilities		7,378,648	6,494,560
Non-Current Liabilities			
Long-term provisions	9	90,166	36,747
Total Non-Current liabilities		90,166	36,747
Net Assets		1,216,628	930,823
Equity			
Accumulated surplus		1,216,628	930,823
Total Equity		1,216,628	930,823

The accompanying notes form part of these financial statements.

CARERS NEW SOUTH WALES INCORPORATED
**STATEMENT OF CHANGES IN EQUITY FOR THE
 YEAR ENDED 30 JUNE 2010**

	Accumulated Surplus \$	Total \$
Balance as at 1 July 2008	852,482	852,482
Surplus from operations	78,341	78,341
Balance as at 30 June 2009	930,823	930,823
Surplus from operations	285,805	285,805
Balance as at 30 June 2010	1,216,628	1,216,628

CARERS NEW SOUTH WALES INCORPORATED
**STATEMENT OF CASH FLOWS FOR THE
 YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
Cash flow from operating activities			
Receipts from government grants		7,753,762	5,145,614
Payments to suppliers and employees		(7,312,464)	(6,124,686)
Donations received		30,706	59,269
Interest received		379,212	455,322
Net cash provided by (used in) operating activities	10	851,216	(464,481)
Cash flow from investing activities			
Purchase of property, plant and equipment		(158,221)	(46,499)
Proceeds from held to maturity investments		–	1,693,295
Purchase of held to maturity investments		(1,274,655)	–
Net cash provided by (used in) investing activities		(1,432,876)	1,646,796
Cash flow from financing activities			
Proceeds from borrowings		–	–
Net cash provided by (used in) financing activities		–	–
Net increase in cash held		(581,660)	1,182,315
Cash at beginning of financial year		1,801,421	619,106
Cash at end of financial year	3	1,219,761	1,801,421

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

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 statement of comprehensive income 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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

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 statement of comprehensive income. 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 surplus or deficit 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 surplus or deficit.

(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 surplus or deficit. 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.

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 statement of comprehensive income.

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 surplus or deficit.

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 have been measured at the amounts expected to be paid when the liability is settled.

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 statement of comprehensive income 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 statement of financial position.

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 2010. The balance of grants outstanding and grants in advance at 30 June 2010 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.

i. Goods and Services Tax (GST)

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

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

j. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial years.

Where the association has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

Note 2 : Surplus from operation	2010	2009
	\$	\$
a) Revenue and other income		
Government grant revenue	6,857,853	5,935,044
Other Revenue		
- Consultancy fees and room hire	32,934	20,616
- Donations	30,706	59,269
- Grants for the acquisition of fixed assets	158,221	46,499
- Interest received	379,212	455,322
- Membership subscriptions	10,007	19,051
- Newsletter advertising	-	-
- Other income	64,790	14,318
- Sale of publications/merchandise	1,922	1,848
Total Revenue	7,535,645	6,551,967
b) Expenses		
Depreciation expenses	55,404	37,209
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	589,246	484,316
Rental expenses	283,739	257,062
Accounting fees	8,481	97,175
Auditor's remuneration		
- Audit	16,000	18,000
- Other services	4,000	4,500

Note 3 : Cash and cash equivalents

Current		
Cash at bank and on hand	1,219,761	1,801,421
	1,219,761	1,801,421

Note 4 : Trade and other receivables

Current		
Trade receivables	348,771	4,030
Provision for impairment of receivables	-	-
Other receivables	117,224	34,465
	465,995	38,495

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

Note 5 : Other current assets	2010	2009
	\$	\$
Current		
Prepayments	-	-
	-	-

Note 6 : Financial assets

Current		
Held to maturity investments	6,716,084	5,441,429
	6,716,084	5,441,429

Note 7 : Property, plant and equipment

Non-Current		
Office equipment	241,258	102,344
Accumulated depreciation	(76,085)	(38,478)
Motor vehicles	161,631	142,323
Accumulated depreciation	(43,202)	(25,404)
	283,602	180,785

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 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
Additions	138,913	19,308	158,221
Disposals	-	-	-
Depreciation expense	(37,606)	(17,798)	(55,404)
Balance at 30 June 2010	165,173	118,429	283,602

Note 8 : Trade and other payables

Current		
Trade payables	319,225	290,667
Sundry payables and accrued expenses	354,356	296,325
Grants received in advance 8(a)	6,484,311	5,732,732
Specific donations – Young Carers	40,517	-
	7,198,409	6,319,724

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

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

	2010	2009
	\$	\$
Department of Ageing, Disability & Home Care – Peaking Funding	346,398	325,104
NSW Department of Health – Peak Funding	41,669	230,408
Department of Ageing, Disability & Home Care – Young Carers Program	–	2,094
Carers Australia – Carer Advisory Service	485	210,083
Carers Australia – Information and Support Program	–	81,790
Carers Australia – National Carers Counselling Program (NCCP)	–	186,486
Carers Australia – FaHC SIA Young Carers Program	–	2,396
NSW Department of Health – Family & Carers Mental Health Program	724,660	676,534
Department of Ageing, Disability & Home Care – Older Parent Carer Program	4,460,748	3,622,601
Department of Ageing, Disability & Home Care – Carers Week	175,000	60,000
Department of Ageing, Disability & Home Care – My Plan My Choice	249,422	–
Department of Ageing, Disability & Home Care – Metro North	1,604	15,000
Department of Ageing, Disability & Home Care – Metro South	60,089	80,300
Department of Ageing, Disability & Home Care – Working with Carers Orientation Workshops	18,038	–
NSW Department of Health – Carers Life Course Framework	28,412	–
NSW Department of Health – Aboriginal Carers Health Wellbeing Training	17,588	–
Carers Australia – Carer Recognition Program	57,455	–
Carers Australia – IT Upgrade One-Off	3,194	39,622
Carers Australia – Expansion of Counselling Methods	14,530	–
Carers Australia – Extension of Carer Services After Hours	1,866	–
Carers Australia – Carers Support Liaison Program	3,182	–
Carers Australia – Additional National Carers Counselling Program (NCCP)	–	53,205
Carers Australia – Special Infrastructure Project	24	24
Department of Ageing, Disability & Home Care – Older Parent Carer Tool Kit Project	37,640	37,640
Department of Ageing, Disability & Home Care – Working with Carers Education Package	22,907	22,907
NSW Department of Health – One Off Carers Life Course Framework	96	96
Macquarie Group Foundation – Ethics of Caring Project	28,911	35,113
Department of Ageing, Disability & Home Care – One-off database Project	9,800	9,800
Department of Ageing, Disability & Home Care – Translation Project	34,303	34,303
Department of Health – Family & Carers Mental Health Program Stage 2 Set-up	7,226	7,226
Department of Ageing, Disability & Home Care – Young Carers Interagency Project	139,064	–
	6,484,311	5,732,732

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

Note 9 : Provisions	2010	2009
	\$	\$
Current		
Provision for annual leave	180,239	174,836
	180,239	174,836
Non-Current		
Provision for long service leave	90,166	36,747
	90,166	36,747

Note 10 : Cash flow information

(a) Reconciliation of cash flow from operations

Surplus for the year	285,805	78,341
Non-cash flows in operating result		
Depreciation	55,404	37,209
Changes in assets and liabilities		
(Increase) / Decrease in trade and term debtors	(427,500)	157,939
(Increase) / Decrease in other assets	–	339
Increase / (Decrease) in payables	878,685	(790,217)
Increase / (Decrease) in provisions	58,822	51,908
Net cash provided by operating activities	851,216	(464,481)

(b) Non-cash financing and investing activities

The company did not have any non cash financing and investing activities in the financial year.

Note 11 : Capital and Leasing Commitments

Operating Lease Commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial statements		
Payables – minimum lease payments		
-not later than 12 months	340,553	471,019
-between 12 months and five years	171,443	508,123
-greater than five years	–	–
	511,996	979,142

Note 12 : Events Subsequent to Balance Date

Subsequent to year end Carers New South Wales Incorporated was advised that its tender for the Family and Carer Mental Health Program had not been successful, resulting in lower grant income for the next financial year and a reduction in staff number and offices.

Note 13 : 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 33 to 40:

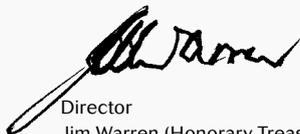
1. Presents a true and fair view of the financial position of Carers New South Wales Incorporated as at 30 June 2010 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards 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, 19th August 2010



Director
Jim Warren (Honorary Treasurer)
Sydney, 19th August 2010

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 statement of financial position as at 30 June 2010, statement of comprehensive income, statement of changes in equity, and statement of cash flows 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 2010 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, 19th August 2010

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 2010. 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.

Felsers

Chartered Accountants



Steven Zabetti

Partner

Sydney, 19th August 2010

Supporters

Individual donors

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C Abbott	H Conway	R Horner	D McNamara	S Rodnick
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D Brown	I Franolic	M Lloyd	S Pearson	P Weathersten
B Burgess	E Freeman	R L Loughrey	T Perry	B Weston
M Calandra	O Grumb	M Madafiglio	P Platt	S Wright
J Cameron	I Gurman	R Madigan	G Pound	A Yeates
A Carless	J Halliday	V Marquis	A Protey	C Yuille
I Carnuccia	M Hankinson	C and K Marsh	D Quinn	C Zannes
R Chambers	M Hardy	J Marshall	U Ram	M Zarsour
K K Chi	R Harrison	N Martin	S Reardon	L Zhao
H Christofi	L Hely	B McCabe	G Rehani	
M Clausen	S Herrera	G McInness	R E Rentz	
O Comanos		K McKenzie	S Rimmer	

Acknowledgements

Carers NSW gratefully acknowledges the following people, partnership organisations and government agencies for their financial or in kind support during 2009/10.

Anglicare	Elanora Country Club	Livewire	Northside Community Forum	St Michael's Golf Club Ltd
ANYCAT	Everyday Hero	Macedonian Welfare Association	Our Community	The Walton Group
Baptist Community Services	GPT Management Holdings Ltd	Macquarie Group Foundation	Pennant Hills Golf Club Ltd	Trindade Pty Ltd
Berowra & Districts Orchid Society Inc	Hunter New England Area Health Service	Mason Pty Ltd	Perpetual Foundation-Hamilton Foundation	Warren Mallard
Caringbah High School	Inspire Foundation	Medical Revue Society, University of Sydney	Queanbeyan City Council	Wesley Mission
Corparoo Foundation	Intereach NSW Inc	Newtown School of Performing Arts	Rostmall Pty Ltd	Women's Golf NSW
Cumberland Prospect Commonwealth Respite and Carelink Centre	Kiama Municipal Council	North Sydney Central Coast Area Health Service	Rothschild Australia Scholarship	

Location of Carers NSW Offices



Regional Offices

North Coast

- 1 **Alstonville**
 Shop 26, 89 Main Street
 Alstonville Plaza
 Alstonville NSW 2477
 PO Box 54
 Alstonville NSW 2477
 T 02 6628 6416
 F 02 6628 8904
- 2 **Coffs Harbour**
 5A/1 Duke Street
 Coffs Harbour NSW 2450
 T 02 6650 0512
 F 02 6651 5114
- 3 **Tweed Heads**
 C/- Community MH Services
 Tweed Heads Hospital
 Powell Street
 Tweed Heads NSW 2485
 T 07 5599 2141
- 4 **Wauchope**
 3 Waugh Street
 Wauchope NSW 2446
 T 02 6585 1600
 F 02 6586 1700

Greater Western Area

- 5 **Broken Hill**
 409 Argent Street
 Broken Hill NSW 2880
 T 08 8087 6661
- 6 **Dubbo**
 Shops 2 & 3
 88-90 Macquarie Street
 Dubbo NSW 2830
 PO Box 1871
 Dubbo NSW 2830
 T 02 6884 7200
 F 02 6881 6080
- 7 **Orange**
 16/146-148 Summer Street
 Orange NSW 2800
 T 02 6360 1522 /
 02 6360 1288
 F 02 6360 1733

South Eastern Sydney / Illawarra

- 8 **Bulli**
 The Bulli Community Centre
 328 Princes Highway
 Bulli NSW 2516
 PO Box 13
 Woonona NSW 2517
 T 02 4285 0155
 F 02 4285 1048
- 9 **Nowra**
 52A Worrigee Street
 Nowra NSW 2541
 T 02 4422 6514
 F 02 4422 5521
- 10 **Sydney**
 Roden Cutler House
 Level 18, 24 Campbell St
 Sydney NSW 2000
 T 02 9280 4744
 F 02 9280 4755

From 1 October 2010 the following Carers NSW offices are closed:

Alstonville, Broken Hill, Bulli, Nowra, Orange, Tweed Heads, Wauchope.
 Our Tweed Heads in-house counsellor is being relocated to new co-located premises.



Carers NSW Inc, PO Box 20156, World Square NSW 2002
Roden Cutler House, Level 18, 24 Campbell Street, Sydney NSW 2000
Ph 02 9280 4744 Fax 02 9280 4755

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