

CARERS NSW INC.

ANNUAL REPORT

2011-2012





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ABOUT CARERS NSW



A carer is any individual who provides unpaid care and support to a family member or friend...



Carers NSW is the peak organisation for carers in NSW and a member of the national Network of Carers' Associations. It has an exclusive focus on supporting and advocating for carers of all ages and circumstances. Carers NSW is governed by a Board of Directors. It operates as a non-profit and apolitical organisation.

In NSW there are estimated to be 850,000 carers. A carer is any individual who provides unpaid care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail.

Our Vision

That 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 underpin our interactions and activities with stakeholders:

CARER FOCUSED

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

We focus on actions that will result in practical improvements to the lives of carers throughout NSW.

RIGHTS AND RESPECT

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

We respect the privacy of individuals and implement measures to protect confidentiality.

CULTURALLY APPROPRIATE

We value diversity in our communities, and respect differences between carers and the people they care for. We adopt inclusive strategies that cater for carers at different life stages and circumstances, as well as age, gender and sexual orientation.

We acknowledge the need to be culturally appropriate and sensitive to the wishes of carers from diverse backgrounds, including those from different cultural, language, ethnic, and religious backgrounds.

We respect and value the culture and heritage of Aboriginal people in NSW and are committed to be culturally inclusive and support self-determination for and reconciliation with Aboriginal people.

PROFESSIONAL AND OUTCOME ORIENTED

We focus on quality, professionalism and accountability in all our activities and ensure our policies, processes and services reflect these values.

We use research and evidence to improve choice and outcomes to carers and be open to change and innovation.

We value collaboration with internal and external colleagues and support all parties to achieve Carers NSW goals and responsibilities.

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.

- Provide **leadership and systemic advocacy** for carers in NSW
- **Consult** with carers, foster **research, and collect and analyse data** to build the evidence base on which carer issues can be progressed
- Provide **information, referrals, emotional support, and counselling** to carers, appropriate to their specific needs and circumstances
- Develop **submissions and provide strategic input** into key reforms that impact on carers
- Distribute **information, resources and publications** to carers and other stakeholders
- Promote and provide carer **education and training** for carers, service providers, health professionals, employers and other stakeholders
- Provide **advice and build the capacity** of organisations, businesses and service providers to assist them to become more carer focused
- Build **partnerships and alliances** with stakeholders and so establish new approaches to advocate for and better support carers across NSW
- Promote carer issues through **events, the media and other public activities**
- Administer an efficient and effective **organisation** with a regional capacity.

PRESIDENT'S REPORT



It has been another good year for Carers NSW. As we complete our 2009 – 2012 Strategic Plan period we can look back with pride in what has been achieved. Once again your Board has responded to the challenges of a rapidly changing external environment, and working with the CEO, has ensured that the organisation has met the goals set out in our Strategic Directions plan as well as meeting new challenges as they arose. Given the rapidity of change in the environment around us we now work to three year, not five year, Strategic Plans to ensure we remain current, relevant and flexible.

As I look back over the year there has been a number of highlights. One has been an increase in partnerships and alliances to promote carer issues and carer research, for example the invitation to be a Founding Member of the Inner West Sydney Medicare Local Community Health Network Board, and to provide advice to the NSW Health Carers (Recognition) Act Implementation Steering Committee amongst others.

Continued strong growth in our membership means that we are an increasingly significant voice for carers in all levels of government and the community.

Support and professional advice through pro bono work by the corporate sector has increased as our networks strengthen and our credibility and professionalism are increasingly acknowledged. I acknowledge the assistance given to us by Baker & McKenzie, Accenture, Perpetual, Rothschild, Law Society of NSW and the Genesian Theatre.

Another highlight, the growing, very active support by Friends of Carers NSW, has been very satisfying.

The strength of our financial situation and financial processes give us confidence that we can meet any challenges that implementation of person centred funding of services might bring. The implementation of an annual operations audit of one of our business units, initiated by the Board several years ago, has proved once again this year to be a valuable way of ensuring best quality services to carers and compliance with the requirements set down by our funders.

Throughout this year the Board has strengthened its governance processes, with continued training in Directors' responsibilities, external evaluation of its performance, and the recruitment of co-opted Board members with specific legal skills. Our risk management processes are robust.

Once again I would like to thank the Members of your Board for their dedication and hard work over the last 12 months. Issues that have come before the Board grow more complex with the growth and reach of our programs, the change in government philosophy (the person centred approach to care), the growing need for our assistance as more and more people become carers of the frail aged and people with dementia, and the impact on

us by the growing shift by governments to providing services through non-government organisations like Carers NSW instead of directly by their own agencies. Board Members have demonstrated a great capacity and flexibility in dealing with that complexity.

Our staff across NSW, under the leadership of our CEO Elena Katrakis, have also risen to the challenge of working in an environment of greater complexity and diversity. I thank them all.

I would also like to acknowledge the work and commitment of so many others: carers themselves, our volunteers, Friends of Carers NSW, Parliamentary Friends of Carers NSW, corporate supporters, social and sporting club supporters and all those people in the wider community who follow us on Facebook and Twitter and through our newsletter.

Throughout the year, we have received support from government at all levels, as well as from our generous donors. I thank the NSW Department of Ageing, Disability and Home Care, the Federal Department of Health and Ageing, the Federal Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and local governments for their support, particularly of the annual Carer Awards.

The Board looks forward to the next financial year with confidence.



Laraine Toms
President

CEO'S REPORT



2011/12 has been a busy year for Carers NSW, with a strong organisational focus on the reform agendas occurring at both a state and national level in the mental health, aged care, health and disability sectors. These reforms will continue to drive change for both Carers NSW and across the sector in the coming year.

A reform of particular focus this past year has been the introduction of person centred approaches in NSW. Carers NSW has participated in many of the consultations around the reform process, and will continue to advocate for a person centred system that has people with a disability and their families and carers as its focus.

It's also been an exciting time for the organisation in other areas characterised by increasing membership, new partnerships, and a number of awareness raising events and activities. A highlight of the past year was our successful awareness raising event *What the Dickens is a Carer* in May 2012, which featured two of our Friends of Carers NSW, Miriam Margolyes and Julie McCrossin. The event was a great success, with new partnerships and contacts formed, and a greater awareness of carers and the important role they play in our community.

Our services and staff have also continually expanded during the last 12 months. The Carer Line (our phone information and support

service for carers) saw an increase in contacts and referrals. The National Carer Counselling Program also saw an increase in the number of counselling sessions, and a number of new models for group therapy were developed and delivered across the state.

The Young Carer Program has continued to flourish, gaining a significant number of new members, thanks largely to a number of key awareness raising campaigns including the Supporting Young Carers Workshops for service providers, and FestofAll a national young carer event held in June 2012.

Carers NSW also continues to increase its presence in the community through partnerships and education and training. As well as regular Education and Training workshops, guest speaking and attendance at forums are all on the rise. In addition, new partnerships have been formed through events such as Carers Week 2011. Once again, carer support groups around the state received grants from Ageing, Disability and Home Care (ADHC), with over 330 events held. This continues to be a valued part of celebrating Carers Week for carers.

In 2011/12 the organisation also had a strong focus on the development of our new Strategic Directions for 2012-2015. The Strategic Directions plan ensures that we are effective in meeting the needs of carers, and outlines the organisation's goals and roles for the next three years. The plan was developed with input from a range of stakeholders including carers from across NSW, Carers NSW Board and staff, and representatives from funding bodies.

Carers NSW staff continue to work towards achieving our vision that 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 fantastic work that has been done in the past 12 months.



Elena Katrakis
CEO

BOARD OF DIRECTORS

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 the use of funds.

There are 10 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. She has been on the Board of Carers NSW for 11 years, is co-chair of the NSW Mental Health Priority Taskforce and member of the NSW Health Advisory Council. She is also a Foundation Director of the Central Sydney Health Community Network Ltd (Inner West Medicare Local) and member of the NSW Health Carers (Recognition) Act Implementation Steering Committee.



Felicity Purdy
BA (Hons) Psychology
Vice President
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 fifteen 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, where he is Chairman, 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.



Christine Rowell
MBA Teach Cert Dip Teach
Carers NSW representative on the Board of Carers Australia

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.



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.



Christina Aggar
RN BN (Hons) PhD

Christina Aggar is a former carer with a nursing background spanning 26 years. During the past six years Christina has pursued her interest in carers through research. She has a special interest in aged care and those family members and friends who support older people to remain independent in the community. Currently, Christina is a lecturer at the Sydney Nursing School, University of Sydney.



Stephen Bowles
B Com CA
Member of the Finance Committee

Stephen is a chartered accountant. 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. He is currently chief operating officer of a growing Sydney accounting firm. Stephen joined the Board of Carers NSW as a co-opted member in August 2009.



Eileen McDonald
M Counselling Grad Dip DMT
BA Communications
Honorary Secretary

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. Eileen is on the Carers NSW Editorial Committee and Research Working Group.



David Carter
BA (Phil), LLB (Hons)

David Carter joined the Board of Carers NSW in November 2011. David is a Professional Speaker with Changelabs and Commonwealth Bank Foundation. He has a Bachelor of Laws, and is on the Carers NSW Editorial Committee.



Josephine Maxwell
BA LLB, MLLR

Josephine Maxwell joined the Board of Carers NSW as a coopted member in November 2011. Josephine is a lawyer with extensive experience across the private, public and government sectors. Currently, Josephine is the Director of employment law for Asia Pacific with a global IT and management consulting firm. Josephine has a strong interest in inclusion and diversity and is actively involved in her local community. Josephine and her mother are currently focusing on the challenges of being aged and infirm in our society.

HIGHLIGHTS

1,800

Subscribers receive
e-bulletin six times a
year



Carers Day Out

Carers Day Out 2011 was a highlight of the organisation's Carers Week activities. The event was held in collaboration with the City of Sydney, Babana Aboriginal Men's Group, MTC Work Solutions and Centrelink at Martin Place, Sydney. Attendance and support by government officials on the day included the NSW Premier, Barry O'Farrell, the Lord Mayor, Clover Moore, and the Minister for Ageing and Disability Services, Andrew Constance. Twenty four service providers and stakeholder organisations participated with stalls at the event, providing a range of information and giveaways. The event was a day of entertainment, information and fun, and an opportunity to celebrate carers and the contribution they make to the community.

NSW Carer Awards

The 2011 NSW Carers Awards, held in partnership between the NSW Government and Carers NSW, paid tribute to the outstanding work and contribution carers make to communities across NSW. A special awards ceremony was held at Parliament House at the start of Carers Week to announce the Carer

Ambassador Awards and the NSW Carer of the Year. Ceremonies were also held across the state to honour 143 local carer award recipients.

Mental Health Foundations Launch



NSW Minister for Mental Health, Kevin Humphries, launched the *Mental Health Foundations E-Learning Tool* in March 2012. The tool was designed to provide support and assistance for carers looking after someone with a mental illness. The resource includes interactive activities and video interviews with other carers sharing their experiences of caring for a family member or friend with a mental illness.

What the Dickens is a Carer?

On 29 May 2012 Carers NSW held an event entitled *What the Dickens is a Carer?* featuring two Friends of Carers NSW, UK Actress Miriam Margolyes, and media personality Julie McCrossin. The event held at the Tea Room QVB aimed to raise awareness of carers



across the community. *What the Dickens is a Carer?* was a celebration of carers and featured a variety of carer stories. Guests from a number of sectors attended the event, including a diverse range of carers and young carers, people from culturally and linguistically diverse communities, corporate and community decision makers, and government representatives.

Inaugural Young Carer Leadership Program



The Young Carer Leadership Program was a key success of Carers NSW work with young carers in 2011-2012. The program was promoted to all young carers aged 16-25 years old across NSW and 18 were chosen to attend. The selected group was brought together from all over NSW to Carers NSW head office in Sydney. Over the two days, the young carers engaged in a facilitated workshop where they were able to share their stories, connect, and bond with

HIGHLIGHTS

each other. They were able to learn some practical skills around how to share their caring story effectively, the risks, the benefits and the outcomes. Not only did the young carers form an incredible bond with each other during the workshop, but the skills they gained were quickly put into action in TV, magazine and newspaper interviews.

FestofAll – National Young Carer Festival

FESTofALL was part of a nationally funded campaign to recognise the contribution young carers make to individuals and their community. Funded by the Australian Government, and conceptualised and delivered by Porter Novelli, FestofAll provided an opportunity for the over 380,000 young carers in Australia to enjoy free entertainment, recognise the good work young carers do, meet others in similar situations and build support networks. Carers NSW was central in promoting the Sydney event to young carers, their families, and services across NSW. Carers NSW also played a key role in facilitating the local and national media opportunities that arose before and after the event; identifying and supporting six Young Carer Leaders to be interviewed for Channel 10, Channel 7, The Daily Telegraph, Take 5 and Marie Claire magazine.

Behind The Behaviour Training Workshop

Carers NSW was given the opportunity to deliver young carer awareness training directly to student teachers at Charles Sturt University in Dubbo in May 2012. Workers from the Education and Training team and the Young Carer team came together to develop the *Behind The Behaviour* presentation into a 3 hour interactive workshop. The feedback from both the lecturer and the students was overwhelmingly positive and this workshop will provide the foundation model for future training of student educators into the future.

Supporting Young Carers Workshops

The Carers NSW Young Carer Team supported Ageing Disability and Home Care (ADHC) in early 2012 to deliver twelve half-day workshops to service providers across NSW on *Supporting Young Carers*. At each of these events, Carers NSW staff facilitated an experiential session called *Through the Cracks* that allowed participants to walk in the shoes of a young carer impacted by caring for a family member with a dual diagnosis. An online learning tool was also produced by ADHC to compliment these training sessions. Carers NSW staff and members of the young carer program took part in filmed interviews for this tool.

2012 Staff Conference

The annual staff conference was held on 21 February 2012 in Sydney with over 40 staff from Sydney and our regional offices in Dubbo, Coffs Harbour and Tweed Heads participating. The theme of the conference this year was '*New Frontiers: Supporting Carers Through Change*' and the day included presentations and workshops facilitated by Carers NSW employees and external presenters. The 'Carers' Views on the Changing Environment' session which involved three carers sharing their story, was informative and provided Carers NSW employees with real insight into some of the issues faced by carers in their daily lives. A busy and successful day was followed by a staff dinner.



SERVICES TO CARERS

Carer Support and Referral

The Carers NSW Carer Line provides specialist information, emotional support and referral to other forms of assistance through the national number, 1800 242 636. During 2011-2012, the NSW service received over 22,029 individual contacts. The majority of these contacts were by telephone (98%), and came predominantly from carers (68%) and service providers (10%). Over 6,400 individual carers contacted Carers NSW through the Carer Line in 2011-2012. Thirty-one per cent (31%) of these carers contacted the Carer Line more than once in the past year to access services or support. Over 28,500 referrals were made to the National Carer Counselling Program, Centrelink, Commonwealth Respite and Carelink Centres and other local organisations to support carers in their caring role. Carer Support Officers made 912 guided referrals for carers and other people who required additional support.

In addition to the phone support and referrals, 66,781 information products were distributed to carers and service providers across the state. 2,564 of these information packs were for Aboriginal carers, and over 1,500 were in a community language for carers from culturally and linguistically diverse backgrounds. The Mental Health Carer Support Liaison Officer (CSLO) facilitated referrals to the National Carer Counselling Program. The CSLO also worked closely with the Carer Support Officers in feeding back information about mental health services around the state to keep them up to date with the latest services available to carers and care recipients.

Regional services continue to be provided through the Carers NSW offices in Dubbo, Coffs Harbour and Tweed Heads.

National Carer Counselling Program

The National Carer Counselling Program (NCCP) provides short term counselling through professionally qualified counsellors, with a focus on improving the wellbeing and resilience of carers. Counselling is provided on an individual or therapeutic group basis, and is delivered either face-to-face or over the phone. During 2011-2012, 1,176 carers benefited from counselling support through 3,739 sessions; 90% of which were with individual carers. Over 73% of these counselling sessions were provided by the 162 counsellors we broker to across the state. New models for group therapy have also been developed and delivered across NSW, including Carers Wellbeing, Former Carers Grief and Loss, Finding Meaning and Hope in the Caring Journey, and Art Therapy. These were delivered by both in-house and brokered counsellors.

Carers accessed counselling to address issues of stress, anxiety and depression associated with their caring role. The main reasons counselling support was sought, were a negative change in the carer's health or a negative change in the health of the person they care for. The majority of carers who received counselling through NCCP referred themselves directly.

Many carers were also referred by a family member, friend or a Carer Support Officer. Other referrals were made by mental health facilities or other community based organisations. During the year, Carers NSW continued with its brokered counsellor engagement strategy. The brokered counsellor e-bulletin is produced and distributed to the brokered counsellors every three months. It provides an update on Carers NSW policies, any changes to legislation regarding carers, and information on upcoming training

SERVICES TO CARERS

opportunities for counsellors across NSW. Two training sessions were held for brokered counsellors in Sydney and Wagga Wagga. The success of the sessions has led to future training being requested by brokered organisations in 2012-13.

Better Start for Children with Disability Initiative

On 1 July 2011, Carers NSW began delivering the Registration and Information component of the national *Better Start for Children with Disability* initiative. The initiative is designed to provide early intervention services for children with disabilities that affect their development. The categories of disability identified were determined based on evidence that intensive early intervention in the pre-school years is effective in preparing this cohort of children for the transition to school. The Better Start funding is not meant to cover the entire cost of early intervention services, but to assist families with access to early intervention funds.

The Carers NSW Better Start team is responsible for assessing the eligibility of children, registering children for the funding and providing referrals to families and carers in NSW. In the first year of operation, the Better Start team has successfully registered 1,443 families to the initiative but this only reflects a fraction of the support and information provided to families – eligible and ineligible – during this time. In 2011-2012 over 2,100 families received some type of information or support, including over 460 families that were deemed ineligible.

Cerebral palsy and hearing impairment are the disabilities with the highest representation in both the enquiries and successful registrations by the Better Start team.

Young Carer Program

The Young Carer Program has continued to support and connect young carers in 2011-2012 through its information, support and referral service, as well as through counselling, day events, leadership opportunities, and awareness raising activities.

Over the past year, the program has gained 520 new members, a 60% increase on the previous year. This positive result can be attributed to some key awareness raising campaigns delivered during the year. These include the *Supporting Young Carers Workshops* for service providers, 12 of which were co-delivered across the state with Ageing Disability and Home Care (ADHC); and FestofAll – a national event that brought young carers together to celebrate, have a break and have some fun.

Other successful Carers NSW initiatives include the inaugural Young Carer Leadership Program that supported 18 young carers to come together for a two day leadership workshop, gaining skills in leadership, media and story-telling. The Young Carer Team also worked alongside the Education and Training team to develop the *Behind the Behaviour* presentation into a three hour workshop for student teachers. This was successfully delivered to a group of 56 student teachers at Charles Sturt University in Dubbo.



REGIONAL PROGRAMS

Older Parent Carer Program

The Older Parent Carer Support Co-ordination Program (OPCP) continued its development through 2011-2012, providing support for older parent carers in the three regions of the state where Carers NSW provides services: the Greater West, Mid North Coast, and South East Sydney areas.

In June 2012 the Sydney OPCP team hosted the annual state-wide OPCP forum at the Sebel Hotel in Surry Hills. The forum was attended by 50 representatives from all the organisations across NSW that provide the Program. It provided an opportunity for all providers to share best practice and to learn and further develop skills with a number of informative presentations on topics relevant to working with older carers.

It also served as a great opportunity for delegates to network and establish working relationships that can enhance the delivery of services to older parent carers and the people they care for. Feedback from the event was overwhelmingly positive and Carers NSW will continue to host the event annually.

In 2011-12 Coffs Harbour team members delivered presentations to carer groups and service providers across the Mid North Coast region on various aspects of the OPCP, including planning for the future and information on models of supported accommodation available in the area. The recruitment of an OPC Rural Outreach Officer in January 2012 also expanded the reach of the OPCP to outer rural areas on the Mid North Coast.

The OPCP team has participated in service provider planning sessions with Family and Community Services, Ageing, Disability and Home Care, to support person centred planning and service delivery and Assets Based Community Development.

The OPCP team continues to work with Local Health Districts and other service providers to deliver information sessions on carers and the caring role, to staff at hospitals in the Coffs Harbour and immediate area.

Carers NSW Aboriginal Support Coordinator OPC has been the lead in developing a 'one stop shop' to support better service provision for the community in the Kempsey area on the Mid North Coast. The concept involves a commitment from service providers in the region to work in collaboration to be rostered on and available at a central location during specified times to provide information, support and referral for people in the community.



My Plan My Choice

My Plan My Choice is a self-directed packaged support program for people with disabilities, their families and carers, and has 12 carers in the pilot program. Carers NSW is the support intermediary for the Mid North Coast area, working from the Coffs Harbour office. The pilot phase of the program was completed on 30 June 2012 and the program has now received recurrent funding for a further three years.

LEADERSHIP AND POLICY

510

Carer support groups
across NSW receive
Carers NSW resources
or information

Carers NSW policy and systemic advocacy work in 2011-12 continued to have a strong focus on the numerous reform agendas being progressed at both a state and national level, in the mental health, aged care, health and disability sectors. Carers NSW has continued to advocate for the recognition and inclusion of carers in the reform processes and the resulting systems. The introduction of these reforms offers a potential turning point in the recognition, inclusion and support of carers.

As well as pursuing our own policy and advocacy work, Carers NSW has also contributed to the policy and advocacy work carried out at a national level by Carers Australia, through the national Network of Carers' Associations National Policy Working Group.

Person centred approaches

A reform of particular significance in NSW is the introduction of person centred approaches in the NSW disability system. Carers NSW participated in the person centred summits and consultations held by Ageing, Disability and Home Care and made a written submission. Carers NSW has and will continue to advocate for a person centred system that has people with a disability and their families and carers at its centre, which works with the person in the context of their family and community,

and in which the individual rights, needs and choices of the person with a disability and their carer are respected. In particular, Carers NSW is advocating for:

- the inclusion of carers in person centred planning
- support for carers to engage in person centred approaches, including through access to support planners
- the introduction of carer assessment
- training for staff to ensure a culture of carer awareness and recognition
- information and resources for carers
- capacity and skill development opportunities for carers
- access for carers to individual advocacy services.

Supported Living Fund Working Group

Carers NSW CEO is a member of the Supported Living Fund – Working Group (SLFWG), which has been overseeing the development and delivery of ADHC's Supported Living Fund for people with disability, families and carers. As a member of the SLFWG, Carers NSW has been able to contribute to the ongoing development of the SLF, provide information and input on how the SLF will impact on families and carers, and have a more comprehensive understanding of the overall development and rationale for the SLF.

Other reforms

In addition to the introduction of person centred approaches, Carers NSW has also provided advice and advocacy in relation to:

- The NSW Mental Health Commission
- Local Health Districts and Medicare Locals
- Aged care reform
- The proposed National Disability Insurance Scheme
- National Carer Strategy
- The National Roadmap for Mental Health Reform.

Rebuild NSW Revolutionise Caring Budget Submission to the NSW Government

Each year Carers NSW makes a pre-budget submission to the NSW Government making recommendations for future funding decisions in the state budget, and setting out Carers NSW policy priorities for the year.

The 2012-13 Budget submission, titled Rebuild NSW Revolutionise Caring, focused on eight key areas:

- person centred approaches
- accommodation options for people with support needs
- mental health reform
- financial security of carers
- the implementation and promotion of the Carers (Recognition) Act 2010
- individual advocacy services for carers
- support for carers to work and care
- the potential of information and communication technology to assist carers.

Carers NSW received 11 responses from Government Departments, Agencies and Ministers to the submission. Analysis of these responses and the budget papers revealed that of the 27 recommendations made by Carers NSW five were taken up and eight were taken up to some extent. Four recommendations had not been taken up but may be in the near future.

Despite the economic climate and pressure on the NSW Government to reduce spending, the funding committed to Stronger Together Two (the NSW disability services plan) and the newly established Mental Health Commission was delivered. Other positive developments included the continuation of recurrent funding to the Older Parent Carer Program.

LEADERSHIP AND POLICY

Key submissions, inquiries and policy focuses

| National Inquiries | Submission |
|---|---|
| Senate Standing Committee on Community Affairs | Inquiry into Commonwealth Funding and Administration of Mental Health Services |
| | Inquiry into Palliative Care in Australia |
| Independent Inquiry commissioned by ACTU | Independent Inquiry into Insecure Work in Australia |
| Fair Work Act Review 2012 | Fair Work Act Review 2012 |
| Standing Committee on Employment and Education | Fair Work Bill Inquiry 2012 |
| Mental Health Standing Committee | National Mental Health Statement of Rights and Responsibilities |
| NSW Inquiries | |
| NSW Standing Committee on Law and Justice | Eleventh review of the Motor Accidents Authority and the Motor Accidents Council and Fourth Review of the Lifetime Care and Support Agency and the Lifetime Care and Support Advisory Council |
| NSW Standing Committee on Social Issues | Inquiry into transition support for students with additional or complex needs and their families |
| NSW Legislative Assembly Committee on Community Services | Inquiry into outsourcing community service delivery |
| Submissions | |
| Agency | Topic |
| Ageing, Disability and Home Care, NSW Department of Family and Community Services | Person Centred Approaches Consultations |
| | Respite and Recreation Policy Framework |
| | Feedback on Laying the Groundwork the draft national implementation plan for the National Disability Strategy |
| | Younger Onset Dementia person centred packages pilot |
| | Flexible Community Connections |
| | Implementation of the Lifestyle Planning Policy |

| | |
|--|---|
| NSW Ministry of Health | Draft Transfer of Care from Mental Health Inpatient Services |
| | Advance Planning for Quality Care at End of Life Strategic and Implementation Framework |
| | Towards an Aboriginal Health Plan for NSW Discussion paper |
| | Implementation Plan for NSW Dementia Services Framework |
| Other NSW Government Submissions | |
| Roads and Maritime Services | Review of Photo Card Act 2005 |
| NSW Government | Rebuild NSW, Revolutionise Caring, Carers NSW 2012-13 pre-budget submission |
| Palliative Care NSW | Carers NSW feedback re Palliative Care NSW Policy Statement Discussion Paper |
| Office for Ageing | NSW Whole of Government Ageing Strategy |
| Ministerial Taskforce on Aboriginal Affairs (NSW) | Submission to Aboriginal Affairs Taskforce |
| NSW Department of Attorney General and Justice | Response to Guidelines for exemption from jury service |
| Transport for NSW | NSW Long Term Transport Master Plan Discussion Paper |
| National Submissions | |
| Department of Health and Ageing | Draft Roadmap for Mental Health Reform |
| Committee on the Health Care Complaints Commission | Parliamentary Inquiry into Health Care Complaints and Complaints Handling in NSW |
| Mark Butler, Minister for Ageing | Caring for Older Australians Final Report |

EDUCATION AND TRAINING

4,500

Carers News
distributed across NSW
six times a year

Guest speaking and promotion

The Education and Training team conducted guest speaking presentations and promoted Carers NSW services and programs to approximately 2,473 carers (across all target groups including working carers, CALD and Aboriginal carers) and to approximately 1,224 service providers (both government and non-government) for the year 2011-2012.

Carer awareness was also promoted to approximately 2,892 members of the general public, particularly targeting hidden carers, at such events as the Seniors Gala concerts (December 2011 and March 2012), Seniors Week activities, the Law Week Expo on 14 May 2012, Carers Day Out during Carers Week 2011, the Aboriginal Health and Medical Research Council Chronic Disease Annual Conference, and to students completing community services certificates and teaching degrees.

The Education and Training team delivered three presentations to corporate organisations focusing on supporting carers of ageing parents. Presentations were delivered to RailCorp, IBM and AECOM. The *Supporting Carers of Ageing Parents* training module was developed in October 2010 in response to the increasing awareness by employers of the number of employees in their organisations who are caring for ageing parents or relatives.

Understanding and Supporting Carers education sessions

In addition to the guest speaking presentations mentioned above, the Education and Training team delivered 11 *Understanding and Supporting Carers* education sessions to 178 service providers.

Nine of these sessions were delivered to Baptist Community Services staff, nursing supervisors at Shellharbour Hospital, palliative care volunteers and SCOPE Disability Services staff. These sessions were requested by the respective organisations in response to an identified need for front line staff to be trained on carers' issues. Staff are finding they are providing support and information to

family carers when they are providing an in-home service to the person needing care. The feedback received was unanimous across all sessions in that participants felt their capacity to support the family carers of their clients was significantly improved.

Comments included:

"...a very informative presentation, great to hear about the many outlets for carers..."

"...very helpful information provided. I will be better able to empathise with carers in supporting them..."

Carer Support Group Facilitation Skills workshop

Eight *Carer Support Group Facilitation Skills* workshops were delivered in 2011-2012. These included workshops in Sydney, Tweed Heads, Tamworth, Newcastle, Broken Hill, Wagga Wagga and Nowra. Ninety five service providers, carers and carer representatives were trained.

The aim of the workshops was to provide carer support group facilitators with knowledge and skills to assist them in their facilitation role and introduce them to carer support group resources developed by Carers NSW including the *Carer Support Groups: An information and support resource for facilitators*.

Participant feedback continues to be overwhelmingly positive and the workshops are generally oversubscribed. The workshops are consistently achieving their objectives, with participants reporting more confidence in facilitation skills, and issues covered in the workshop as being relevant for both developing and refreshing facilitation skills.

Looking After Ourselves Aboriginal Health and Wellbeing Resource

Eight *Looking After Ourselves* Aboriginal Health and Wellbeing 'train the trainer' workshops were delivered to 117 Aboriginal and non-Aboriginal service providers, some of whom were also carers, in 2011-2012. Regional areas were targeted for training namely Coffs Harbour, Moree, Griffith, Nowra, Tamworth, Central Coast, Newcastle and Wagga Wagga. Four of these workshops were

delivered in partnership with the Aboriginal Health and Medical Research Council.

The workshops aimed to increase the capacity of service providers and Aboriginal carers to support other carers in the Aboriginal community in maintaining their own health and wellbeing. Participants learned about the *Looking After Ourselves* training resource and the Carers NSW Koori Carer Yarning Resource. Overall, the training was well-received by participants with particular emphasis on the *Looking After Ourselves* resource and DVD.

Carers NSW Biennial Conference

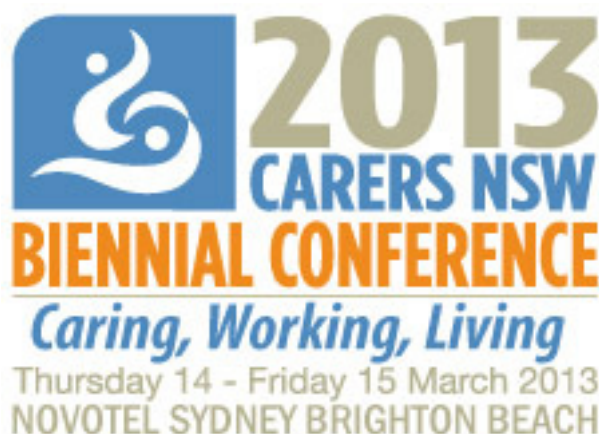
Preparations began in early 2012 for the Carers NSW 2013 Biennial Conference *Caring, Working, Living* to be held at the Novotel, Sydney Brighton Beach on Thursday 14 and Friday 15 March 2013.

The conference aims to bring together health professionals, disability and other service providers, government representatives and employers, and provides an opportunity to explore best practice and ideas, research and initiatives in carer support.

The Caring, Working, Living conference will focus on the following themes:

- Caring: increasing opportunities for carers to exercise informed choices and to negotiate the shifting policy landscape
- Working: achieving workplace arrangements that work for working carers
- Living: sustaining carers' own health and wellbeing in a caring context.

More information about the Carers NSW 2013 Biennial Conference *Caring, Working, Living* is available via www.carersnsw.org.au/conf2013.



INFORMATION, RESOURCES AND PUBLICATIONS

1,640

Subscribers receive
Young Carers E-News
twelve times a year

Carers News

Carers News, our bi-monthly newsletter, is now distributed to nearly 4,500 Carers NSW members, carer support groups, government representatives, public libraries and other organisations. The newsletter was redesigned in early 2012 to provide a more modern and updated style and easier to read layout. The newsletter continues to be a key element of the Carers NSW communication strategy, as it facilitates access to information for Carers NSW members.



e-bulletin

The e-bulletin is now distributed to 1,800 subscribers, increasing from 1,500 subscribers in 2010-11. This bimonthly round-up of news, events, research and best practice supports the work of carers and people and organisations that support them.

Young Carers News, YC E-News and Website

The Young Carer Program produces three key publications in order to connect to and communicate with young carers, their families and service providers. These are: the young carer website, *YC E-News* and *YC News*. All three publications have seen considerable growth during the 2011-2012 period.

As the primary online source of young carer information in NSW, the young carer website is a vital resource for anyone wishing to know about, or seek support for, young carers. In 2011-2012 the young carer website received 113,735 unique visits and 2,375,289 hits, a 48% and 62% increase respectively compared to the 2010-2011 period.

The young carer e-newsletter (*YC E-News*) provides relevant and timely information on events, opportunities, supports and resources to young carers, their families, and service providers. Distributed monthly via email, almost 26,800 editions of *YC E-News* were delivered in the 2011-2012 period. The *YC E-News* client database has also shown considerable growth, increasing from 1,203 to 1,640 active members since 2010-2011.

The Young Carer Program also produces a quarterly hardcopy newsletter: *YC News*. Over 12,000 copies were delivered in the year to members of the Young Carer Program. *YC News* informs young carers about activities and includes stories from other young carers, helpful information about caring, simple recipe ideas, and more.

Social Media

Carers NSW has continued to develop its social media presence on both Facebook and Twitter to provide information and news, and promote services, to carers and other stakeholders. The Carers NSW social media sites have continued to attract an increase in 'followers' in the 2011-2012 period, and have been an effective tool to communicate important news and announcements to followers in a timely way.

NEW RESOURCES DEVELOPED

Mental Health Foundations E-Learning Tool

In March 2012, Carers NSW launched its *Mental Health Foundations for Carers E-Learning Tool* to provide support and assistance for carers looking after someone with a mental illness. The interactive website resource was designed to support carers by providing information, support and resources.

The resource contains interactive activities and video interviews with other carers sharing their experiences of caring for a loved one with a mental illness. It includes practical tips on how to navigate the mental health system, how carers can look after themselves and effective communication techniques. The *Mental Health Foundations for Carers E-Learning Tool* was also made available on DVD.

PROMOTE CARERS' ISSUES

3,000

Young Carer News
distributed across NSW
four times a year

2011 Carers Week

Carers Week was held from 16-22 October 2011. 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, 339 carer support groups and organisations held activities across the state as part of 2011 Carers Week through the Ageing, Disability and Home Care, Department of Family and Community Services funded Carers Week Grant Program. This was a 58% increase on 2010 grants, and a 70% increase on 2009. An estimated 7,000 carers attended Carers Week events across NSW.

Carers NSW also partnered with the City of Sydney, Babana Aboriginal Men's Group, Centrelink and MTC Work Solutions to stage a Sydney Carers Day Out event on Tuesday 18 October 2011



in Martin Place. Many carers, including 'hidden carers', carers from CALD, GLBTI and Aboriginal communities, visited Carers NSW's information stall, with approximately 260 Carers NSW resource bags distributed on the day. Twenty four service providers and stakeholder organisations occupied fete stalls at the event, with 100% of stallholders expressing intent to occupy a stall at next year's event.

Regional offices also participated in Carers Week events in 2011. The Carers NSW Coffs Harbour team, in collaboration with other service providers, was involved in the planning and delivery of a successful Carers Day event in Coffs Harbour during Carers Week 2011.

Carer Representation Program

The Carer Representation Program has grown to 66 Carer Representatives, including eight new carers who entered the program over 2011-2012. Carers NSW conducted one Carer Representation Workshop for new Carer Representatives in Sydney, as well as a Guest Speaking Training Workshop for new and existing Carer Representatives who were keen to develop their skills in delivering presentations.

Activities by Carer Representatives included:

- delivering guest speaking for training courses, special events and support groups
- participating in consultations and forums regarding initiatives such as person centred approaches, the NSW Mental Health Commission and the evaluation of the NSW Carer Action Plan
- contributing to a number of Carers NSW responses to inquiries such as the *Inquiry into transition support for students with additional or complex needs and their families*
- membership of advisory bodies such as the NSW Carers Advisory Council and NSW Health Carers (Recognition) Act Implementation Steering Committee



- participating in the Carer Panel at the Carers NSW 2012 Staff Conference
- attending conferences such as the Australian Association of Developmental Disability Medicine Conference
- participating in a number of committees with external organisations
- being interviewed by the media.

Carer Representatives represent a range of caring situations, including carers of a person with a disability (40), carers of a person with mental illness (33), chronic condition (18), dementia (5) and frail aged (6). Some Carer Representatives are carers for people with multiple conditions or for more than one person.

Carer Representatives include young carers (10), carers from CALD backgrounds (11) and Aboriginal carers (2). There are 56 female carers and 10 male carers. More than half of Carer Representatives are from metropolitan areas, with 29 Carer Representatives from regional and rural NSW.

FOSTER RESEARCH, COLLECT AND ANALYSE DATA

29

Major submissions means Carers NSW makes a difference to carers

Carers NSW 2012 Carer Survey

The Carers NSW 2012 Carer Survey was conducted in April 2012. 4,000 questionnaires were distributed to members of Carers NSW, carer support group coordinators and other organisations. An online questionnaire was also made available and promoted widely through various e-bulletins, newsletters and websites.

The 2012 Carer Survey had a different format to previous surveys, focusing on three major themes: carer recognition, the mental health and wellbeing of carers and person centred approaches. A fourth section was included for former carers only, to capture evidence of the needs and experiences of carers after their caring role ends.

The response to the 2012 survey was overwhelming. There were 2,023 respondents, which was over double the response to the 2010 survey, and three times the response to the 2008 survey. There was also a slight rise in the response rate from Aboriginal and Torres Strait Islander carers, at 3.1% (up from 1.8%). The percentage of respondents from culturally and linguistically diverse backgrounds remained the same (16%).

Analysis of the survey results will be carried out in July 2012, with a full report to be developed and released in the latter half of 2012. The findings from the survey will be used to inform Carers NSW policy work, including the Carers NSW 2013-14 pre-budget submission to the NSW Government. The survey findings will also inform Carers NSW advocacy work, particularly around the implementation of the NSW *Carers (Recognition) Act 2010*, and the introduction of person centred approaches in the NSW disability

system. The survey will also provide much needed evidence relating to the mental health needs of carers, and the needs and experiences of former carers.

Supported Accommodation Working Group, Report on the Older Parent Carer Supported Accommodation Survey

In November 2011 Carers NSW completed and distributed a report of the Older Parent Carer Supported Accommodation Survey which was conducted in April 2011 on behalf of the Supported Accommodation Working Group (formed following the inaugural state-wide Older Parent Carer forum, hosted by Carers NSW in 2010).

The survey of program providers aimed to gather evidence of the significant unmet need for supported accommodation reported by Support Coordinators at the state-wide Older Parent Carer forum. The Carers NSW Policy team conducted the survey under the direction of the Working Party.

The report developed by Carers NSW aimed to provide a snapshot of the situation of clients of the Support Coordination Program for Older Parent Carers (provided by Carers NSW in South East Sydney and Orana-Far West) in relation to their current and likely future need for supported accommodation for the people they care for. It highlighted some of the survey's findings, including that only half of the care recipients who need or will need supported accommodation were on waiting lists. The report also presented examples of accommodation models that could potentially meet the needs of many of these individuals.

The report was distributed to relevant State and Commonwealth Ministers and Government Departments and has informed Carers NSW policy work, including the 2012-13 pre-budget submission.

Young carers: Social policy impacts of the caring responsibilities of children and young adults

Carers NSW was a partner with the Social Policy Research Centre (SPRC), University of New South Wales, in their research project *Young Carers: Social policy impacts of the caring responsibilities of children and young adults* which was completed in October 2011.

The SPRC report makes a significant contribution to the literature on young carers in Australia, and to our understanding of the impacts of caring responsibilities on young carers and how they can best be supported. The report:

- develops theories of care provided by young people
- provides information about the diverse socioeconomic and demographic characteristics of young carers
- explores young people's pathways into caring roles
- illustrates the impacts of caring on young people's education, employment, social participation and health
- addresses the development of supportive policies and services for young carers.

Findings from the report have informed Carers NSW work for young carers, including a literature review, position statement and strategy relating to young carers which will be released in 2012.

EFFECTIVE PEAK ORGANISATION

The Shared Services Unit has continued to focus on the commitment to continually improve operational efficiency to ensure that Carers NSW is an effective peak organisation. The Shared Services Unit comprises the strategic areas of Office Management, Human Resources, Financial Services, and IT. The specialist staff in each of these areas are committed to providing a superior level of support to business units across the organisation to enable them to meet their objectives. During 2011-2012 there have been a number of exciting innovations and changes implemented.

Financial Services

Support Services

A continued focus in 2011-2012 on providing accurate transactional processing that adheres to acceptable accounting principles, standards and legislative obligations has been enhanced by the teams understanding of organisational requirements. We continue to seek new ways of improving both our accountability to the Board and external stakeholders.

Value Added

In 2011-2012 there was a shift towards creating a service focused function that can deliver timely, insightful business intelligence that will contribute to Carers NSW competitive advantage. The challenge moving forward is to effectively transform the finance function, to move beyond bookkeeping and reporting responsibilities, and become a value added contributor to Carers NSW overall success.

Information Technology

Carers NSW emphasis on IT has continued in 2011-2012. We have been committed to providing an array of comprehensive IT services with reliable products, ensuring

that we are equipped to effectively leverage technical capacity and business advantages that come with the latest business solutions.

Support Services

A combination of in-house and contracted staff has ensured that Carers NSW services have a mix of skilled specialists who provide strategic solutions, up to date expertise, and best practices to ensure our long-term success. The team responds quickly to user issues and has an excellent track record in customer satisfaction.

Initiatives

In 2011-2012 ongoing projects like commercial grade internet connection and the development of our Greentree database has continued to add value to the business. Work has continued on the development of the new Carers NSW website. The website is in its final stages and will soon join the list of completed projects within the division which includes:

Connecting Carers Through IT Program

- Infrastructure upgrade from FaHCSIA funding
- Windows 7 deployment across organisation
- Windows 7 manual
- IT Induction and Administrators Manuals
- Expansion of phone system
- Search Server; and
- Online Risk Register.
- Connecting Carers through IT

For many carers in NSW it is not the absence of services, but their ability to access services that is problematic. This was highlighted in the NSW Carers Action Plan 2007-2012, which detailed five priority actions areas, including the identification of 'hidden carers' and improving carers' access to services.

Carers NSW was proud to conduct a pilot program that delivered basic IT training and support to carers in the community who were interested in learning how to access information, support and services on-line and reducing social isolation experienced by carers through online connection to other carers, Carers Support Groups and service providers.

The workshop was run as an interactive education session focusing on the skills needed to access the internet and the use of online communication tools like email. Over 5,000 kilometres were covered in the six months from January 2012 to June 2012, delivering a total of 40 workshops to 285 participants from culturally and linguistically diverse backgrounds, including Serbian, Vietnamese, Chinese, Spanish, Greek and Middle Eastern.

At the conclusion of the workshops participants were invited to complete an online survey about both the workshop session and their general experience with Carers NSW, some of the comments included:

"Course was excellent for a beginner and well presented"

"Very good and clearly explained"

"Most informative and interesting"

"More confident. On track now. Thanks"

"Great way to learn new skills with people that really care about what they are teaching you"

Human Resources

Carers NSW seeks to attract, develop and retain talented staff with the capabilities and skills to meet our business needs. We strive to provide a supportive work environment through progressive human resource practices.

Recruitment and retention

Carers NSW recognises that recruiting and retaining talented employees is an important part of our business strategy. To this end, HR

has worked closely with program managers in 2011-2012 to achieve their objectives. Many of our HR policies are aimed at staff retention and the importance of retaining knowledge and experience.

Workforce planning

Employees need to be well equipped to manage day-to-day business while developing the necessary skills to meet strategic goals. In 2011-2012 staff were surveyed to evaluate emerging exigencies in our workforce and formulated strategies to ensure we not only retained, but enticed suitable staff to achieve our aims and objectives over the medium and long term.

Remuneration, rewards and recognition

Cares NSW recognises interesting work opportunities and work-life balance are keys to attracting and retaining talented staff. With the transition to the Modern Awards finalised in 2012, we hope to provide staff with competitive remuneration within the sector and flexible conditions of employment.

Our employment conditions, supported by the department's HR policies, comply with all legislative and government policy requirements.

Performance management

All employees are required to participate in performance management arrangements, establishing an agreement in consultation with their manager in order to successfully meet the vision of the Board of Directors. Management and staff engage in annual Business Planning, which sets yearly targets for programs, teams and the regional offices. Learning and development opportunities are also identified in the performance agreement and monitored during the performance cycle. The establishment of a work plan identifies key outcomes, with reference to the relevant strategic direction of the organisation.

COMMITTEES, KEY MEETINGS AND PARTNERSHIPS

| Meeting | Agency |
|--|---|
| Person Centred Approaches Summits and Consultations | Ageing, Disability and Home Care |
| Planning for Later Life Forum | Ageing, Disability and Home Care |
| Supported Living Fund Working Group | Ageing, Disability and Home Care |
| NSW Ministerial Carers Advisory Council | Ageing, Disability and Home Care |
| Young Carer Interagency Committee | Ageing, Disability and Home Care |
| Intellectual Disability & Mental Health Joint Committee | Ageing, Disability and Home Care |
| Carers Action Plan Evaluation Steering Committee | Ageing, Disability and Home Care |
| Whole of Government Ageing Strategy consultation | Office for Ageing |
| NSW Mental Health Commission Stakeholder Consultation | NSW Ministry of Health |
| Chronic Disease Management Roundtable | NSW Ministry of Health |
| Aboriginal Chronic Care Conference | NSW Ministry of Health |
| NSW Chronic Disease Conference 2011 | NSW Ministry of Health |
| Isolated Patients Transport and Accommodation Assistance Scheme Consultation | NSW Ministry of Health |
| NSW Volunteering Strategy special interest workshop | NSW Office of Communities |
| Accessible Transport Advisory Committee | Transport for NSW |
| Community Consultation | Ministerial Taskforce on Aboriginal Affairs |
| Health Literacy for socio-economically disadvantaged groups consultation | Ministerial Advisory Council on Ageing |
| Household Energy and Financial Sustainability Scheme (HEFSS) | Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs |
| Mental Health Advisory Forum | Commonwealth Department of Human Services |
| Older Australians Advisory Forum | Commonwealth Department of Human Services |
| Ombudsman Disability Roundtable | NSW Ombudsman |
| Community Consultative Committee | Health Care Complaints Commission |
| Aged Care Standards and Accreditation NSW Agency Liaison Group | Aged Care Standards and Accreditation NSW |
| Commonwealth Ombudsman Roundtable | Commonwealth Ombudsman |
| Pre-Summit Consumer Workshop | National E-Health Transition Authority |
| Valuing Unpaid Work Roundtable | Australian Human Rights Commission and UNSW |
| Palliative Care Advisory Group | Statewide Centre for Improvement of Palliative Care |
| CALD Carers Network | South East Sydney Local Health District |
| Strategic Directions Consultation | Sydney Local Health District |
| Consumer and Community Stakeholder Forum | Western Sydney Medicare Local |

| | |
|---|---|
| "Making Connections" Forum | South East Sydney Local Health District |
| "Get Connected" carers retreat working party | South West Sydney Local Health District |
| Marrickville Ageing Well Roundtable | Marrickville Council |
| Canterbury Council Carers Week Working Group | Canterbury Council |
| Aged Care Alliance | NCOSS |
| Health Policy Advice Group | NCOSS |
| HACC Issues Forum | NCOSS |
| Transport Policy Advice Group | NCOSS |
| Understanding and Working with General Practice in NSW | NCOSS |
| ACOSS Policy Forum and AGM | ACOSS |
| Every Australian Counts Campaign meetings | Every Australian Counts Campaign |
| Every Australian Counts Rally- Homebush | Every Australian Counts Campaign |
| National Policy Working Group meetings | National Network of Carers Associations |
| Ageing with a disability | Futures Alliance |
| Canteen Research to Practice Papers Advisory Group | Canteen |
| NSW Mental Health Commission Carer Consultation | ARAFMI |
| 2012 Closing the Gap Day | Babana Aboriginal Men's Group |
| Mental Health State Consultation Workshop | Mental Health Council of Australia |
| Community Service Provider Forum | NSW Falls Prevention Network |
| Partnership forum | Mental Health Coordinating Council and Network of Alcohol and other Drug Agencies |
| UnitingCare Ageing South Eastern Region Consultation on services for Shellharbour | UnitingCare Ageing |
| Super Friend Carers Self Care project | SuperFriend |
| Older Peoples Mental Health Forum | NSW CAG and ARAFMI |
| Explorations in non-profit housing: models inspirations resurgence | Shelter NSW conference |
| Supported Accommodation Models Forum | Fighting Chance Australia |
| National Carer Counselling Program High Level Advisory Group | Carers Australia |
| Better Start Program National Reference Group | Carers Australia |
| Living Well Navigator Consultative Panel | NRMA |

| Conference | Paper Title |
|--|--|
| Creating Synergy Conference 2012 (MHDAO, NSW Ministry of Health) | Who cares? Managing caring and its impacts on your workforce |
| Aged and Community Services NSW 2012 Conference | Aged care reform: revolutionising caring and carer support |

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, *general practitioner*

Emeritus Professor Peter Baume, *professorial fellow, Chairman of Alzheimer's Association (NSW), Chairman of the Kolling Institute for Medical Research*

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, *national patron for Partners in Depression and carer*

Ms Anne Deveson AO, *writer, broadcaster and documentary film-maker*

Associate Professor Michael Fine, *Head of the Department of Sociology at Macquarie University*

Dr Ian Fitzpatrick, *retired medical practitioner*

Michael Fitzpatrick, *solicitor*

Mrs Patricia Harrison, *client advisor/stockbroker*

Professor Ian Hickie, *Executive Director of the Brain & Mind Research Institute, University of Sydney and Commissioner of the Mental Health Commission*

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, television presenter, journalist and facilitator*

Mr Ross McLuckie, *solicitor*

Ms Mary Moody, *author, journalist and broadcaster*

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

Mr Richard Ottley, *solicitor*

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

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

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

Carers NSW is extremely grateful to Parliamentary Friends not only for assisting us to achieve our vision that all carers in NSW are recognised, valued and supported by the community in their electorates, but also through involvement in Carers NSW events and information sessions.

| | |
|-----------------------|--------------------|
| John Ajaka MLC | Mike Baird |
| Andrew Constance MP | Shelley Hancock |
| Katrina Hodgkinson MP | Kevin Humphries MP |
| Dr Andrew McDonald MP | Clover Moore MP |
| Melina Pavey MLC | Greg Piper MP |
| John Robertson MLC | Jillian Skinner MP |
| Rob Stokes MP | Richard Torbay MP |
| John Williams MP | Helen Westwood MLC |

SUPPORTERS

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Alison M Sutton
Rona A Wall
Carolyn A Ward
S D & M E Westgarth

Acknowledgements

Carers NSW gratefully acknowledges the following people, partnership organisations, and government agencies for their financial or in kind support during 2011/12

Albury Superstore Pty Ltd
Balgowlah Heights Public School
Charity Greeting Cards Pty Ltd
The Forsight Foundation for the Deaf/Blind
Golf NSW
The Genesian Theatre
The Hamilton Charitable Gift Account
The Law Society of New South Wales
Macedonian Welfare Association Inc
Perpetual
Rotary Club of Hawkesbury
Rotary Club of Revesby Wirrimbirra
Rothschild

Volunteers

Carers NSW acknowledges its many volunteers who contribute their time and skills to support the work of our organisation.

| | |
|-----------------|---------------|
| Roxy Brady | Jean Foxover |
| Christine Hall | Isabella Kane |
| Vincent Kane | Irene Lam |
| Barbara Lee | Regina Lyon |
| Bart Madden | Sally Moss |
| Helen O'Doherty | Marie Shipway |

FINANCIAL REPORT



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Your directors present their report on the association for the financial year ended 30 June 2012.

Directors

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

| | |
|-------------------------|---------------------------------------|
| Laraine Toms | Dulcie Flower |
| Christine Rowell | Stephen Bowles |
| Jim Warren | Eileen McDonald |
| Felicity Purdy | David Carter |
| Christina Aggar | Katrina Clark (resigned October 2011) |
| Josephine Maxwell | Felicity Dillon (co-opted July 2011, |
| (co-opted October 2011) | resigned June 2012) |

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

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the association, to affect significantly the operations of the association, the results of those operations, or the state of affairs of the association, in future financial years.

Operating Results

| | <u>2012</u> | <u>2011</u> |
|--|-------------|-------------|
| The surplus of the association for the financial year amounted to: | \$ 822,221 | \$529,311 |

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



_____, Director

Laraine Toms (President)
Sydney, 24th August 2012



_____, Director

Jim Warren (Honorary Treasurer)
Sydney, 24th August 2012

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2012

| | Note | 2012 \$ | 2011 \$ |
|---|-------|-------------|-------------|
| Revenue and other income | 2 (a) | 8,070,873 | 6,595,889 |
| Depreciation | 2 (b) | (144,006) | (78,711) |
| Grant expenditures | | (6,889,063) | (5,624,607) |
| Marketing Costs | | - | (28,733) |
| Office Costs | | (16,505) | (16,289) |
| Other expenses | | (155,739) | (287,984) |
| Professional Fees | | (32,922) | (16,562) |
| Staff Training Costs | | (6,936) | (7,663) |
| Transfer of Operating Deficit from Grants | | (104) | (744) |
| Travel Expenses | | (3,377) | (5,285) |
| Surplus from operations | | 822,221 | 529,311 |
| Other comprehensive income | | - | - |
| Total comprehensive income for the year | | 822,221 | 529,311 |

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2012

| | | | |
|--------------------------------|---|------------|------------|
| <u>Current Assets</u> | | | |
| Cash and cash equivalents | 3 | 1,066,118 | 760,384 |
| Trade and other receivables | 4 | 239,565 | 173,229 |
| Other current assets | 5 | 36,408 | 8,882 |
| Financial assets | 6 | 9,083,627 | 8,629,369 |
| Total Current Assets | | 10,425,718 | 9,571,864 |
| <u>Non-Current Assets</u> | | | |
| Property, plant and equipment | 7 | 653,471 | 436,413 |
| Total Non-Current Assets | | 653,471 | 436,413 |
| Total Assets | | 11,079,189 | 10,008,277 |
| <u>Current Liabilities</u> | | | |
| Trade and other payables | 8 | 8,254,351 | 8,024,306 |
| Short-term provisions | 9 | 145,553 | 153,082 |
| Total Current Liabilities | | 8,399,904 | 8,177,388 |
| <u>Non-Current Liabilities</u> | | | |
| Long-term provisions | 9 | 111,125 | 84,950 |
| Total Non-Current liabilities | | 111,125 | 84,950 |
| Total Liabilities | | 8,511,029 | 8,262,338 |
| Net Assets | | 2,568,160 | 1,745,939 |
| <u>Equity</u> | | | |
| Accumulated surplus | | 2,568,160 | 1,745,939 |
| Total Equity | | 2,568,160 | 1,745,939 |

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2012

| | Accumulated Surplus \$ | Total \$ |
|----------------------------|------------------------------|-------------|
| Balance as at 1 July 2010 | 1,216,628 | 1,216,628 |
| Surplus from operations | 529,311 | 529,311 |
| Balance as at 30 June 2011 | 1,745,939 | 1,745,939 |
| Surplus from operations | 822,221 | 822,221 |
| Balance as at 30 June 2012 | 2,568,160 | 2,568,160 |

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2012

| | | |
|---|----|-------------|
| <u>Cash flow from operating activities</u> | | |
| Receipts from government grants | | 7,102,604 |
| Payments to suppliers and employees | | (6,622,508) |
| Donations received | | 39,513 |
| Interest received | | 601,447 |
| Net cash provided by (used in) operating activities | 10 | 1,121,056 |
| <u>Cash flow from investing activities</u> | | |
| Purchase of property, plant and equipment | | (370,699) |
| Proceeds from sale of property, plant and equipment | | 9,635 |
| Purchase of held to maturity investments | | (454,258) |
| Net cash provided by (used in) investing activities | | (815,322) |
| <u>Cash flow from financing activities</u> | | |
| Proceeds from borrowings | | - |
| Net cash provided by (used in) financing activities | | - |
| Net increase in cash held | | 305,734 |
| Cash at beginning of financial year | | 760,384 |
| Cash at end of financial year | 3 | 1,066,118 |

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

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 2009.

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

This financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporated Act 2009. The board of directors have determined that the association is not a reporting entity.

This financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of noncurrent assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

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 and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount.

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 recognised in profit or loss 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 commencing from the time the asset is available for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

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

| Class of fixed asset | Depreciation rate |
|--------------------------------|-------------------|
| Office Furniture and Equipment | 10 - 30% |
| Motor Vehicle | 12.50% |
| Leasehold Improvements | 20% |

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

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. Leases

Leases of property, plant and equipment where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, which are transferred to association are classified as finance leases.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives where it is likely that the association will obtain ownership of the asset or ownership over the term of the lease.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

d. Impairment of assets

At the end of each reporting period, the association assesses whether there is any indication that an asset may be impaired. The assessment will consider both external and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and its value in use, to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is immediately recognised in profit or loss.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

e. 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.

f. 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.

g. 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.

h. 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.

i. 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 2012. The balance of grants outstanding and grants in advance at 30 June 2012 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.

j. 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.

k. Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period which remains unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

l. 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 30 JUNE 2012

Note 2 : Surplus from operation**a) Revenue and other income**

| | 2012 \$ | 2011 \$ |
|--|-------------------|-------------------|
| Government grant revenue | 6,814,366 | 5,489,399 |
| Other Revenue | | |
| - Consultancy fees and room hire | 97,213 | 93,810 |
| - Donations | 39,513 | 97,973 |
| - Grants for the acquisition of fixed assets | 361,063 | 245,513 |
| - Interest received | 601,447 | 544,334 |
| - Membership subscriptions | 12,690 | 5,528 |
| - Other income | 144,006 | 118,175 |
| - Sale of publications/merchandise | 575 | 1,157 |
| Total Revenue | 8,070,873 | 6,595,889 |

b) Expenses

| | | |
|---|---------|---------|
| Depreciation expenses | 144,006 | 78,711 |
| Administration and management fees included in grant expenditures comprise the following major expenses: | | |
| Staff costs | 630,384 | 549,998 |
| Rental expenses | 291,141 | 289,669 |
| Accounting fees | 9,041 | 8,902 |
| Auditor's remuneration | | |
| - Audit | 16,480 | 16,480 |
| - Other services | 11,560 | 8,900 |

Note 3 : Cash and cash equivalents

| | | |
|--------------------------|------------------|----------------|
| Current | | |
| Cash at bank and on hand | 1,066,118 | 760,384 |
| | 1,066,118 | 760,384 |

Note 4 : Trade and other receivables

| | | |
|---|----------------|----------------|
| Current | | |
| Trade receivables | 785 | 4,152 |
| Provision for impairment of receivables | - | - |
| Other receivables | 238,780 | 169,077 |
| | 239,565 | 173,229 |

Note 5 : Other current assets

| | | |
|-------------|---------------|--------------|
| Current | | |
| Prepayments | 36,408 | 8,882 |
| | 36,408 | 8,882 |

Note 6 : Financial assets

| | | |
|------------------------------|------------------|------------------|
| Current | | |
| Held to maturity investments | 9,083,627 | 8,629,369 |
| | 9,083,627 | 8,629,369 |

Note 7 : Property, plant and equipment

| | | |
|--------------------------|----------------|----------------|
| Non-Current | | |
| Office equipment | 614,322 | 370,976 |
| Accumulated depreciation | (235,142) | (137,892) |
| Motor vehicles | 244,770 | 137,896 |
| Accumulated depreciation | (47,729) | (31,155) |
| Leasehold improvements | 96,694 | 96,694 |
| Accumulated depreciation | (19,444) | (106) |
| | 653,471 | 436,413 |

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 \$ | Leasehold Improvement \$ | Total \$ |
|--------------------------------|------------------------------------|----------------------------------|---|---------------------|
| Balance at 30 June 2010 | 165,173 | 118,429 | - | 283,602 |
| Additions | 129,719 | 58,126 | 96,694 | 284,539 |
| Disposals | - | (53,017) | - | (53,017) |
| Depreciation expense | (61,808) | (16,798) | (105) | (78,711) |
| Balance at 30 June 2011 | <u>233,084</u> | <u>106,740</u> | <u>96,589</u> | <u>436,413</u> |
| Additions | 243,347 | 127,352 | - | 370,699 |
| Disposals - written down value | - | (9,635) | - | (9,635) |
| Depreciation expense | (97,251) | (27,416) | (19,339) | (144,006) |
| Balance at 30 June 2012 | <u>379,180</u> | <u>197,041</u> | <u>77,250</u> | <u>653,471</u> |

Note 8 : Trade and other payables

| | | | |
|--------------------------------------|-------|------------------|------------------|
| Current | | | |
| Trade payables | | 328,854 | 449,299 |
| Sundry payables and accrued expenses | | 344,219 | 246,188 |
| Grants received in advance | 8 (a) | 7,581,278 | 7,328,819 |
| Specific donations - Young Carers | - | - | - |
| | | <u>8,254,351</u> | <u>8,024,306</u> |

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

Note 8 : Trade and other payables**8 (a) Grants received in advance comprise the following:**

| | 2012 \$ | 2011 \$ |
|---|------------------|------------------|
| Ageing, Disability & Home Care - Peak Funding | 44,543 | 377,772 |
| Ageing, Disability & Home Care - Statewide Peak Activities | 30,458 | 24 |
| Ageing, Disability & Home Care - Older Parent Carer Program | 5,559,952 | 5,272,117 |
| Ageing, Disability & Home Care - Young Carers Program | 30,359 | 14,649 |
| Carers Australia - FaHCSIA Young Carers Program | 2,299 | - |
| Ageing, Disability & Home Care - Young Carers Policy | 42,187 | - |
| Carers Australia - Carer Information Support Service (CISS) | 947 | 485 |
| Carers Australia - National Carer Counselling Program (NCCP) | 53 | 53 |
| Carers Australia - Better Start for Children with Disability | 60,480 | 14,324 |
| Ageing, Disability & Home Care - Carers Week | 207,685 | 217,500 |
| Ageing, Disability & Home Care - My Plan My Choice | 532,875 | 407,966 |
| Ageing, Disability & Home Care - Supported Living Fund | 395,440 | - |
| Ageing, Disability & Home Care - Carers Week Awards | 39,942 | - |
| Ageing, Disability & Home Care - Library Outreach | 3,751 | - |
| Ageing, Disability & Home Care - Connecting Carers Through IT | 39,681 | - |
| Carers Australia - Mental Health Carer Counselling | 19,380 | - |
| Carers Australia - Promotion of GP After Hours Helpline | 10,000 | - |
| Carers Australia - Carer Engagement Project for 2012 - 2013 | 12,500 | - |
| NSW Department of Health - Family and Carer Mental Health Program | 57,073 | 718,252 |
| NSW Department of Health - Carry forward unspent Mental Health One-Off Projects | 353,812 | - |
| Ageing, Disability & Home Care - Metro South Project | 951 | 951 |
| NSW Department of Health - Carers Networking Program | - | 1,332 |
| NSW Department of Health - Carers Life Course Framework Stage 2 | 731 | 1,064 |
| NSW Department of Health - Aboriginal Facilitator Training | - | 244 |
| Carers Australia - Carer Recognition Program | 612 | 612 |
| Ageing, Disability & Home Care - Speaker Sponsorship (Biennial Conference) | 10,029 | 10,029 |
| Carers Australia - IT Upgrade One-Off | 3,194 | 3,194 |
| Carers Australia - Special Infrastructure Project | 24 | 24 |
| Ageing, Disability & Home Care - Older Parent Carer Tool Kit Project | 37,640 | 37,640 |
| Ageing, Disability & Home Care - Working with Carers Education Package | 5,848 | 22,907 |
| NSW Department of Health - One Off Carers Life Course Framework | 96 | 96 |
| Macquarie Group Foundation - Ethics of Caring Project | 16,911 | 28,911 |
| Ageing, Disability & Home Care - One-Off Database Project | - | 9,800 |
| Ageing, Disability & Home Care - Translation Project | - | 34,303 |
| Ageing, Disability & Home Care - Young Carers Interagency Project | 42,183 | 134,928 |
| Ageing, Disability & Home Care - Metro North Project | 1,604 | 1,604 |
| Ageing, Disability & Home Care - Working with Carers Orientation Workshops | 18,038 | 18,038 |
| | <u>7,581,278</u> | <u>7,328,819</u> |

Note 9 : Provisions

Current

| | | |
|----------------------------|----------------|----------------|
| Provision for annual leave | 145,553 | 153,082 |
| | <u>145,553</u> | <u>153,082</u> |

Non-Current

| | | |
|----------------------------------|----------------|---------------|
| Provision for long service leave | 111,125 | 84,950 |
| | <u>111,125</u> | <u>84,950</u> |

Note 10 : Cash flow information**(a) Reconciliation of cash flow from operations**

| | | |
|---|------------------|------------------|
| Surplus for the year | 822,221 | 529,311 |
| Non-cash flows in operating result | | |
| Depreciation | 144,006 | 78,711 |
| Changes in assets and liabilities | | |
| (Increase) / Decrease in trade and term debtors | (66,336) | 292,766 |
| (Increase) / Decrease in other assets | (27,526) | (8,882) |
| Increase / (Decrease) in payables | 230,045 | 825,897 |
| Increase / (Decrease) in provisions | 18,646 | (32,373) |
| Net cash provided by operating activities | <u>1,121,056</u> | <u>1,685,430</u> |

(b) Non-cash financing and investing activities

The association 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 | 390,787 | 262,909 |
| - between 12 months and five years | 698,134 | 177,461 |
| - greater than five years | - | - |
| | <u>1,088,921</u> | <u>440,370</u> |

Note 12 : Bank Guarantee

Westpac Banking Corporation holds a rental guarantee in relation to the association's registered office of \$79,462.64 (2011: \$65,313.00).

Note 13 : Events Subsequent to Balance Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the association, to affect significantly the operations of the association, the results of those operations, or the state of affairs of the association, in future financial years.

Note 14 : 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 – FINANCIALS 2011-2012
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 39 to 42:

1. Presents a true and fair view of the financial position of Carers New South Wales Incorporated as at 30 June 2012 and its performance for the year ended on that date.
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, 24th August 2012



_____, Director
Jim Warren (Honorary Treasurer)
Sydney, 24th August 2012

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 2012, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, 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 of the financial report and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 2009 and is appropriate to meet the needs of the members. The directors' responsibilities also include such internal control as the directors determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association'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.

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 2012 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 Incorporated Act 2009.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Carers New South Wales Incorporated to meet the requirements of the Associations Incorporation Act 2009. As a result, the financial report may not be suitable for another purpose.



FELSERS
Chartered Accountants
Sydney, 24th August 2012



Steven Zabeti
Partner
Sydney, 24th August 2012

LOCATION OF CARERS NSW OFFICES

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F 02 0280 4755

Dubbo

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Dubbo NSW 2830
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Dubbo NSW 2830
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F 02 6881 6080

Coffs Harbour

2/222 Harbour Drive
Coffs Harbour NSW 2450
T 6650 0512
F 6651 5114

GLOSSARY

NSW – New South Wales

ADHC – NSW Department of Ageing Disability and Home Care

NDIS – National Disability Insurance Scheme

OPCP – Older Parent Carer Program

SCHADS – Social Community Home Care and Disability Services

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