

# Annual Report 2012-13







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# ABOUT CARERS NSW

Carers NSW is the peak organisation representing carers in New South Wales. It was the first carers association of its kind in Australia and has been operating to support carers across the state for over 30 years. Today, Carers NSW is the only state-wide organisation that has carers as its primary focus. It is part of a national Network of Carers' Associations and works collaboratively to lead change and action for carers. Carers NSW operates as a non-profit and apolitical organisation which is governed by a Board of Directors.

Carers provide informal care and support to a family member or friend who has a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail. There are approximately 850,000 carers across New South Wales which equates to 12% of the state's population.

Carers NSW provides a range of programs and services to support carers from all walks of life, age groups and cultural backgrounds.

## OUR VISION

That all carers in New South Wales 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:

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Carer support  
groups across  
NSW receive  
Carers NSW  
resources or  
information



## CARER FOCUSED

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

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

Value diversity in our communities, and respect differences between carers and the people they care for. 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. Be culturally inclusive and support self-determination for and reconciliation with Aboriginal people.

## PROFESSIONAL AND OUTCOME ORIENTED

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

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

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

## OUR CORE BUSINESS AND ROLES

To address our goals and outcomes, 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.

# 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*

Ms Toms is a carer and active community advocate in health and welfare services. She has a background in education and business, has a Bachelor and Master of Arts degrees, a Diploma in Education and is a Churchill Fellow, her research being international carer advocacy. Ms Toms is currently a member of the NSW Health Ministerial Advisory Committee and Board member of the Central Sydney Health Community Network, a member organisation of the Inner West Medicare Local. She has served on a number of Ministerial Advisory committees, including as Co-Chair for six years of the NSW Mental Health Priority Taskforce. She is a member of the Ministry of Health's NSW Carers (Recognition) Act 2010 Implementation Committee. Ms Toms has been a Board member of Carers NSW for 12 years.



**Stephen Bowles**

B Com CA  
*Vice President*  
*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.



**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.



## David Carter

*BA (Phil), LLB (Hons)  
Honorary Secretary*

David Carter joined the Board of Carers NSW in November 2011. David has an intellectually disabled brother and has worked as a disability support worker. David works as a solicitor, formerly at Allens Arthur Robinson and currently at Carters Law Firm. He has a Bachelor of Laws and Arts, is on the Carers NSW Editorial and Risk Committee and is the Secretary of Carers NSW.



## Felicity Purdy

*BA (Hons) Psychology  
Carers Australia nominee for Carers  
NSW  
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 sixteen years.



## Christine Rowell

*MBA Teach Cert Dip Teach*

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. (Resigned November 2012)



## 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.



## Eileen McDonald

*M Counselling Grad Dip DMT BA  
Communications*

Eileen McDonald is a carer for two family members. She is a family and carer consultant, trainer and facilitator of disability and mental health programs. Eileen 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 on the National Mental Health Consumer & Carer Forum and is on several state and national committees and advisory groups. Eileen is on the Carers NSW Editorial Committee and Research Working Group.



**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.



**Jenine Bradburn**

CertIV Training & Assessing Dip Bus Management Dip Dental Technology AdvDip Dental Prosthetics

Jenine Bradburn is a Dental Prosthetist and has been politically active within her profession for the last 15 years. Jenine, aside from caring for her ageing mother, also cares for her step-father with Alzheimer’s and an aunt who has had a disability since childhood. Her specific interest is in aged care. Jenine joined the Board of Carers NSW in August 2012.



**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.



**Michele Ferris**

Dip Bus Management CertIV Aged Care

Michele Ferris is a current carer whose teenage son lives with intellectual disability and vision impairment. Michele has a work background in aged care and disability service provision for nearly a decade. She has a strong passion for advocacy rights for those in aged care and disability.



**John Berryman, AM**

John worked for the Royal Institute for Deaf and Blind Children from 1978 until 2011, the last 26 years as Chief Executive. John has done a range of

volunteering activities over the past 30 years and has been on a number of not-for-profit and government boards. He is currently a part-time ESL teacher, and a member of the consulting team at Good Foundations, a consultancy serving the not-for-profit sector. In 2001, John was awarded the Alumni Medal of the University of Newcastle, and in 2013 was appointed a Member of the Order of Australia for services to people with disability and to the community. (Resigned April 2012)

**Lyn Maciver**

BA Dip Ed Grad Dip Communication Management

Lyn Maciver joined the Board of Carers NSW from November 2012 until April 2013, with extensive experience as a carer, educator, and academic. She was a member of the senior executive service of the Australian Public Service and has worked in public, corporate and not-for-profit sectors. Lyn has been a long time human rights activist and advocate. She was a former Board member of CanTeen, and is currently on the Executive of the Combined Pensioners and Superannuants Association. She has served on numerous professional Committees and Councils within Australia and overseas. She has attended national and international conferences and presented papers in Australia, the USA, Asia, Europe and Africa. Lyn has a BA Dip Ed (Sydney) majoring in Economics, Education and History and a Grad Dip Comm Mgt (UTS). (Resigned April 2013)



## PRESIDENT'S REPORT



- they give freely  
of their time and  
professional  
expertise.

As I look back on the past year I am very proud of the way Carers NSW has continued to make such a difference in the lives of so many carers.

While the proposed changes to the aged care, disability and mental health sectors have led to some uncertainty amongst carers as their future is being determined, Carers NSW has continued to provide leadership throughout the sector. We have done this through steady, consistent focus on carers and their needs. We are the only organisation to do this. That is what sets us apart. Our ongoing understanding of carers' issues - based on solid research, support for individual carers and carer groups, face-to-face meetings with members of the government, opposition and senior public servants, numerous submissions, research projects, public hearings, Ministerial advisory committees and engagement with general practitioners and allied health professionals - means we are best placed to serve and act as the voice for carers.

From a Board perspective, governance functions continue to be extensively reviewed and improved through external evaluation of our performance, constant monitoring of shifts in government policy and advice from external consultants. In April the Board held a workshop with KPMG consultants to explore the future directions of Carers NSW in the context of significant sector reforms and to agree key priority actions to best position Carers NSW to deliver on future directions. We are guided, as always, in our thinking and planning by the question 'How does this support carers?'

A Board workshop, funded by Family and Community Services, on person-centred approaches to care was held. The Board has used this information to inform strategies for our future directions under this new model of service delivery.

While the Board maintains vigilance over the organisation, its operations, financial position, compliance with legislation and the requirements of funders, it ensures these functions are balanced with a strategic focus on a sustainable future. In this regard our work is guided by our Strategic Directions 2012 – 2015. As stated in that document, one of our key roles is to consult with carers, foster research, and collect and analyse data to build the evidence base on which carer issues can be progressed. In addition to the work already being done by our Policy Unit, the Board has this year financed a dedicated senior research officer position as a measure of our commitment to the importance of this work.

In following through with our Strategic Directions goal to investigate and implement new regional and rural service models to better support carers living outside metropolitan centres, the Board has financed a Carer Support Liaison Officer in our new office in Moruya.

In response to changing legislation governing Incorporated Associations and the changes to communication brought about by new technologies the Board instigated a review of Carers NSW constitution to ensure compliance with the law and to reflect best practice in our governance. Proposed changes will be brought to the membership for voting on at the Annual General Meeting in November 2013.

The financial position of Carers NSW continues to be closely monitored - our organisation is in a strong financial position. In addition, our auditors continue our practice of annual operations auditing of each of the Units in turn.

Directors continue to work diligently – they give freely of their time and professional expertise. I thank them. The Board acknowledges and thanks our CEO, Elena Katrakis, our staff and volunteers and all our stakeholders who work with us to ensure our vision, that all carers in NSW are recognised, valued and supported by the community and governments, is realised.



**Laraine Toms**  
President



## CEO'S REPORT



experience to  
meet the diverse  
needs and  
challenges of  
carers

2012-13 has been a busy and exciting year for Carers NSW in its work with and for carers in NSW. The organisation has continued its growth and has stepped up to many challenges to deliver innovative and new services to carers, whilst also maintaining our strong capacity building, education, and policy and research focus.

During the past 12 months our services and staff have expanded, with particular growth seen in our regional programs with the opening of two new offices in Moruya and Newcastle. New programs have included the Mental Health Respite: Carer Support, which provides counselling support to carers of someone with a mental illness. This continued growth has seen us recruit a broad range of staff with varied backgrounds and experience to meet the diverse needs and challenges of carers and our work in carer support.

Other significant work for the organisation during 2012-13 has been around the Supported Living Fund. The Department of Family and Community Services (Ageing Disability & Home Care) commissioned Carers NSW to hold information sessions, provide telephone and face to face support, and deliver capacity building workshops to people with a disability, their family and carers and service providers.

The Carer Line (our phone information and support service for carers) has continued to experience an increase in contacts and referrals, with the number of calls increasing by over 50% in the past three years. The National Carer Counselling Program received a funding increase of 25%, which led to an increase of 23% more counselling sessions than the previous financial year.

Another key achievement for this year was the Carers NSW Biennial Conference for professional workers, government and other NGO employees which was held at the Novotel, Sydney, Brighton Beach in March 2013. The theme of the conference was *Caring, Working, Living*. Features of the Conference are addressed further in the body of this report, but I would like to acknowledge and thank the Education and Training Team at Carers NSW in particular for their hard work in bringing the conference together and making it such a great success. The feedback for the conference overall was very positive and it provided an opportunity to showcase the great work being undertaken in NSW in carer support.

The annual Carers NSW Conference for all staff was held in February 2013 in Coffs Harbour with the theme *'The road to...'* focusing on being forward thinking during times of change. The staff conference provided an excellent opportunity for the whole organisation to come together and connect and learn from each other. The two days highlighted the growth of Carers NSW in terms of our staff and our reach.

The end of 2012 saw Carers NSW hold its inaugural Founders' Lecture in honour of Averil Fink and Clare Stevenson who founded the organisation over 30 years ago. The lecture was presented by Professor Henry Brodaty, a leading expert on ageing and dementia and an internationally acclaimed researcher and academic. Professor Brodaty spoke about dementia and its impact on carers and the wider community both in Australia and across the world. Professor Brodaty closed the lecture by emphasising that carers are "the best medicine" for those with dementia and it is imperative that carers are empowered and supported to continue their caring role.

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



**Elena Katrakis**  
CEO



## HIGHLIGHTS

### CARERS DAY OUT



Carers Day Out was held in Martin Place during Carers Week 2012. The event was organised by Carers NSW in partnership with a number of organisations including City of Sydney, Babana Aboriginal Men's Group, Weave, and the Department of Human Services - Centrelink. A number of dignitaries including Shadow Minister for Seniors, The Hon Bronwyn Bishop MP, Minister for Ageing and Disability Services, The Hon Andrew Constance, MP and Councillor Irene Doutney attended the event. Twenty four organisations occupied fete stalls providing carers with useful information, resources and giveaways. The City of Sydney provided a complimentary sausage sizzle while guests enjoyed live performances from Urban Zanadth Kes, Green Hand Band, Haven Project Care Free Choir, Darlington School Kids, Hailey Linderman, Thelma Plum, Pascale Riley and Tansy Mayhew. Carers Day Out was a wonderful way to raise awareness of carers and celebrate the outstanding contribution they make to the community. It was also a great opportunity for carers to enjoy a fun day out in the city.

### CARERS NSW STAFF CONFERENCE: THE ROAD TO...



The theme of the 2013 staff conference was "the road to..." in the spirit of being progressive and forward-thinking, particularly during times of change.

The staff conference was held in Coffs Harbour to coincide with the official opening of Carers NSW new office in the region. Staff from Sydney, Dubbo, Tweed Heads and Coffs Harbour were joined by the local member, Andrew Fraser and representatives from Alzheimer's Australia NSW, Australian Hearing and the local community at the office opening.

Representatives from different areas of Carers NSW presented to staff on a range of topics including person centeredness in practice, Better Start, the *together* program, the National Disability Insurance Scheme, and the new Coffs Harbour office.

We were also joined by guest speakers including Liz Gehring from IncludeUs who spoke about person centredness and provided a number of tools which can be used to implement person centred practice.



**4,632**  
*Carers News*  
distributed  
across NSW  
six times a year

## HIGHLIGHTS

The staff conference was a great opportunity for Carers NSW staff to share best practice and network with colleagues from other offices. Post-conference surveys were very positive with staff reporting that they found the conference to be informative and enjoyable.

### CONNECT WITH CARERS: INTRODUCING PERSON CENTRED APPROACHES LUNCHEONS

Throughout September and October 2012, Carers NSW hosted a series of three networking luncheon events in regional New South Wales to connect with carers and organisations throughout the region, and to increase awareness and understanding of carers and the caring role. At the events Carers NSW presented key information on policy development and new programmes that are available to carers and service providers, specifically introducing how the concept “person centred” extends to carers. The events also featured musical entertainment and networking opportunities for carers and service providers to share their experiences and services with each other. Carers NSW hosted 122 carers and 37 service providers, totalling 159 attendees throughout New South Wales.

The funding for the Connect with Carers events was donated from the 2012 Pollie Pedal, a cycling event created in 1998 by a number of federal and state politicians. The Pollie Pedal is held to raise funds for charity whilst providing smaller Australian communities with the opportunity to meet the Members of Parliament who participate.



## SUPPORTED LIVING FUND

The Department of Family & Community Services (Ageing Disability & Home Care) commissioned Carers NSW to hold information sessions, provide telephone support, provide face to face proposal support and deliver capacity building workshops to people with a disability, their family and carers and service providers on the *Supported Living Fund (SLF)*.

### Round 2: Stage 1

Between 23 July and 10 August 2012 the Carer Line supported 525 callers by providing information and resources on the *SLF* Round 2.

In August 2012 Carers NSW held *SLF* Round 2 information sessions in 13 different locations across NSW supporting 430 people.

### Round 2: Stage 2

On 23 October 2012, Carers NSW delivered two half-day information sessions in the Metro South Region for prospective CALD and ATSI *SLF* applicants and service providers on the *SLF* Round 2: Stage 2.

Carers NSW provided one-on-one assistance to six ATSI or CALD applicants across the Hunter and Metro South ADHC regions

The Carer Line received 26 *SLF* calls about Round 2: Stage 2 between 10 September and 16 November 2012.

### Round 2: Stage 3

From 14 March to 30 September 2013 Carers NSW was commissioned by ADHC to provide *SLF* capacity building support to 79 CALD and ATSI successful *SLF* recipients and their families and carers. Carers NSW held nine workshops and had three individual sessions.

### Round 3

From 24 June 2013 to 30 August 2013 the Carer Line is open to anyone who wants information and support for the *SLF* Round 3 proposal. Carers NSW began to plan and prepare a presentation for the next lot of *SLF* information sessions expected to begin 1 July 2013.

### Partnerships

Department of Family & Community Services (Ageing Disability & Home Care)

### Consultations

- Physical Disability Council NSW (co-facilitated Round 2: Stage 3 capacity building workshops)
- Aboriginal Disability Network NSW (resource development)
- NSW Council for Intellectual Disability (resource development)
- Multicultural Disability Advocacy Association (resource development)

## YOUNG CARER LEADERSHIP PROGRAM

Fourteen young carers aged 16 - 22 from across NSW were supported to attend the Young Carer Leadership Program in 2012-2013. Facilitated by Aboriginal team Mirri Mirri, Young Carer Leaders had an opportunity over two days to share their story of being a young carer with the group, learn leadership skills and, in doing so, form close bonds with other young carers. The Young Carer Leaders also had an opportunity to visit Triple J radio station where the station hosts, journalists and producers shared their insights on how to communicate their caring stories effectively through different media platforms.

# HIGHLIGHTS



The feedback from the young carers who attended and their families was overwhelmingly positive. One young carer leader from the New England region wrote: "I feel so inspired now to try new things and help make others aware of young carers and what we do."

## YOUNG CARER PANEL – BIENNIAL CONFERENCE 2013

At the 2013 Carers NSW Biennial Conference, the Young Carer Program delivered a one hour workshop; *Lost in Translation: The experiences of young carers from culturally and linguistically diverse (CALD) backgrounds in accessing services and supports*. Five young carers from different CALD backgrounds were supported to be on a panel, where they discussed their individual caring experiences and the particular cultural barriers they faced in accessing support. One workshop attendee commented; "Well done to all young carers they deserve all recognition for what they do. The young people made this session excellent."

## YOUNG CARERS ON SBS INSIGHT



On 14 May 2013, two Carers NSW Young Carer Representatives, Tevita (18) and John (13), shared their personal caring stories on national television for a young carer special on SBS Insight. The episode provided an in-depth look at what it means to be a young carer and the rewards and challenges the role brings. John spoke about caring for his mother who has a mental illness, while Tevita shared his experience of caring for his mother who has polio and uses a wheelchair. John and Tevita were joined by their parents, other young carers and a former young carer.

## MORUYA OFFICE OPENING



Carers NSW strengthened its presence in Southern NSW in June 2013, opening a new office in the far south coast town of Moruya. The office is part of a partnership between Carers NSW and Carers ACT



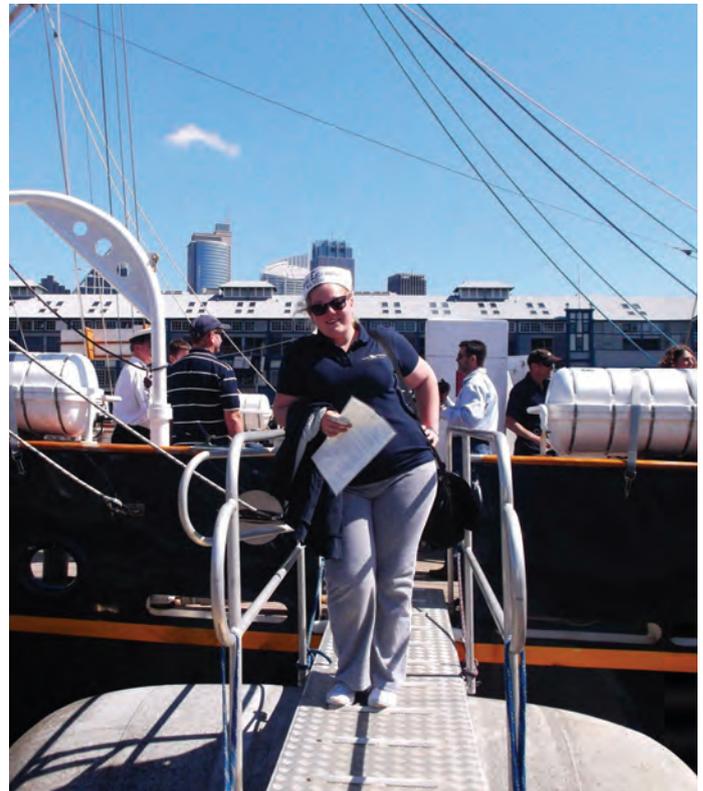
in the provision of services in the Southern NSW region. Carers ACT will administer the Southern Highlands Commonwealth Respite and Carelink Centre from the Moruya office, while Carers NSW will continue to deliver our range of statewide programs in the region. The office opening was attended by our Executive Manager of National Programs, Lorna Clarkson along with staff from Carers ACT.

## ANYCAT 2013



ANYCAT is the Australian National Young Carer Action Team, made up of young carer representatives from Carers Associations in every state and territory. ANYCAT representatives gather once a year to give advice and feedback on the national Young Carer Program. From the 29 April to 2 May 2013, ANYCAT held their annual conference in Mount Gambier, South Australia. The representatives had the opportunity to meet with some politicians, including Tony Abbott, to share their stories of being a young carer. Emily (25) has been the representative for NSW for the past two years. She cares for her younger brother, Edward, who has Autism and Tourette syndrome. This was Emily's last experience as the NSW ANYCAT representative. Carers NSW would like to thank Emily for her hard work, enthusiasm and passion and for being a strong voice for young carers in NSW, particularly those in rural and regional areas.

## YOUNG ENDEAVOUR



Each year Rothschild Australia sponsors one young carer to take part in an amazing adventure on the tall ship Young Endeavour. Courtney (18) who cares for her brother who has a dual diagnosis of psychosis and Asperger's syndrome, was selected to take part. In September 2012, she set sail on the Young Endeavour with 23 other young Australians and nine specially trained crew from The Royal Australian Navy. Over 11 days Courtney had an opportunity to learn all about sailing a beautiful tall ship - including how to navigate, keep watch, work aloft and even take command. A voyage on the Young Endeavour is a huge challenge but it is an experience of a lifetime. Courtney said: *"I learnt so much about myself and how I can push the boundaries of life and do things I never thought possible. This was the most amazing journey of my life!"* On Courtney's return to Sydney, she delivered a moving presentation to the staff of Rothschild Australia.

# HIGHLIGHTS

## **GRILL'D WORLD SQUARE – LOCAL MATTERS DONATION PROGRAM**

In March 2013, the Carers NSW Young Carer Program was chosen to participate in the Grill'd Local Matters Donation Program at the World Square branch. Each month, Grill'd patrons receive a token which they can then place in one of three jars allocated to three local charities. The Young Carer Program received the most amount of tokens during the campaign and received a donation of \$300 which will go towards our work in supporting young carers.

## **BLACKMORES BRIDGE RUN 2012**

Carers NSW staff switched their work shoes for joggers and took part in the 2012 Blackmores Bridge Run. The run across Sydney Harbour Bridge proved to be a great day, raising awareness and providing recognition for carers throughout New South Wales. Thanks to all our supporters who donated to the Carers NSW Team.

## **EXPANSION OF COUNSELLING SUPPORT TO CARERS**

At the beginning of the 2012-13 financial year, Carers NSW received a 25% increase in funding from the Department of Health and Ageing to deliver 20% more counselling sessions through the National Carer Counselling Program (NCCP). Simultaneously, Carers NSW also received funding from the Department of Families, Housing, Community Services and Indigenous Affairs to deliver counselling through the Mental Health Respite: Carer Support to 200 new carers of people with a mental illness.

Significant focus has been on increasing counselling referrals. These efforts have resulted in a 47% increase in counselling sessions delivered and a 29% increase in carers supported through counselling in 2012-13 compared to 2011-12.



## 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.

In the past three years, calls to the Carer Line have increased by over 50%. During 2012-13, the NSW service managed close to 25,800 individual contacts, 20,329 of which were unique, incoming enquiries. The majority of contacts were by telephone (96%), and came predominantly from carers (67%) and service providers (10%).

Over 4,500 individual carers contacted Carers NSW through the Carer Line in 2012-2013. Forty-eight percent (48%) of these carers contacted the Carer Line more than once in the past year, an increase of 26% since 2010-11. Over 27,700 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 1,086 guided referrals for carers and other people who required additional support.

In addition to the phone support and referrals, almost 44,000 information products were distributed to carers and service providers across the state. Two thousand of these information packs were for Aboriginal carers, and almost 600 were in a community language for carers from culturally and linguistically diverse backgrounds.

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, family or therapeutic group basis, and is delivered either face-to-face, on the internet or over the phone.

In 2012-2013, NCCP funding was increased by 25%. Consequently, the program was able to deliver 23% more counselling sessions than in the previous 2011-2012 financial year. 1,299 carers benefited from 5,166 counselling sessions; 92% of which were with individual carers. Over 72% of these counselling sessions were provided by the 171 counsellors we broker to across NSW.

Carers accessed counselling to address issues of stress, anxiety and depression associated with their caring role. The main reason counselling support was sought was due to 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 or were referred by a Carer Support Officer.

Of the 345 Carer Evaluations received post completion of counselling, 97% found accessing the NCCP easy, 86% felt less stressed because of counselling, 82% felt better able to cope with their caring situation and 81% reported that their overall wellbeing had improved.

Group therapy was developed and delivered across NSW through face to face meetings as well as via the telephone group delivery model, Talk-Link.

# SERVICES TO CARERS

Groups were delivered by the Carers NSW in-house counselling team and included; *Carer Wellbeing: Mixed Group, Cognitive Behaviour Therapy for Carers, Carer Wellbeing Talk-Link: For Men, Grief and Loss Talk-Link: For Former Carers, and Carer Wellbeing Talk-Link: For Young Carers*. Carers NSW also partnered with Acquired Brain Injury NSW and the Family and Carer Mental Health Program to provide specific therapeutic support to family members and friends linked to those services.

During the year, Carers NSW continued with its brokered counsellor engagement strategy. The brokered counsellor e-bulletin was enhanced and is currently 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 opportunities for counsellors across NSW. Four Carer Sensitivity Training sessions were held for the brokered counselling network in 2012-2013; two in Sydney, one in Coffs Harbour and one in Tamworth.

## MENTAL HEALTH RESPITE: CARER SUPPORT

Mental Health Respite: Carer Support (MHR:CS) provides counselling support to carers of someone with a mental illness. MHR:CS was delivered by Carers NSW for the first time in 2012-13.

In 2012-13, MHR:CS supported 220 carers through 831 sessions of counselling. Eighty three percent (83%) of these sessions were face-to-face and 97% of sessions were with individual carers. The primary trigger for accessing MHR:CS was a negative change in the condition of the care recipient. Almost 25% of people accessing MHR:CS were under 26 and almost half of all carers were caring for their mother.

## BETTER START FOR CHILDREN WITH DISABILITY INITIATIVE

In 2012-13 the *Better Start for Children with Disability* initiative entered its second year of delivery. The initiative is designed to provide early intervention services for children with specific disabilities. The *Better Start* funding is not meant to cover the entire cost of early intervention services, but to improve eligible families' access to early intervention support.

The eligible disabilities under *Better Start* in 2011 were Down syndrome, Fragile X syndrome, cerebral palsy, moderate or greater vision or hearing impairments including deaf-blindness. Their inclusion was 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. In January 2013, eligibility was expanded to include nine new genetic disabilities. These are Prader Willi, Williams, Angelman, Kabuki, Smith-Magenis, CHARGE, Cornelia de Lange or Cri du Chat syndromes, and microcephaly.

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. At the end of the second year of operation, the Better Start team had successfully registered 2,168 children to the initiative, but this only reflects a fraction of the support and information provided to families – eligible and ineligible – during this time. In 2012-13 over 1,653 families received some type of information or support, including nearly 100 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. Of the new nine disabilities that were included as of January 2013, microcephaly had the highest number of registrations.

## YOUNG CARER PROGRAM

The Young Carer Program has continued to support and connect young carers in 2012-2013 through its information, support and referral service, as well as through counselling, awareness raising workshops, leadership opportunities, and media opportunities.

Over the past year, the Young Carer Program has gained approximately 400 new members and online membership has grown by 13%. YC E-News membership has also grown 37% to 2,250 members. An increased focus on improving the Young Carer website has seen positive results with website hits exceeding two million for the first time in the website's history.

The Young Carer Program delivered 28 *Supporting Young Carers* presentations and workshops to teachers, school counsellors and service providers in 2012-2013. These workshops included the *Through the Cracks* and *Behind the Behaviour* activities developed by Carers NSW.

Other successful Carers NSW initiatives include the Young Carer Leadership Program that supported 14 young carers to take part in a two day leadership workshop, gaining skills in leadership, media skills and story-telling.

## REGIONAL PROGRAMS

During 2012-13 Carers NSW continued the delivery of its key programs regionally, including the Older Parent Carer (OPC) Program, My Plan My Choice, and the National Carer Counselling Program.

The Carer Counsellors and Carer Support Officers located in Carers NSW offices in Coffs Harbour, Dubbo and Tweed Heads continued to provide support to carers in these local communities, as well as liaising with local service providers and other organisations. A focus for staff located in regional offices has been providing innovative solutions and assistance to isolated carers through travelling to rural communities, and outreaching through initiatives such as the one stop shop in Kempsey.

The OPC Program has continued to thrive with staff commitment within this program leading to innovative and creative solutions for older parent carers across the three regions of the state where Carers NSW provided services – the Greater West, North Coast and South East Sydney areas.

In late June 2013, Carers NSW continued its expansion across the state with office openings in Moruya and Newcastle.



## LEADERSHIP AND POLICY

Carers NSW policy and advocacy work in 2012-13 continued to have a strong focus on the numerous reform agendas being progressed at both a state and national level, in particular the significant advancement in the roll out of person centred approaches. Carers NSW has continued to advocate for the recognition and inclusion of carers in the reform processes and the resulting systems.

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

The shift toward person centred approaches in the NSW disability sector continued in 2012-2013 with the delivery of new individualised funding packages through the Supported Living Fund and the launch of the My Choice Matters Consumer Development Fund as part of *Living Life My Way*. NSW was also the first state to sign up to the National Disability Insurance Scheme (NDIS) on 6 December 2012, with the scheme being rapidly developed throughout early 2013 to enable its launch at the beginning of the next

1,918  
Subscribers  
receive  
*e-bulletin* six  
times a year



financial year. Further, reforms in the aged care sector to be delivered in the next financial year were finalised, including the intention to gradually transition all home care packages to a Consumer Directed Care (CDC) approach.

Carers NSW was actively involved in these developments. Carers NSW staff delivered information and training sessions on the Supported Living Fund, and the Carers NSW policy team provided feedback on the draft rules and definitions of the NDIS and a submission to the Inquiry into the National Disability Insurance Scheme Bill 2012. In these activities, as well as in feedback to the Ability Links Taskforce and the review of the Disability Services Act, Carers NSW has continued to advocate for a person centred system which considers the goals needs and preferences of people with a disability and their carers at the

centre of the design, planning and delivery of support services. In particular, Carers NSW has been 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.

# LEADERSHIP AND POLICY

## KEY SUBMISSIONS, INQUIRIES AND POLICY FOCUSES

National Inquiries		Submission
Senate Standing Committee on Community Affairs		Inquiry into the NDIS Scheme Bill 2012
		NDIS Rules Consultation Paper
Council of Australian Governments		Draft Eligibility and Reasonable and Necessary Supports
Submissions		
Agency		Topic
NSW Department of Family and Community Services		<i>Disability Services Act Review</i>
		Succession of Tenancy
		Ability Links NSW Taskforce
		NSW Carers Strategy scoping
NSW Ministry of Health		<i>National Primary Health Care Strategic Framework</i>
		<i>Review of the Mental Health Act 2007</i>
		NSW Mental Health Service Competency Framework
		Northern NSW Local Health District Carer Consultation Model
		Acute Resuscitation Plans
Other NSW Government		
Independent Commission Against Corruption		Funding NGO Delivery of human services in NSW: a period of transition
NSW Government		Interagency Policy for Responding to Abuse of Older People
Department of Planning and Infrastructure		Draft Metropolitan Strategy for Sydney to 2031
Transport for NSW		Review of the NSW Mobility Parking Scheme
		Review of the NSW Passenger Transport Legislation Discussion Paper
		Disability Action Plan 2012 – 2017 consultation draft
National Submissions		
Department of Health and Ageing		Home Care Packages Program Guide
		National Framework for Action on Dementia
		Commonwealth HACC Program Service Needs
		10 year Roadmap for Mental Health Reform
National Mental Health Commission		National Contributing Life Project
Australian Bureau of Statistics		Survey of Disability, Ageing and Carers 2015 Discussion Paper
Aged Care Standards Accreditation Agency		Aged Care Standards and Accreditation Agency National Dataset
Australian Law Reform Commission		Terms of Reference for the Review of Equal Recognition Before the Law and Legal Capacity for People With a Disability
Federation of Ethnic Community Councils of Australia		Draft National Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds



## EDUCATION AND TRAINING

### GUEST SPEAKING AND PROMOTION

The Education and Training team conducted guest speaking presentations and promoted Carers NSW services and programs to approximately 1,943 carers (across all target groups including working carers, CALD and Aboriginal carers) and to approximately 1,322 service providers (both government and non-government) for the year 2012-13.

Carer awareness was also promoted to approximately 3,000 members of the general public, particularly targeting hidden carers, at events including the Seniors Gala concerts (December 2012 and March 2013), Seniors Week activities, and Carers Day Out during Carers Week.

The Education and Training team also presented at the Inner West Disability Forum, at the Multiple Sclerosis Nurses Association Australasia Conference to health workers from New Zealand and Australia wide, and represented Carers NSW in panel discussions at the Supporting Humanitarian Entrants with a Disability Forum.

### CARERS NSW 2013 BIENNIAL CONFERENCE *CARING, WORKING, LIVING:*

The Carers NSW Biennial Conference was held on the Thursday 14 and Friday 15 March 2013 at the Novotel, Sydney, Brighton Beach. The conference was supported with funding provided by NSW Department of Family and Community Services and sponsorship from First State Super.



Two hundred and thirty eight (238) delegates registered for the Carers NSW 2013 Biennial Conference, however, it is estimated that about 250 delegates attended.

The Carers NSW 2013 Biennial Conference met its objective to provide an opportunity for interchange between health professionals, service providers, carers, government representatives and employers on issues impacting on carers and considerations for best practice in supporting carers under the conference themes of:

- **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

# EDUCATION AND TRAINING

For many conference delegates it was also an opportunity to be better informed about disability care reforms; as well as increased awareness on research and carer support frameworks from international and Australian key speakers.

Key note speakers included:

- Professor Luke Clements (international)  
Director of the Centre of Health and Social Care Law, Cardiff Law School, UK
- Professor Susan Yeandle (international)  
Professor of Sociology and Director, CIRCLE, Leeds University, UK
- Professor Robert Cummins  
Founder, Australian Centre on Quality of Life, Deakin University, Victoria
- Elizabeth Broderick  
Sex Discrimination Commissioner, Australian Human Rights Commission



Plenary sessions included:

- The NDIS debate moderated by Monica Attard, Gold Walkely Award winning journalist, MC and facilitator. Participants included Scott Holz, State Manager, National Disability Services, Carolyn Quinn, Carer and

2,785  
*Young Carer*  
News distributed  
across NSW four  
times a year



Member of the NSW Carers Advisory Council, John Walsh, Partner, Consulting Health Unit, PriceWaterhouseCoopers (previously Productivity Commissioner) and June Riemer, State Manager, Aboriginal Disability Network NSW.

- The conference breakfast seminar featuring a presentation by Simon Kennedy, St James Ethics Centre
- Dr George Margelis, General Manager, Intel-GE Care Innovations
- Carer panel focused on carers hopes and fears in a Person Centred World



In addition to keynote and plenary presentations a total of 37 papers and workshops were presented during concurrent sessions with an additional 12 poster board presentations.

Carers NSW was strongly promoted at the conference through:

- Presentations – Supporting Aboriginal Carers, Carer Support Groups Project and findings from the Carers NSW 2012 Carer Survey regarding working carers
- Workshops – Young Carers and The Mental Health Education Project
- Poster presentations – Carer Support Group Project and Carers NSW 2012 Carer Survey

results (overall results)

- Carers NSW programs and materials prominently displayed in the resource area.

Evaluation data has indicated the conference achieved its aims with overwhelmingly positive feedback across all aspects of the conference.

The calibre of the key note speakers and the relevance of their presentations to the conference themes was highly praised with delegates describing speakers as *'fantastic'*, *'inspiring and brilliant'* and *'informative and thought provoking'*.

The carer panel featured as a highlight by both delegates and panellists with 75.9% of delegates rating it as excellent. Delegates commented the carer panel was an important inclusion of the conference program and the panellists were *"... inspiring to listen to."*

Concurrent session presentations across all themes rated very well with many of the Carers NSW presentations rating extremely highly.



# EDUCATION AND TRAINING



Responses regarding the conference overall included:

*"Fantastic conference, the best, most relevant I have attended in a very long time."*

*"Best I've seen"*

*"Above expectations, very positive messages and inspirational."*

*"I found the conference really stimulating and the quality of the presentations has improved since previous conferences. I obtained lots of new information about programs that will help inform our practices at Carer Support and utilise resources to the best effect, also to help us and our carers as we navigate through all these changes in the disability and aged sectors and service provision."*

*"Excellent balance of research based and experience based discussion. Good mixture of group activities."*

*"Excellent insight into NDIS. Good introduction to Carers NSW. New resources. Inspirational."*

Conference presentations are available on the Carers NSW website.

## 'UNDERSTANDING AND SUPPORTING CARERS'

The 'Understanding and Supporting Carers' training module continues to be a popular session requested by organisations and education institutions looking to build the capacity of their front line staff to support and provide information to carers whom they come into contact with when providing in home support to their clients needing care.

The Education and Training team delivered 10 'Understanding and Supporting Carers' education sessions to 134 service providers and 20 students studying for the Certificate III Community Services - Disability (this is in addition to above guest speaking numbers).

Four of these sessions were delivered to Baptist Community Services staff and two sessions to Commonwealth Respite and Carelink Centre (CRCC) staff at Northcott Community Services. Sessions were also delivered to social workers at Bankstown Hospital, support workers and health professionals from Spinal Cord Injuries Australia and to 'Connecting Care' workers in the Southern NSW Local Health District in Queanbeyan.

The feedback received was unanimous across all sessions in that participants felt their capacity to support the family carers of their clients by way of understanding and the services and programs to refer to was significantly improved.

Comments included:

*"...invaluable information for someone just starting out in the care industry."*

*"...very helpful information provided. I didn't know what supports were available for carers."*



### **'CARER SUPPORT GROUP FACILITATION SKILLS' WORKSHOP**

Seven 'Carer Support Group Facilitation Skills Workshops' were delivered in 2012-13. These included workshops in Sydney, Orange, Penrith, Central Coast, Newcastle, Castle Hill and Queanbeyan. Seventy six service providers, carers and carer representatives were trained.

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

The workshops are consistently achieving their objectives in that participants report more confidence in facilitation skills and issues covered in the workshop as relevant for both developing and refreshing facilitation skills.

An additional three education modules have been added to the '*Carer Support Groups: An information and support resource for facilitators*.' The resource was developed for facilitators of new and established carer support groups providing carer support group leaders with specific knowledge and basic skills to enable them to deliver relevant and quality education programs to carers. The additional modules include '*Individualised Funding*', '*Self Advocacy for Carers*' and '*Future Planning*'.

### **'LOOKING AFTER OURSELVES' ABORIGINAL HEALTH AND WELLBEING RESOURCE**

The '*Looking After Ourselves*' Aboriginal Health and Wellbeing Resource has been promoted and 'train the trainer' workshops have been delivered to Aboriginal and non-Aboriginal service providers (including Home and Community Care District Officers) in the South East Sydney Local Health District and Aboriginal Medical Services Mt Druitt.

The resource and workshops aim 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.

The '*Looking After Ourselves*' Aboriginal Health and Wellbeing Resource focuses on:

- How the caring role impacts on carers health and wellbeing, and
- The importance for carers in looking after themselves and to teach relevant strategies to help them in their caring role

Participants attending the 'train the trainer' workshop have the opportunity to explore the resource including the *Looking After Ourselves* DVD, the Aboriginal Carers Relaxation CD and the Koori Carer Yarning Resource.

*'Looking After Ourselves'* received the "Indigenous Social and Emotional Wellbeing" award at the Mental Health Matters Awards 2011, and was also presented at the Festival of International Conferences on Caregiving, Disability, Ageing and Technology (FICCDAT) in Toronto, Canada.



# INFORMATION, RESOURCES AND PUBLICATIONS

## CARERS NEWS

Carers News continues to be a key means of communication for Carers NSW. More than 4,600 individuals, groups and organisations received Carers News every two months in 2012-13. Carers News covered a wide range of stories in 2012-13 and included news, carer stories, feature articles, book reviews and other editorial pieces.

## E-BULLETIN

The monthly e-bulletin was redesigned in 2013 to ensure consistency with other Carers NSW materials and to make it more user-friendly. It is now sent via MailChimp making it easier for Carers NSW staff to determine which articles are most popular with subscribers. This allows Carers NSW staff to tailor the content to ensure that it is relevant and engaging. The e-bulletin is sent to 1,918 subscribers.

## WEBSITE

In September 2012, Carers NSW launched a new website in line with carers associations in other states. The new website provided a fresh look and feel with a user friendly format. New features include a rotating banner on the homepage, a search field, online membership form, social media integration, carer support group map search, online donations and payment processing system and optional high contrast view.

**1,928**  
Subscribers  
receive *Young  
Carers E-News*  
twelve times  
a year



## TOM FINK LIBRARY

The Tom Fink Library continued to develop its collection of books, films and other resources in 2012-13 including a number of books which were written by carers. A new online catalogue was also integrated into the Carers NSW website allowing individuals to search for titles online and lodge requests to borrow items.

## NEW RESOURCES DEVELOPED

### STYLE GUIDE AND TEMPLATES

In February 2013 Carers NSW launched a new style and suite of branded templates as part of a rebranding project. The new brand guidelines provide consistency across the organisation's promotional materials, and allowing Carers NSW to strengthen the visual identity and recognition of the brand. Carers NSW worked closely with an advertising agency to ensure that the integrity and values of the Carers NSW brand were reflected in the finished product.

Since the launch of the new style guide, Carers NSW has developed a range of promotional materials including, flyers, factsheets, and print advertisements. Carers NSW has also developed a branded Young Carer Policy Kit and begun work on a new general brochure and National Carer Counselling Program brochure.



Visits to the Carers NSW website increased by 28.95% in 2012-13 compared to the previous year while the average time visitors spent on the site increased by 12.81%.

### YOUNG CARERS NEWS, YC E-NEWS

The Young Carer Program produces the YC E-News and YC News publications in order to connect to and communicate with young carers, their families and service providers.

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, the YC E-News client database has shown considerable growth, increasing from 1,640 to 1,928 active members since 2011-2012.

The Young Carer Program also produces a quarterly hardcopy newsletter: YC News. Over 10,000 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.

# PROMOTE CARERS' ISSUES

2012 CARERS WEEK



Carers Week was held from 14 - 20 October 2012. 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. This year, the theme was "Be Care Aware," and the week was an opportunity to heighten awareness of carers in the community, celebrate the work of carers and promote current initiatives and directions.

In NSW, 338 carer support groups and organisations held activities across the state as part of 2012 Carers Week through the NSW Department of Family and Community Services funded Carers Week Grant Program. Based on the evaluation forms received, it is estimated that these activities were attended by approximately 7,700 carers across NSW.

35  
Submissions  
means Carers  
NSW makes a  
difference to  
carers



Carers NSW also partnered with the City of Sydney, Babana Aboriginal Men's Group, Weave, and the Department of Human Services - Centrelink to stage a Sydney Carers Day Out event on Tuesday 16 October 2012 in Martin Place. Many carers, including hidden carers and carers from CALD, GLBTI and Aboriginal communities, visited the Carers NSW information stall as well as the 24 stalls occupied by service providers and stake holders. Approximately 260 Carers NSW resource bags were distributed on the day.

Highlights of Carers Day Out included a performance by Aboriginal artist, Thelma Plum - winner of the 2012 Sydney Opera House Deadly Award and triple j's Unearthed National Indigenous Music Award, carer and singer-songwriter Tansy Mayhew, and indigenous dance performances by Urban Zanadth Kes Dance Group and Darlington School Dance Group.

Regional offices also participated in 2012 Carer Week events. The Carers NSW Coffs Harbour team, in collaboration with other service providers, delivered a successful Carers Day Out pampering day event in Coffs Harbour where carers were able to experience massages, laughter yoga, and other wellbeing centred activities. The Dubbo Carers NSW office hosted a Carers Week event with an aboriginal educational focus for carers to learn more about native plants and aboriginal heritage and history in the region. Both events were well attended and received positive feedback from local carers.

## CARER REPRESENTATION PROGRAM

The Carers NSW Carer Representation Program has grown to over 80 Carer Representatives in 2012-2013. Participants include carers of people with a disability (50), carers of people with a mental illness (35) and carers from CALD backgrounds (13). Workshops for new Carer Representatives took place in Sydney, Newcastle and Queanbeyan.

Work by Carer Representatives included:

- Guest speaking for training courses and special events, such as speaking at the Association of Psychologists in Developmental Disability Services (PsychDD) Conference;
- Participating in consultations such as with the National Disability and Carer Alliance;
- Membership of advisory bodies and committees within Carers NSW and with external organisations; and
- Participating in the Carer Panel at the Carers NSW Biennial Conference.

Carers NSW conducted a survey of Carer Representatives to better understand the experiences of Carer Representatives, identify issues and seek input from participants for how to improve the program. Thirty nine (39) Carer Representatives participated in the survey and overall feedback about the program was positive, with two thirds feeling that their work as a Carer Representative has helped to make a difference.

*It gives me a sense of hope to work for the betterment of other carers and a feeling of empowerment. I have met some wonderful people.*

*I have had my knowledge and experiences as a carer validated in my experiences and felt like what I was doing was worthwhile.*

# PROMOTE CARERS' ISSUES

*...The fact that it is one organisation which sees me as an asset and shows me I am valued by allowing me to say what I have come to believe is important from my experiences and paying me for opportunities to represent carers.*

Analysis of the survey responses revealed key themes from the survey including the desire for more opportunities to undertake representative activities, networking and training opportunities and more opportunities for Carer Representatives in rural and regional areas. Carers NSW will continue to use this feedback from Carer Representatives to improve the program.

## **MEDIA**

Carers NSW continued to promote carers' issues in the media in 2012-13. Carers NSW helped to coordinate coverage of carer's issues in the following publications and programs:

- SBS Insight
- A Current Affair
- The Project
- Sydney Morning Herald
- ABC radio
- Koori radio
- 2BACR
- 2HC (100.5 FM or 639 AM)
- The Wire
- 2HD Newcastle

Carers NSW also issued 19 media release in 2012-13 covering issues such as the National Disability Insurance Scheme (NDIS), workplace flexibility, the Carers NSW 2013 Biennial Conference, Carers Week, Seniors Week and updates from Carers NSW.



# FOSTER RESEARCH, COLLECT AND ANALYSE DATA

## POLICY RESEARCH PROJECTS AND PRESENTATIONS

During 2012-13, Carers NSW began establishing a research program with the primary objective of fostering a culture of evidence based practice that is consistent with the organisation's vision and strategic directions.

### 2012 Carer Survey

Building on the 2012 Carer Survey report, in-depth analysis was conducted on survey responses. Papers were accepted for presentation to the 5th International Community, Work and Family Conference and the Australian Social Policy Conference. Both of these conferences have provided the opportunity to present the 2012 Carer Survey results to a wide range of academics and industry stakeholders.

### University honours project partnerships

Research partnerships were developed with the University of Newcastle and the University of Wollongong through providing assistance and contributing to research supervision of honours projects. Each of these projects will be completed by the end of 2013, with the results made available to inform Carers NSW advocacy and support work.

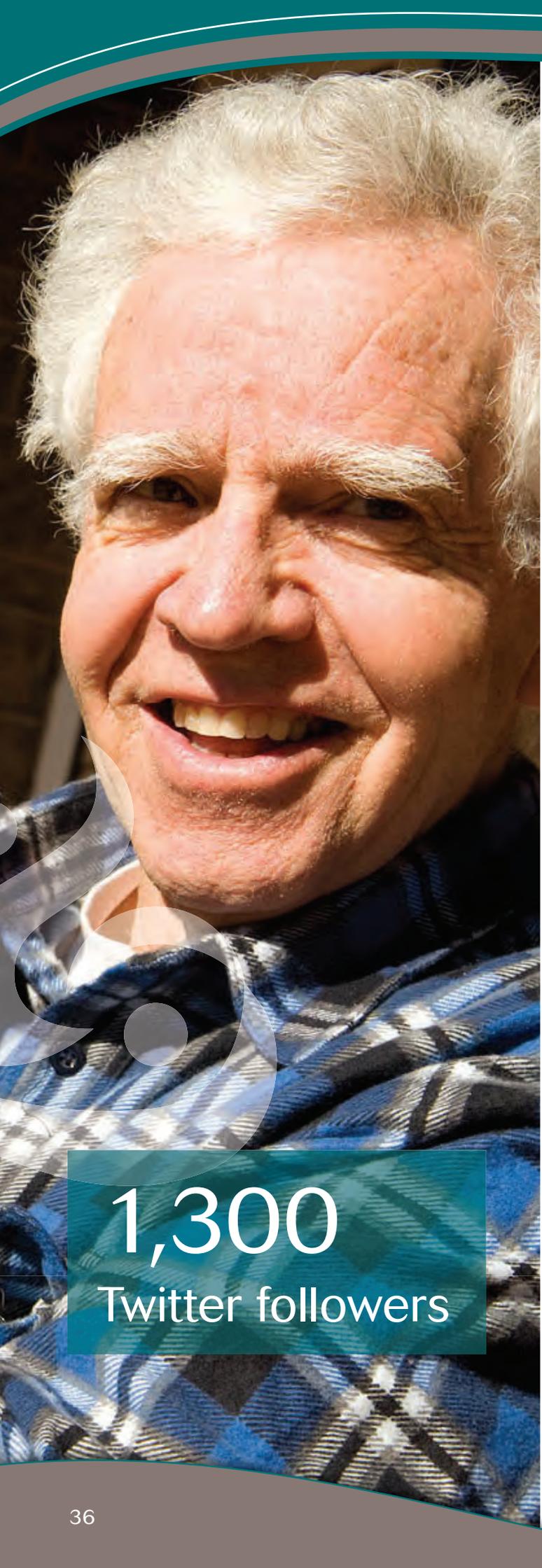
### Supported university research

Carers NSW has supported a number of additional local, national and international university based research projects conducted by researchers from institutions including University of New South Wales, Sydney University, University of Western

Sydney, Charles Sturt University, the Brain and Mind Research Institute, the Australian College of Applied Psychology, Griffith University, University of Queensland, Queensland University of Technology, Melbourne University, and University of Swansea. Carers NSW was also a Partner Organisation on an unsuccessful Australian Research Council Linkage grant application coordinated by the University of Western Sydney. Although this application was unsuccessful in receiving funding, the organisational collaborations will be built upon in future research endeavours.

### Research Community

The Carers NSW Research Community is a proposed database of people interested in receiving information about opportunities to participate in Carers NSW supported research projects. The purpose of this community is to save time and resources in the recruitment phase of research, enabling researchers to complete projects in a timely manner. Furthermore, it will increase opportunities for interested people to participate in research projects that are relevant to them and their situations, interests and passions. While still in its early stages, as the Research Community grows, it will provide a forum through which to conduct research projects and enhance Carers NSW research reputation and appeal as a research partner for external organisations.



**1,300**  
Twitter followers

## EFFECTIVE PEAK ORGANISATION

Finance and Corporate 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 Finance and Corporate 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.

### FINANCIAL SERVICES

The Year in Review

2012-13 was a period of consolidation for Carers NSW. Expenses increased by 10% from the previous year as some programs came to the end of their funding cycle and additional winding up costs were incurred. Nevertheless, a 5% surplus was achieved this financial year.

### FINANCIAL MANAGEMENT

Financial Strategy

Carers NSW has created solid financial management, overseen by the Finance Committee. The organisation's financial management is driven by a sound strategic plan and is strengthened by strong compliance and financial controls as well as prudent cash management.

Reserves and Assets

For the 2012-13 financial year, Carers NSW maintained appropriate level of reserves to meet current and future obligations.



Reserves at the end of the financial year were \$2.999M.

## RESULTS

### Income

The majority of Carers NSW's income comes from Government both Federal and State (89%), augmented by 9% from interest and 2% from membership fees and donations.

### Expenditure

Carers NSW resources are used primarily to support carers through counselling and support, direct management of individualised carers' funds, carers education and policy development.

## INFORMATION TECHNOLOGY

Carers NSW emphasis on IT has continued in 2012-2013. 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.

### Projects

2012-2013 saw the launch of the new Carers NSW website, which had been a key project for the division and a long time in development. The new and improved website has been a great achievement, and added value for the organisation in communicating with carers and the public.

Other completed programs included:

- Unified Communications Solution – Microsoft Lync
- Exchange server upgrade
- Launch of the *together* program website
- Fit out of two new offices in Newcastle and Moruya
- Mailchimp transition
- Website developments, including member and donation payment processing, and support group listings

## 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 2012-2013 to achieve their objectives. Many of our HR policies are aimed at staff retention and the importance of retaining knowledge and experience.

### 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 target 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
Aged Care Standards and Accreditation Agency Liaison Group	Aged Care Standards and Accreditation NSW
Chronic Disease Management Roundtable	Agency for Clinical Innovation
Supported Living Fund Working Group	Ageing, Disability and Home Care
Better Start Stakeholder Reference Group	Carers NSW
Mental Health Education Project Steering Committee	Carers NSW
<i>together</i> Program Reference Group meeting	Carers NSW
Aged and Community Liaison Meeting	Australian Government, Department of Health and Ageing (DoHA)
Health Care Complaints Commission Consumer Consultative Committee	Health Care Complaints Commission
Housing NSW NGO Reference Group	Housing NSW
Sydney Mental Health Advisory Forum	Department of Human Services
Family and Carer Mental Health Program State-wide Steering Committee	Mental Health and Drug & Alcohol Office
HACC Issues Forum	NCOSS
Health Policy Advisory Group	NCOSS
Transport Policy Advice Group	NCOSS
Assistive Technology Community Alliance	NCOSS
Aged Care Alliance	NCOSS
National Policy Working Group	Network of Carers Associations
NSW Ombudsman Disability Roundtable	NSW Ombudsman
Member of the NSW Ministerial Carers Advisory Council	NSW Department of Family and Community Services
NSW Ministerial Carers Council: Young Carers Working Group	NSW Department of Family and Community Services
NSW Ministerial Carers Council: Supporting Aboriginal Carers Working Group	NSW Department of Family and Community Services
Carers Action Plan Evaluation Steering Committee	NSW Department of Family and Community Services
Carers Strategy Project Management Group (PMG)	NSW Department of Family and Community Services
NSW Carers Awards Panel 2012	NSW Government Family and Community Services
Planning for Later Life Forum	NSW Government Family and Community Services
SESLHD Culturally Diverse Carers Network	South East Sydney Local Health District
SESLHD Disability Action Plan and Carer Recognition Act Implementation Committee	South East Sydney Local Health District
Accessible Transport Advisory Committee	Transport NSW
Metro NSW LGBTI Interagency	
NGO Research Forum	



## 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  
Emeritus Professor Peter Baume  
Mr John Berryman  
Ms Jennifer Bott  
Professor Tony Broe AM  
Ms Lucy Brogden  
Ms Anne Deveson  
Associate Professor Michael Fine  
Dr Ian Fitzpatrick  
Mr Michael Fitzpatrick  
Mrs Patricia Harrison  
Professor Ian Hickie  
Ms Robin Hughes A.O  
Mr Paul Livingston  
Ms Miriam Margolyes  
Ms Julie McCrossin  
Mr Ross McLuckie  
Ms Mary Moody

Mr Richard Ottley  
Associate Professor Melanie Oppenheimer  
Ms Vivienne Pusey  
Mr John Shanahan  
Mr Chris Taylor  
Emeritus Professor Ian Webster AO  
Mr Andrew McKinnon

## 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.

The Hon Helen Westwood MLC  
The Hon John Ajaka MLC  
Ms Clover Moore MP  
Mr John Robertson MP  
Dr Andrew McDonald MP  
Mr Rob Stokes MP  
The Hon Shelley Hancock MP  
The Hon Katrina Hodgkinson MP  
The Hon Andrew Constance MP  
Mr Greg Piper MP  
The Hon Jillian Skinner MP  
The Hon Mike Baird MP  
Mr John Williams MP  
The Hon Melinda Pavey MLC  
The Hon Kevin Humphries MP



2012-13

**CARERS NEW  
SOUTH WALES  
INCORPORATED**

**SPECIAL PURPOSE  
FINANCIAL  
REPORT**

**30 JUNE 2013**



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## DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2013

Your directors present their report on the association for the financial year ended 30 June 2013.

### DIRECTORS

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

Laraine Toms	Dulcie Flower
Jim Warren	Stephen Bowles
Felicity Purdy	Eileen McDonald
Christina Aggar	David Carter
Josephine Maxwell	Jenine Bradburn (Appointed Dec 2012)
Michele Ferris (Appointed Dec 2012)	Christine Rowell (Resigned Nov 2012)
John Berryman (Co-opted Sept 2012 & Resigned April 2013)	Lyn Maciver (Appointed Dec 2012 & Resigned April 2013)

### 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>2013</u>	<u>2012</u>
The surplus of the association for the financial year amounted to:	\$431,501	\$822,221

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



\_\_\_\_\_, Director

Laraine Toms (President)  
Sydney, 30th August 2013



\_\_\_\_\_, Director

Jim Warren (Honorary Treasurer)  
Sydney, 30th August 2013



### STATEMENT OF SURPLUS OR DEFICIT AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Revenue and other income	2 (a)	8,385,044	8,070,873
Depreciation	2 (b)	(171,223)	(144,006)
Grant expenditures		(7,385,798)	(6,889,063)
Office Costs		(16,343)	(16,505)
Other expenses		(365,315)	(155,739)
Premises and Equipment Expenses		(704)	-
Professional Fees		(11,728)	(32,922)
Staff Training Costs		-	(6,936)
Transfer of Operating Deficit from Grants		-	(104)
Travel Expenses		(2,432)	(3,377)
Surplus from operations		431,501	822,221
Other comprehensive income		-	-
Total comprehensive income for the year		431,501	822,221

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

		2013	2012
<b>Current Assets</b>			
Cash and cash equivalents	3	958,973	1,066,118
Trade and other receivables	4	316,669	239,565
Other current assets	5	42,912	36,408
Financial assets	6	9,627,498	9,083,627
Total Current Assets		10,946,052	10,425,718
<b>Non-Current Assets</b>			
Property, plant and equipment	7	672,901	653,471
Total Non-Current Assets		672,901	653,471
Total Assets		11,618,953	11,079,189
<b>Current Liabilities</b>			
Trade and other payables	8	8,309,980	8,254,351
Short-term provisions	9	177,294	145,553
Total Current Liabilities		8,487,274	8,399,904
<b>Non-Current Liabilities</b>			
Long-term provisions	9	132,018	111,125
Total Non-Current liabilities		132,018	111,125
Total Liabilities		8,619,292	8,511,029
Net Assets		2,999,661	2,568,160
<b>Equity</b>			
Accumulated surplus		2,999,661	2,568,160
Total Equity		2,999,661	2,568,160

### STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

	Accumulated Surplus \$	Total \$
Balance as at 1 July 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
Surplus from operations	431,501	431,501
Balance as at 30 June 2013	2,999,661	2,999,661

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

		2013	2012
<b>Cash flow from operating activities</b>			
Receipts from government grants		7,527,866	7,102,604
Payments to suppliers and employees		(7,484,870)	(6,622,508)
Donations received		15,176	39,513
Interest received		569,207	601,447
Net cash provided by (used in) operating activities	10	627,379	1,121,056
<b>Cash flow from investing activities</b>			
Purchase of property, plant and equipment		(190,653)	(370,699)
Proceeds from sale of property, plant and equipment		-	9,635
Purchase of held to maturity investments		(543,871)	(454,258)
Net cash provided by (used in) investing activities		(734,524)	(815,322)
<b>Cash flow from financing activities</b>			
Proceeds from borrowings		-	-
Net cash provided by (used in) financing activities		-	-
Net increase in cash held		(107,145)	305,734
Cash at beginning of financial year		1,066,118	760,384
Cash at end of financial year	3	958,973	1,066,118

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

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 Incorporation 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 non-current 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 recognised immediately in surplus or deficit. 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.

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.

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.

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 2013. The balance of grants outstanding and grants in advance at 30 June 2013 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 Australian 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.

##### 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.

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.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### NOTE 2 : SURPLUS FROM OPERATION

	2013 \$	2012 \$
a) Revenue and other income		
Government grant revenue	7,276,698	6,814,366
Other Revenue		
- Consultancy fees and room hire	97,248	97,213
- Donations	15,176	39,513
- Grants for the acquisition of fixed assets	190,653	361,063
- Interest received	569,207	601,447
- Membership subscriptions	9,120	12,690
- Other income	226,642	144,006
- Sale of publications/merchandise	300	575
Total Revenue	<u>8,385,044</u>	<u>8,070,873</u>
b) Expenses		
Depreciation expenses	171,223	144,006
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	850,562	630,384
Rental expenses	292,808	291,141
Accounting fees	17,122	9,041
Auditor's remuneration		
- Audit	16,480	16,480
- Other services	7,570	11,560

### NOTE 3 : CASH AND CASH EQUIVALENTS

Current		
Cash at bank and on hand	958,973	1,066,118
	<u>958,973</u>	<u>1,066,118</u>

### NOTE 4 : TRADE AND OTHER RECEIVABLES

Current		
Trade receivables	99,000	785
Provision for impairment of receivables	-	-
Other receivables	217,669	238,780
	<u>316,669</u>	<u>239,565</u>

### NOTE 5 : OTHER CURRENT ASSETS

Current		
Prepayments	42,912	36,408
	<u>42,912</u>	<u>36,408</u>

### NOTE 6 : FINANCIAL ASSETS

Held to maturity investments	9,627,498	9,083,627
	<u>9,627,498</u>	<u>9,083,627</u>

### NOTE 7 : PROPERTY, PLANT AND EQUIPMENT

Non-Current				
Office equipment		726,889		614,322
Accumulated depreciation		(348,706)		(235,142)
Motor vehicles		244,770		244,770
Accumulated depreciation		(78,326)		(47,729)
Leasehold improvements		174,781		96,694
Accumulated depreciation		(46,507)		(19,444)
		<u>672,901</u>		<u>653,471</u>

#### 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 1 July 2011	233,084	106,740	96,589	436,413
Additions	243,347	127,352	-	370,699
Disposals	-	(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>
Additions	112,567	-	78,086	190,653
Depreciation expense	(113,564)	(30,597)	(27,062)	(171,223)
Balance at 30 June 2013	<u>378,183</u>	<u>166,444</u>	<u>128,274</u>	<u>672,901</u>

### NOTE 8 : TRADE AND OTHER PAYABLES

	Note	2013 \$	2012 \$
Current			
Trade payables		468,424	328,854
Sundry payables and accrued expenses		331,768	344,219
Grants received in advance	8 (a)	7,509,788	7,581,278
		<u>8,309,980</u>	<u>8,254,351</u>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### NOTE 8 : TRADE AND OTHER PAYABLES (CONT'D)

	2013 \$	2012 \$
8 (a) Grants received in advance comprise the following:		
NSW Department of Family and Community Services - Peak Funding & Statewide Peak Activities	54,098	75,001
NSW Department of Family and Community Services - HACC Carers under 65yrs	9,824	-
Department of Health and Ageing - HACC DoHA Carers over 65yrs	12,864	-
Ageing, Disability & Home Care - Older Parent Carer Program	5,521,690	5,559,952
NSW Department of Family and Community Services - Young Carers Program	31,823	30,359
Carers Australia - FaHCSIA Young Carers Program	3,295	2,299
NSW Department of Family and Community Services - Young Carers Policy	42,187	42,187
Carers Australia - Carer Information Support Service (CISS)	6,509	947
Carers Australia - National Carer Counselling Program (NCCP)	3,023	53
Carers Australia - Carer Engagement Project for 2012 - 2013	-	12,500
Carers Australia - Mental Health Carer Counselling	43	19,380
Carers Australia - Better Start for Children with Disability	43,131	60,480
Mental Health One-Off Projects	76,886	-
Department of Families, Housing, Community Services and Indigenous Affairs - Mental Health Respite	514,179	-
NSW Department of Family and Community Services - Carers Week	127,685	207,685
NSW Department of Family and Community Services - Carers Support Group (together program)	50,489	-
Ageing, Disability & Home Care - My Plan My Choice	660,823	532,875
Ageing, Disability & Home Care - Supported Living Fund	77,827	395,440
NSW Department of Family and Community Services - Carers Week Awards	26,310	39,942
Ageing, Disability & Home Care - Library Outreach	3,751	3,751
Ageing, Disability & Home Care - Connecting Carers Through IT	39,681	39,681
NSW Department of Family and Community Services - NSW Carers Strategy Consultation	40,000	-
Carers Australia - Promotion of GP After Hours Helpline	20,000	10,000
NSW Department of Health - Family and Carer Mental Health Program	7,227	57,073
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 Life Course Framework Stage 2	-	731
Carers Australia - Carer Recognition Program	612	612
NSW Department of Family and Community Services - Speaker	6,671	10,029
Sponsorship (Biennial Conference) 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	5,848
NSW Department of Health - One Off Carers Life Course Framework	96	96
Macquarie Group Foundation - Ethics of Caring Project	16,911	16,911
NSW Department of Family and Community Services - Young Carers Interagency Project	39,302	42,183
South Eastern Sydney Local Health District - Multicultural Awareness Posters	312	-
North Coast Medicare Local - North Coast Craft Studio Session	2,299	-
South Eastern Sydney Local Health District - Older Parent Carer Program - SE Sydney 'Planning for the future - Carers Week 2013'	4,545	-
Ageing, Disability & Home Care - Metro North Project	-	1,604
Ageing, Disability & Home Care - Working with Carers Orientation Workshops	18,038	18,038
	<u>7,509,788</u>	<u>7,581,278</u>

### NOTE 9 : PROVISIONS

Current		
Provision for annual leave	177,294	145,553
	<u>177,294</u>	<u>145,553</u>
Non-Current		
Provision for long service leave	132,018	111,125
	<u>132,018</u>	<u>111,125</u>

### NOTE 10 : CASH FLOW INFORMATION

(a) Reconciliation of cash flow from operations		
Surplus for the year	431,501	822,221
Non-cash flows in operating result		
Depreciation	171,223	144,006
Changes in assets and liabilities		
(Increase) / Decrease in trade and term debtors	(77,104)	(66,336)
(Increase) / Decrease in other assets	(6,504)	(27,526)
Increase / (Decrease) in payables	55,629	230,045
Increase / (Decrease) in provisions	52,634	18,646
Net cash provided by operating activities	<u>627,379</u>	<u>1,121,056</u>
(b) Non-cash financing and investing activities		

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



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### NOTE 11 : CAPITAL AND LEASING COMMITMENTS

	2013 \$	2012 \$
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	400,710	390,787
- between 12 months and five years	400,901	698,134
- greater than five years	-	-
	801,611	1,088,921

### NOTE 12 : BANK GUARANTEE

Westpac Banking Corporation holds a rental guarantee in relation to the association's registered office of \$79,462.64 (2012: \$79,462.64).

### 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

## 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 43 to 47:

1. Presents a true and fair view of the financial position of Carers New South Wales Incorporated as at 30 June 2013 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, 30th August 2013

\_\_\_\_\_, Director

Jim Warren (Honorary Treasurer)  
Sydney, 30th August 2013

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



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

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### 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 2013, statement of surplus or deficit and other 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 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the *Associations Incorporation Act 2009*.

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



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

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#### Report on the Financial Report (cont'd)

##### *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

**Steven Zabeti**  
Partner  
Sydney, 30th August 2013

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Sydney, New South Wales 2000  
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# SUPPORTERS

## INDIVIDUAL DONORS

Mr Russell Jennings

Mrs Sharon Innis

Mr Arthur Cunningham

Dr Jennifer Berryman

Sonja Plahuta

Mr John Cameron

Dr George Boffa

Mrs Christine Gorman

Mrs Mary Lemmens

Eunice Chaffen

Mr Ernest Isles

Mrs Stephanie Wright

Dawn Springett

Alan Fahey

## ACKNOWLEDGEMENTS

Carers NSW gratefully acknowledges the following people, partnership organisations, and government agencies for their financial or in kind support during 2012/13.

Acquired Brain Injury Australia

Golf NSW

Grilled Pty Ltd

Kandos Kids & Carers Support Group

Perpetual Foundation - The Hamilton Charitable Gift Account

Picton Uniting Church

Rostmall Pty Ltd

Rothschild Australia

## VOLUNTEERS

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

Roxy Brady

Lilian Clayton

Jean Foxover

Christine Hall

Isabella Kane

Vincent Kane

Ian Kirkham

Irene Lam

Barbara Lee

Regina Lyon

Bart Madden

Sally Moss

Helen O'Doherty

Marie Shipway



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### Moruya

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### Tweed Heads

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Tweed Heads South  
NSW 2486  
T 07 5524 8711

ABN 45 461 578 851

## 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
- CALD – Culturally and Linguistically Diverse
- ABS – Australian Bureau of Statistics
- SLF – Supported Living Fund
- SLFWG – Supported Living Fund Working Group

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