

VISION

AN AUSTRALIA
THAT VALUES AND
SUPPORTS ALL
CARERS

VALUES

CARER-FOCUSED

- Carers are at the centre of all that we do
- Actively listen to and involve carers in all our activities
- Act with empathy and aim to improve carers' wellbeing

RIGHTS-BASED

- Support carers' rights to make their own choices and direct their own lives
- Protect carers' rights to privacy and confidentiality in the way we deliver our supports and services

RESPECTFUL

- Treat all people with respect
- Value all contributions and work to maximise opportunities for carers and for our staff

INCLUSIVE

- Advocate for and practise fairness and equity

- Recognise the diversity of carers and the need to be responsive to differences in their caring responsibilities, circumstances and cultural backgrounds

OPEN

- Value forward thinking, innovation and new ways of working
- Encourage collaborations and partnerships that provide solutions
- Adopt open communication

ACCOUNTABLE

- Aim for quality in all our endeavours
- Be honest, ethical and communicate with integrity
- Act professionally and make efficient use of our resources

VALUES INTO ACTION

CARERS NSW

- Focuses on improving outcomes for all carers in NSW regardless of their age, location, life-stage or caring circumstances
- Works to deliver practical improvements for carers, responsive to their individual needs and challenges
- Collaborates closely with carers, the National Network of Carers Associations including Carers Australia, and other partners including government agencies, peak bodies, non-government organisations, corporates and businesses
- Strives for innovation and evidence-based solutions through our focus on outcomes. Our professional practice is based on extensive consultation, research and effective collaboration with our partners
- Values the individual contributions of our staff, Board, carers, members and volunteers. Our work is founded on good governance and quality business processes
- Recognises the diversity of carers in NSW and the importance of responding in ways that are appropriate to a carer's age, location, gender identification, sexuality, and situation. We adopt inclusive strategies that reflect carers' cultural, language, ethnic and religious backgrounds
- Uses our extensive networks, organisational skills and commitment to maximise opportunities to better support carers throughout NSW
- Builds on our professional standing as an accredited provider and deliverer of quality

TABLE

OF CONTENTS

• VISION.....	2
• VALUES.....	3
• VALUES INTO ACTION.....	3
• ABOUT CARERS.....	5
• CARERS NSW.....	5
• PRESIDENT’S REPORT.....	6
• CEO’S REPORT.....	8
• BOARD OF DIRECTORS.....	10
• NSW CARERS STRATEGY 2014 - 2019.....	12
• CARER SUPPORT AND SERVICES.....	13
• NATIONAL CARERS WEEK.....	13
• ANNE’S STORY.....	17
• YOUNG CARERS IN THE MEDIA.....	18
• REBECCA’S STORY.....	20
• CARERS IN THE KITCHEN.....	23
• EDUCATION AND TRAINING.....	26
• POLICY AND ADVOCACY.....	28
• KEY SUBMISSIONS AND INQUIRIES.....	29
• KEY ADVISORY GROUPS AND MEETINGS.....	31
• RESEARCH.....	32
• AN EFFECTIVE PEAK ORGANISATION.....	33
• CARERS NSW STAFF CONFERENCE.....	33
• INFORMATION RESOURCES & PUBLICATIONS.....	36
• SUPPORTERS OF CARERS NSW.....	38
• REPORTS AND FINANCES.....	39
• CARERS NSW OFFICES.....	62
• HOW CAN YOU HELP?.....	62

ABOUT CARERS

A carer is any individual who provides **care and support** to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. Carers come from **all walks of life**, cultural backgrounds and age groups.

For many, caring is a 24 hour-a-day job with **emotional, physical and financial impacts** that can also affect their participation in employment, education and community activities.

Across NSW, there are approximately **904,400 carers**, comprising individuals as young as eight years of age through to the very elderly.

Carers exist in **all communities**, including Aboriginal communities,

those of culturally and linguistically diverse backgrounds, LGBTI+* communities, and throughout metropolitan, regional, rural and remote NSW.

Many people in caring roles do not identify as carers and as such are often not linked to services and supports that can assist them. These individuals are often referred to as 'hidden carers'.

*LGBTI+ – Lesbian, Gay, Bisexual, Trans and Gender Diverse, or Intersex.

CARERS NSW

Carers NSW is the peak non-government organisation for carers in NSW and a member of the National Network of Carers Associations. Our focus is on improving the lives of carers.

Carers NSW works with all carers regardless of their age, location, life-stage or circumstances. This includes those caring for individuals with support needs relating to ageing, disability, health and mental illness.

Carers NSW is a not-for-profit registered charity and company limited by guarantee. It is governed by a Board of Directors in accordance with the Corporations Act 2001 and the Australian Charities and Not-for-profits Commission Act 2012.

Carers NSW receives funding from a range of sources including the NSW Department of Family and Community Services and the Australian Government Department of Social Services.

The organisation is based in Sydney, has a number of regional offices, and provides supports to carers across NSW.

Carers NSW operates with a set of values that underpin our interactions and activities with stakeholders.

PRESIDENT'S

REPORT

The past 12 months have seen the Carers NSW Board of Directors, CEO, staff, programs, services and supports continue to adapt and evolve as the sector around us maintains its path of reform.

Whilst change is constant and can at times represent opportunities, it can also be a challenge as we come to terms with a new way of doing business. This is particularly the case for those of us caring for others, as we struggle to balance the needs of those we care for and ourselves, whilst learning of new ways to ensure we build our social capital and enable equitable access to services through evolving delivery models.

One critical impact this year has seen the realisation of the NDIS. As the roll out becomes a reality for more carers there has been a resetting of how services are delivered and funded in the sector. Whilst the NDIS has a focus on disability by placing the recipient in the centre of funding and service models, its impact has stretched further to all carers as the human services portfolio realigns to accommodate this new direction.

In this time of change Carers NSW has made a conscious effort to better understand government policy and direction, to work with and contribute to the changing landscape. Many of the traditional programs and funding streams have transitioned and the way of doing business with government is also transforming. This has meant we in the Board have taken the time to reassess our culture and our own business model to assist us in actively retaining our central priority, you the carer, aiming at all times to ensure a clear and distinct profile for

carers, as government remodels the way the sector conducts its business.

The primary responsibility of your Board is to establish the strategic framework and steer the direction of the organisation today and into the future. For us this has also meant staying connected to the wider National Network of Carers Associations and constantly checking our alignment to the goals and objectives of the organisation as stated in our Strategic Plan.

A separate challenge for us all is the growing number of carers, across the state. One in eight people in NSW are carers, and it is essential we understand the changing profile of our community, where they live and how they access services and participate in life. Whilst the impact of caring is clearly dispersed across the lifecycle there are critical transition points, for young carers, older carers and those trying to access employment and balance the commitments of family forming and employment. This year we have seen the successful delivery of a number of initiatives particularly in support of our Aboriginal and young carers. It is important that the Board continues to work with Carers NSW to ensure we are aligned with carers expectations to enhance liveability in our cities and rural and regional communities

It is also important to note that we have also experienced change within the Board over the last year. In the first



half of the year the Board was admirably led by Lynette Nixon, an energetic force that encouraged innovation and self-examination with a skill in building relationships across the network. Last year we undertook a detailed review of Board skills and determined we needed to strengthen the composition in the specific areas of human resources, legal capability and risk management. We have been fortunate to welcome Billie-Jo Barbara and Liz Cohen to the Board who very competently fulfil these requirements. Another change has been the appointment of Jenine Bradburn, a long standing Board member to Chair our Governance committee, as an experienced Board Director in changing environments Jenine is well placed to guide governance and change management required in the current climate. In amongst change we have retained stability with the ongoing fiscal management remaining to be the core responsibility of Stephen Bowles and Bruce Howle. Felicity Purdy as our senior and most long standing Board member performs a critical role in keeping us aligned with the core business of staying true to the needs of carers in NSW and carrying out the role of being our nominee on the Carers Australia Board. We have nevertheless noted that there is an opportunity for enhancing diversification in the Board, which we are aiming to address in the year ahead to ensure we are more fully representative of the community we serve.

Next year we will review our strategic plan, however this year we have had to do the hard work in considering our future direction which will then serve to underpin this plan. This has involved working with the National Network of Carers Associations across Australia to help determine the model that will best meet the needs of the members of Carers NSW.

In May this year we met with the new Chairman of Carers Australia, Dr Peter Langkamp, our discussions

with Peter were both lively and fruitful in progressing the understanding we all have of the network of Carer Associations across the country, the role of Carers Australia as our Federal advocate and the differences experienced by carers across the land. For me this was an enlightened conversation, reinforcing the need and purpose of Carer Associations, but also confirming the requirement for a focused organisation that best meets the needs of the diverse and individual carers in NSW, in our cities, regions and rural communities

At the time of writing, I have a sense that we do have a greater understanding of our role, having examined various models of operation we have a confirmed sense of self, and a reinforced acknowledgement of our place as the key provider in NSW for carers, seeking alignment and knowledge sharing with our partner agencies.

As we look to next year we will continue to mature in our understanding of the changing sector and our role in it, examining closely the funding streams available from both State and Federal government whilst developing relevant partnerships with fellow service providers across the sector.

In summary, I have a sense that whilst challenging, this has been a foundational year, the world around us is changing and your Board must develop and change to keep pace and stay relevant. The learnings of the last two years have left us better placed to move forward and transform with the sector, through a clear and confirmed vision to ensure carers in NSW are well recognised and supported.

President

CEO'S

REPORT

2016 - 2017 has been yet another challenging year for Carers NSW as we continue to seek the most relevant way to represent, advocate and connect with carers across the State in a sector that is undergoing significant transformation.

The current climate of change presents many challenges but also a number of opportunities and throughout the year the organisation has shown great agility and forethought as these challenges have been met with innovative and carer focused solutions.

Throughout the year our work has continued to reflect our vision, an Australia that values and supports all carers, and we have continued to put carers at the front and centre of all that we do.

The Carers NSW 40th birthday celebrations continued in the second half of 2016, with events in Armidale, Dapto, Dubbo, Maitland and Tweed Heads as well as five *Carers in the Kitchen* workshops in Sydney, which ran from July - November 2016. The events provided a fantastic outreach opportunity for Carers NSW to meet and support countless carers in NSW, many of whom were new to the organisation. The events also presented an opportunity to reconnect and re-engage with many of our existing groups and carers living in regional NSW.

The celebrations enabled many carers to take a break from the responsibilities of their caring role and the *Carers in the Kitchen* workshops in particular, empowered carers to set up their own informal support networks. I think our Founders, Clare Stevenson and Averil Fink, would have been pleased with our celebrations and the legacy of commitment to carers that they left for us all.

In September 2016, two of our Young Carer Leaders represented young carers in NSW at a meeting with the Prime Minister, the Minister for Social Services and the local federal member for North Sydney. The Young Carer Leaders gave the politicians a first-hand account of what it is to be a young carer and what supports work best to meet their needs. This was an inspiring meeting and provided an opportunity to give some advice about the Young Carer Bursary Program and the development of the new *Try Test and Learn* approach which had been recently announced.

Our engagement and responsiveness on a number of key issues caught the attention of the media and carer stories featured across an array of media outlets in 2016 - 2017. Highlights of which included an SBS interview on CALD carers, a feature on the Carers NSW report on respite and an *Inspirational Women* feature on the ABC hosted by Chris Bath. The panel discussion, held to coincide with International Women's Day in March 2017, featured three carers and was a fantastic platform to help raise awareness of carers in our community.

As always, National Carers Week was our key event for the year and in 2016 everyone in the organisation went to extra lengths to help raise awareness of and support carers in NSW through attendance at community events, presentations and workshops for corporate partners and the provision of individual support and counselling.



In 2016 we made the decision to move Carers Day Out to Redfern in an attempt to engage with more carers. What an amazing turnout from carers, partner organisations, supporters and friends. The sun shone, the coffee flowed (thanks to our new partner icare) and everyone had a day of fun and relaxation, but importantly the recognition of carers and their role in the community, was at the centre of the festivities. Many events were held across NSW in celebration of carers and we received wonderful pictures from carer support groups and organisations of carers enjoying morning teas, lunches, pamper days and group outings.

National Carers Week 2016 was abuzz with activity as we launched the results of the Carers NSW 2016 Carer Survey and our Reconciliation Action Plan (RAP). The RAP is a key milestone for the organisation as we continue our journey of supporting and working with Aboriginal carers and services. The development of the RAP took many months of careful consideration and consultation and we are very proud to have launched something that so accurately reflects our vision for reconciliation. We truly believe that our RAP is an active and practical guide for all of us and our RAP Working Group worked actively throughout the year to enable us to take some great strides towards meeting our goals.

Throughout the year our carer services and regional offices have continued to provide a central point for carers and service providers, with a great number of carers accessing services run out of Coffs Harbour, Dubbo, Newcastle and Tweed Heads and through our Carer Line. In February 2017, all staff travelled to Newcastle for the Annual Staff Conference for an intensive two days of workshops and discussion. The theme of the conference, *Disruptive Innovation*, reflected the need for us to continue on our path as a responsive and focused organisation with the ability to adapt and evolve to better meet the needs of carers in an ever changing sector.

Staff in all areas of the organisation, both geographically and in terms of service provision, have worked incredibly hard over the last 12 months to deliver on our business plan and provide meaningful supports to carers, while

also being mindful of the opportunities and challenges of meeting the needs of new, hidden or emerging carer groups.

Throughout 2016 - 2017, our work continued to build on the strong evidence base provided by our Research and Policy teams through informed presentations and submissions, recognition of our work in this area continues to grow. This work is reinforced by our Education and Training team who continued to deliver up to date and relevant information to carers and service providers alike. The work of the whole organisation is underpinned by our strong Finance and HR teams who ensure we recruit and maintain the right mix of people to fulfil the needs of carers now and into the future.

During the year, as the complexity of need of many carers increased, our partnerships with other organisations, businesses, governments and the community have strengthened and grown. These partnerships present many exciting opportunities for the future and strengthen our responsiveness to carers in a time of great change.

As an organisation, we greatly acknowledge the diversity of carers and our staff and over the past 12 months, we have actively worked to meet the needs of both. Carers NSW Diversity Committee, Quality Improvement Committee, WHS Committee and RAP Working Group have made committed efforts to drive us to be more responsive, quality focused and sustainable than ever before and the passion and commitment of all staff amidst many changes is to be applauded.

We look forward to all that the next 12 months may bring.

Elena Katrakis
CEO

BOARD

OF DIRECTORS

As at 30 June 2017 there were seven Board members, including four office bearers and two co-opted members. The Board operates a Finance, Audit and Risk Committee, a Governance Committee and time-limited working groups as required. See more information on the Directors' qualifications and experience below.



TRISH McCLURE *President*

- Member of the Governance Committee
- Member of the Finance, Audit and Risk Committee (ex officio)

Trish McClure has over fifteen years' experience as a carer and understands well the challenges of meeting complex care needs as well as balancing family and work commitments having worked for over twenty five years delivering infrastructure in the public sector, whilst bringing up her family including caring for her daughter with high support needs. Trish has a strong focus on delivering quality of life outcomes and enhancing carers' abilities to make choices and effectively plan for their futures and those they care for. Trish brings to Carers NSW high quality skills in strategic planning, government and governance, with the balance and empathy of real life experiences. She currently holds a senior position in the Transport portfolio delivering transport infrastructure and services in rural and regional NSW. Trish has also been an active fund raiser taking leadership roles with various organisations including the Parameadows Foundation. She is an experienced and trained Board member having been a member of Carers NSW for over 20 years and a Board member for three years. She was also a member of the Board for Interchange Illawarra for 14 years and the Shellharbour Business Unit Board for four years. Trish is focussed on leading Carers NSW in the changing landscape of the Human and Community sector with a focus on equity and integrity and passion to ensure relevance and service to all carers across the State.

STEPHEN BOWLES - *Vice President / Public Officer*

- Member of the Finance, Audit and Risk Committee

Stephen Bowles 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 the Chief Risk Officer of a growing Sydney accounting group. Stephen joined the Board of Carers NSW as a co-opted member in August 2009 and was appointed as Vice President in November 2016.





BRUCE HOWLE - *Honorary Treasurer*

- Chair of the Finance, Audit and Risk Committee

Bruce Howle joined the Board of Carers NSW in 2014 as a co-opted member. He is the Managing Principal at KSG with a career in accounting, taxation and assurance spanning a period of more than 25 years. Bruce is a registered tax agent, registered auditor under the Fair Work (Registered Organisations) Act 2009, registered company auditor, holds a limited AFSL license and is a registered SMSF auditor, advising on all matters financial to the SME market, not-for-profit organisations and financial service providers. Bruce has a Bachelor of Economics from Macquarie University, and is a member of Australia and New Zealand Chartered Accountants and the Australian Institute of Company Directors. He has been actively involved in the governance of a number of local community organisations in various capacities including Treasurer. Bruce has previously held the position of Secretary and was elected as Honorary Treasurer in November 2016.

JENINE BRADBURN - *Honorary Secretary*

- Chair of the Governance Committee

Jenine Bradburn is a Dental Prosthetist and has been politically active within her profession for the last fifteen 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 November 2012 and was elected Honorary Secretary in November 2016.



FELICITY PURDY - *Director*

- Carers NSW nominee to the Carers Australia Board
- Member of the Finance, Audit and Risk Committee
- Member of the Governance 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 19 years and has served as Secretary and Vice President.



BILLIE-JO BARBARA - *Director*

- Member of the Governance Committee

Billie-Jo's most recent experience has been in strategically assisting organisations to transform their workforces, business practices and strategy. She is currently the Director, HR Services for a large NSW government agency. As the previous Chairperson of a not-for-profit Board, Billie-Jo brings expertise in corporate services, people, culture and organisational transformation. She also has the experience of a sibling carer and is passionate about getting support out to hard to reach or hidden carers. Billie-Jo joined the Board of Carers NSW as a co-opted member in December 2016.



LIZ COHEN - *Director*

- Member of the Finance, Audit and Risk Committee

Liz has 20 years' experience in risk, assurance and sustainability and is currently the Head of Risk and Audit for an ASX listed company. She has been admitted as a legal practitioner in NSW, has a Masters in Business Administration and is a graduate of the Company Directors course. Liz joined the Board of Carers NSW in December 2016 as a co-opted member.



NSW CARERS

STRATEGY 2014 - 2019

The NSW Carers Strategy 2014 – 2019 is a five year plan aimed at improving the lives of carers across the state. The Strategy, launched in 2014 following extensive consultation with over 2,500 people, outlines how government agencies, business and community groups could better support carers.

VISION

- Carers and caring are respected and valued
- Carers have the time and energy to care for themselves
- Carers have the same rights, choices and opportunities as other members of the community

PRINCIPLES

- The strategy will be implemented in collaboration with carers, the private sector, non-government organisations and governments to achieve better and enduring outcomes for carers
- Projects will support the diversity of carers including those from culturally and linguistically diverse backgrounds, Aboriginal carers and young carers
- The strategy is a living document that will provide a platform for further work

FIVE KEY FOCUS AREAS

EMPLOYMENT AND EDUCATION

- Increase the use of existing workplace flexibility by carers and their employers
- Enable carers to recognise the skills and expertise they bring to employment and training
- More young carers receive support at school to transition to further education and employment

CARER HEALTH AND WELLBEING

- Improve the design and delivery of services and programs in ways that make it easier for carers to look after their own health and wellbeing

INFORMATION AND COMMUNITY AWARENESS

- Embed and improve information for carers in the trusted systems they frequently use
- Create positive media campaigns that portray carers as real people
- Increase the number of people with an understanding of carers lives

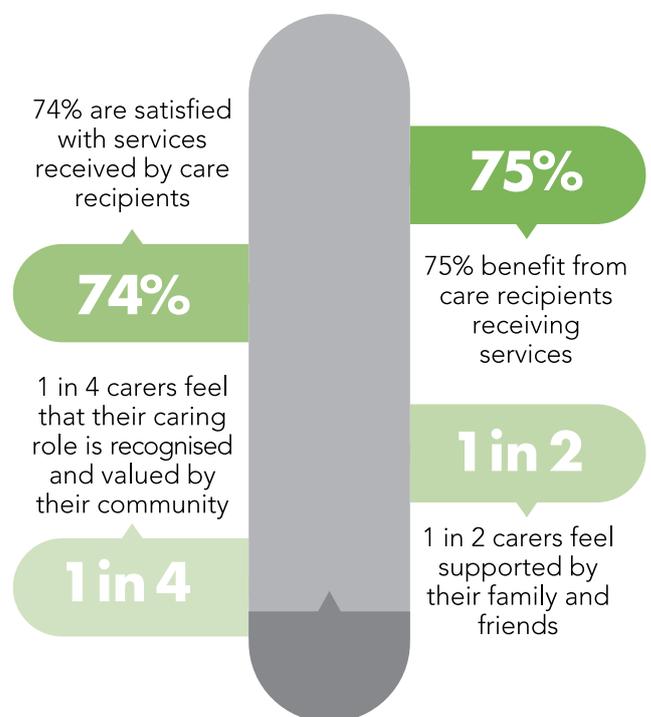
CARER ENGAGEMENT

- Continue to improve the ways we involve carers as partners in the care delivered to their loved ones
- Greater involvement of carers in local decisions about the design and delivery of services

EVIDENCE BASE

- Better use is made of the available data and research to create evidence that will shape policy and programs

Throughout 2016 – 2017, Carers NSW continued to work with the NSW Department of Family and Community Services and Carer Strategy Project Lead Organisations to progress the work of the NSW Carers Strategy 2014 – 2019. Most notably through the continued promotion of the *Who Cares?* app for young carers and through the distribution of results from the *Carers NSW 2016 Carer Survey* to help improve the evidence base on carers.



Results from the Carers NSW 2016 Carer Survey

CARER

SUPPORT AND SERVICES



NATIONAL CARERS WEEK

National Carers Week, an annual celebration of Australia's 2.7 million family and friend carers, ran from Sunday 16 – Saturday 22 October 2016. The theme for National Carers Week 2016, *Carers Count*, aimed to raise awareness of the contribution made by Australia's carers.

Key campaign messages highlighted the fact that family and friend carers provide 36 million hours of care and support each week and that the replacement cost of that care is \$1.1 billion per week.

In the lead up to and during National Carers Week 2016, Carers NSW raised awareness of carers in print and digital publications, on social media and through attendance at 26 events and presentations.



CARERS DAY OUT

Carers Day Out, held on Tuesday 18 October 2016 at Redfern Community Centre, was attended by approximately 400 people.

68% of attendees identified themselves as a carer and of these, 35% stated that at the time they were not members of Carers NSW. This indicates that Carers Day Out is a valuable way of reaching hidden carers.

The event was made possible with funding from City of Sydney, HESTA and the Carers NSW Board of Directors, and event partners included icare, Mudgin-Gal, Museum of Contemporary Art Australia and Rapid Relief Team.

Highlights of the day included pampering and relaxation, free health checks and information for carers. Feedback on the event was positive and Carers NSW will seek to partner with Redfern Community Centre for future events. When asked what carers enjoyed most about Carers Day Out, responses included;

"Talking to other carers, having a day of respite and talking to professionals in the field." – attendee, Carers Day Out 2016

"Having all the answers to my questions available at the one venue and I loved the free plants." – attendee, Carers Day Out 2016

GRANTS TO CELEBRATE NATIONAL CARERS WEEK

Carers NSW is funded by NSW Department of Family and Community Services to award grants of \$250 to organisations and carer support groups to plan events and activities for carers during National Carers Week.

In 2016, over 430 grants were awarded to carer support groups and organisations in NSW, an increase of 30% on the previous year.

Feedback from grant recipients indicated that over 13,500 people attended events and activities run by grant recipients and 57% of respondents reported that their event attracted new carers to their carer support group or organisation.

The typical grant recipient in 2016 was a carer support group or organisation supporting female carers, aged 26 – 65, caring for a person (under 65) with disability and living in South West Sydney. Strategies to diversify grant applicants will be implemented in 2017 – 2018 and into the future.

CARER LINE

The Carer Line is a national toll-free number offering specialist carer information, emotional support and referrals. The Carer Line is available to carers, care recipients, family members and service providers.

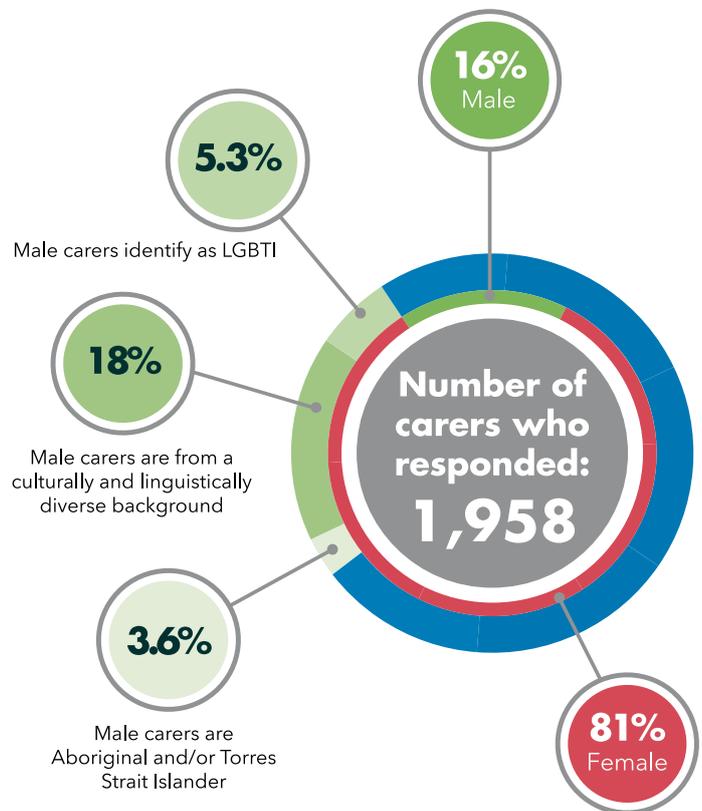
During the year 20,000 interactions were handled by the Carer Line. Of these interactions, **80% were unique incoming enquiries, compared with 59% the previous reporting period.**

Over 12,000 carers contacted the Carer Line, representing 75% of the unique incoming enquiries, and over 19,000 referrals were made to the National Carer Counselling Program, Centrelink, Commonwealth Respite and Carelink Centres and other support services and agencies. Over 200 Policy Advice Forms were logged by Carers NSW Carer Support Officers to support and advocate for carers at a systemic level.

Throughout the year Carer Support Officers attended over 50 community events, an increase of 25% on the previous year, to raise awareness of carers and carer support. Three specialised Carer Support Officers were also recruited into short term positions to raise awareness and increase engagement with hidden male carers, carers from culturally and linguistically diverse backgrounds and Aboriginal and/or Torres Strait Islander carers.

MEN'S HEALTH WEEK

Men's Health Week in June 2017 was a highlight of the year and saw increased engagement with hidden male carers through visits to Men's Sheds in NSW, a social media competition and the release of an infographic to highlight male carer responses to the Carers NSW 2016 Carer Survey.



Results from the Carers NSW 2016 Carer Survey

NATIONAL CARER COUNSELLING PROGRAM

The National Carer Counselling Program (NCCP) provides carers with access to short term solution-focused counselling through a network of professionally qualified counsellors, to help reduce stress, improve coping skills and facilitate, whenever possible, the continuation of the caring role.

In 2016 – 2017, the NCCP delivered over **5,500 counselling sessions to over 1,500 carers, approximately 58% of carers attended four or more sessions**. 90% of counselling sessions were delivered in person, on a one-to-one basis and approximately 85% of these sessions were provided by over 115 brokered counsellors across the state.

During the year 15 counsellors were appointed to help close gaps in service provision in regional and rural NSW, and for CALD, LGBTI+ and Aboriginal and Torres Strait Islander carers. At the time of reporting, 22 bilingual and culturally competent counsellors were available to support CALD carers and 55 brokered counsellors had received carer-specific training via the *Understanding Carers for Counsellors & Psychologists* module.

Of the carers who accessed NCCP during the reporting period, over 87% reported a positive outcome.

"My counsellor listened without judgement and I felt supported. I came away after each session feeling good about myself, less anxious and able to take up the next challenge." - NCCP Evaluation report 2016 - 2017

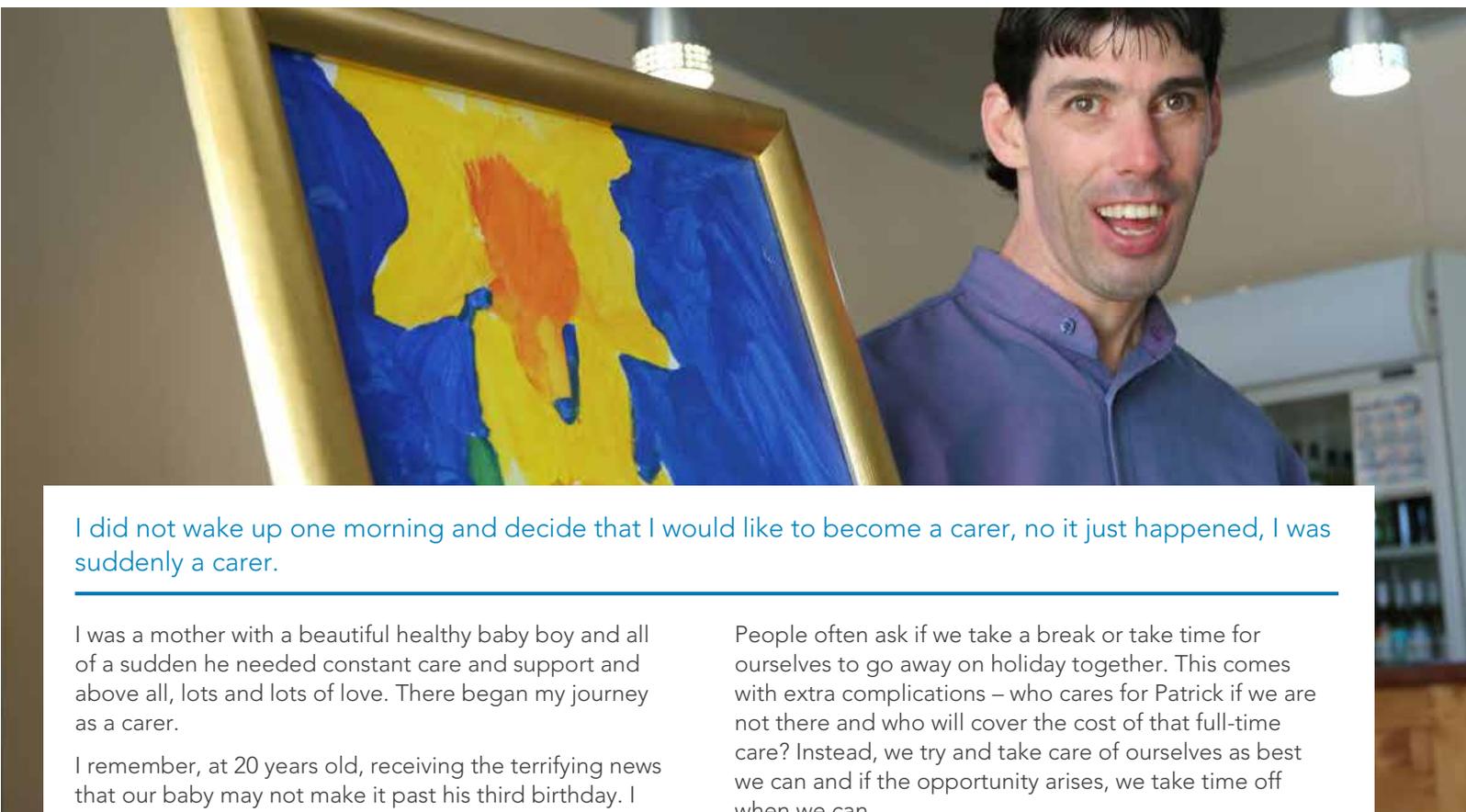
GROUP COUNSELLING

Therapeutic group counselling provides an opportunity for carers to participate in a carer wellbeing group suited to their specific needs and circumstances.

Groups are delivered in person or via *Talk-Link*, a telephone based program which enables carers in remote or rural areas to access support. Throughout the year, 10 therapeutic groups were delivered with new and existing partners including; Australian Foundation for Disability (AFFORD), Holdsworth Community, Huntington's NSW, Jewishcare, Lifebridge, Mission Australia, Motor Neurone Disease (MND), MS Society and Northern Beaches Interchange (NBI).

ANNE'S

STORY



I did not wake up one morning and decide that I would like to become a carer, no it just happened, I was suddenly a carer.

I was a mother with a beautiful healthy baby boy and all of a sudden he needed constant care and support and above all, lots and lots of love. There began my journey as a carer.

I remember, at 20 years old, receiving the terrifying news that our baby may not make it past his third birthday. I remember the pain and anguish of thinking my beautiful boy's life may be limited.

Following this came the daily therapies, doctors' appointments, blood tests, x-rays and 650km trips to Sydney every six weeks for appointments. As he got older we searched and travelled to many places for doctors or alternate therapies that could help him.

To make a very long story short, our boy Patrick surprised everyone. Not only did he survive past his third birthday, he also learned to walk and ride a push bike, joined the local Athletics Club and competed in running, high jumping, discus and other activities. He is also a recognised Artist and has held many art exhibitions and won awards both locally and state-wide. As his mother and carer I am most proud of his achievements.

Patrick is now 41 and still needs many hours of support each day, as a carer you really are on duty 24/7. Being a carer is often not a choice, life circumstances put you there and what keeps you going is knowing that the care you give your loved one is making a big difference to their wellbeing. We care for our loved ones every single day with little or no respite, no Work Cover or Superannuation and our role is not recognised to the extent it should be.

People often ask if we take a break or take time for ourselves to go away on holiday together. This comes with extra complications – who cares for Patrick if we are not there and who will cover the cost of that full-time care? Instead, we try and take care of ourselves as best we can and if the opportunity arises, we take time off when we can.

My life has been greatly influenced by my son Patrick, he has taught me humility, compassion, patience and through the need to gain better services and recognition for people with a disability, I have learned to be assertive and confident to Lobby at all levels of Government for better outcomes for those that need help.

As a result of this, I was encouraged by my community to stand as a Candidate for Local Government. A role which I have held for the past 13 years and still hold. I owe this to my son Patrick, to my husband who supports me in everything I do and also to my community for having the confidence in me. I cherish my role as a Councillor and it gives me the opportunity to represent my community on issues that are important to them. I have learned to juggle my role as Councillor and still be a carer, mother, grandmother and a wife.

This is my life as a carer, and I believe everything happens for a reason. I do my very best every day and although it can sometimes be overwhelming, I quickly overcome my emotions and realise that there are always others worse off than me. Especially when I look at Patrick and see that big wide smile, his eyes shine with love and happiness. He does not complain. He is happy and we love him.

The story above is a real carer story, written in the carers own words.

CARER REPRESENTATIVES

Carer Representatives are specially trained carers who help Carers NSW give carers a voice in government, media and community settings.

Throughout the year, Carer Representatives made significant contributions in a variety of arenas including participation in NSW Mental Health Commission's Carer Forum, providing feedback to the Department of Social Services regarding its Carer Assessment Process for the Carer Payment and Allowance, participating in a Mental Health Month Guest Panel and featuring in Carer Gateway film clips. Carer Representatives also made significant contributions to Carers NSW policy work.

One Carer Representative was named Carer of the Year in the NSW Carers Awards 2016 and another was selected to participate in the National Mental Health Consumer Carer Forum.

Carer Representative Training was conducted in July 2016 and June 2017 and at 30 June 2017 the Carer Representative program has 99 members from diverse backgrounds and caring roles.



YOUNG CARERS IN THE MEDIA

In September 2016 the Hon Christian Porter, Minister for Social Services, announced the Government's aim to revolutionise the welfare system with the implementation of the *Try, Test and Learn* fund.

The announcement triggered a large media response and a number of interviews were recorded featuring Carers NSW CEO, Elena Katrakis, and a number of Carers NSW Young Carer Leaders. Following the announcement, two Young Carer Leaders were invited to meet with Prime Minister Malcolm Turnbull and Minister Christian Porter, to discuss the *Try, Test and Learn* fund and its impacts on young carers.



YOUNG CARER PROGRAM

The Carers NSW Young Carer Program supports and connects young carers through registration, information, support and referral service. The program also connects with young carers through counselling, awareness raising workshops, leadership programs and representative opportunities.

Over the course of the year, **410 young carers were identified and registered to the Carers NSW Young Carer Program, an increase of 19% on the previous year.** This could be attributed to the increase in outreach during the year, including presentations at NSW schools and increased online presence. The program continued to reach a wide audience of young carers, their families and service providers through young carer website, YC News, YC E-News and Facebook.

YOUNG CARER LEADERSHIP PROGRAM

In April 2017, 20 young carers from across NSW attended the Young Carer Leadership Program (YCLP). The YCLP presented an opportunity for young carers to build their leadership capacity, develop media and storytelling skills and connect with other young carers. Feedback from all attendees was incredibly positive.

"The Young Carer Leadership Program not only allowed me to make new friends and to gain leadership skills, it also provided me with a number of skills that helped me become a better carer for my father" Young Carer Leader, 2017

"Being able to meet other young carers who I instantly related to and connected to in an open and inclusive learning environment (was a highlight). Prior to this experience I knew hardly anyone who was

openly a young carer so it was extremely exciting for me" Young Carer Leader, 2017

WATCH THIS SPACE

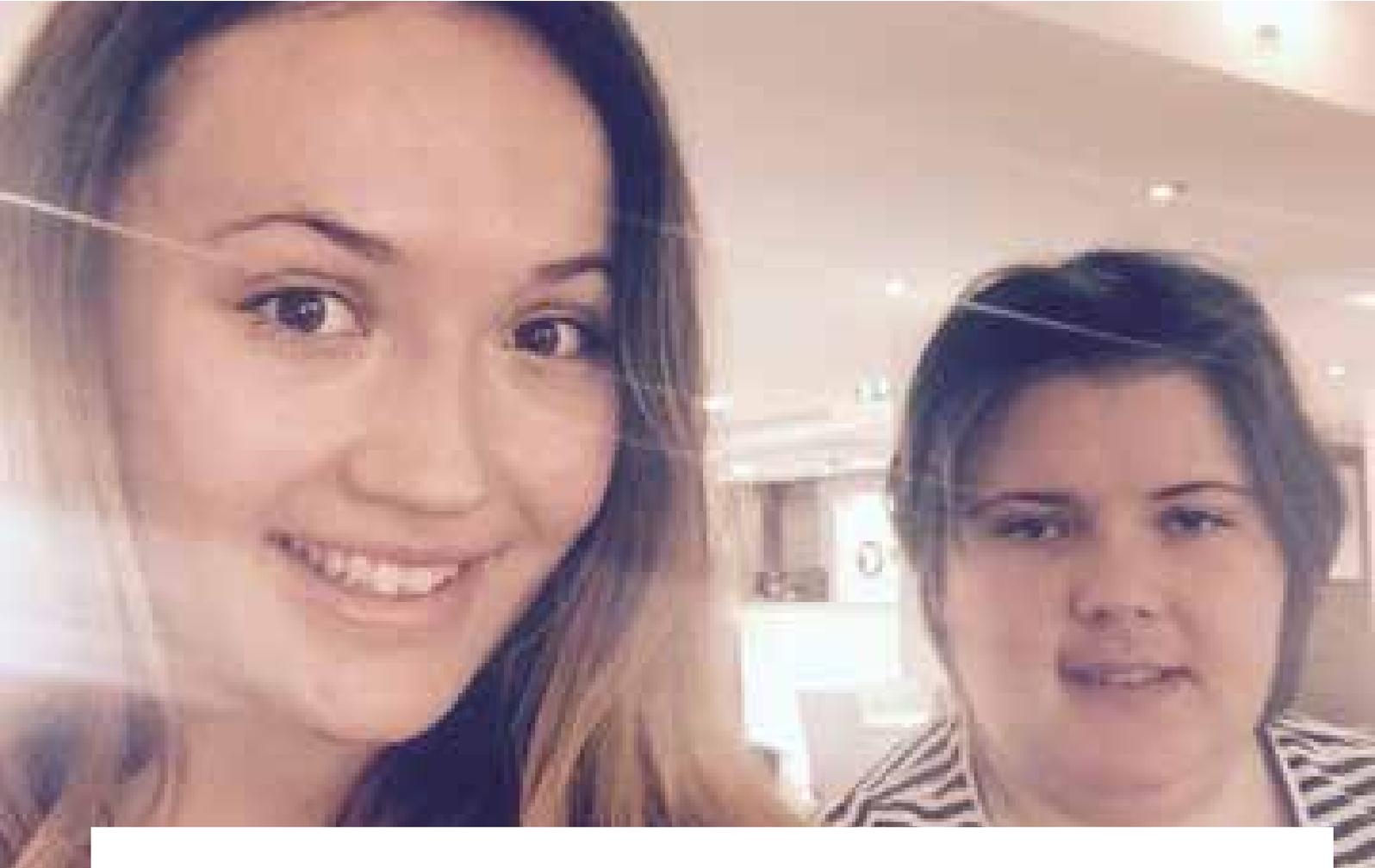
A highlight of the year was the commencement of *Watch This Space*, an exciting youth led initiative to raise awareness of young carers in schools. *Watch This Space* was developed in response to feedback from YCLP participants that a need exists for more awareness and support for young carers in school settings. *Watch This Space* was made possible through securing Youth Opportunities Funding from the NSW Government.

The content for *Watch This Space* was developed by a group of Young Carer Leaders and was trialed at a local school in front of 75 teachers. Feedback from the trial session was used to enhance the content which will be presented to a further 20 schools in 2017 - 2018 by a leadership group of 18 trained Young Carer Leaders.

Other successful initiatives throughout the year included supporting one young carer to receive the Rothschild Australia Young Carer Scholarship to take part in a voyage on the Young Endeavour and building the capacity of the service sector to better identify and support young carers through education and training offerings.

REBECCA'S

STORY



My name is Rebecca, I am 19, live in NSW and I am studying a Bachelor of Social Work. Not knowing any different, I have always considered myself a young carer; caring for my Dad who has a serious degenerative back injury, my Nan who passed away at age 93 (when I was 14), my mother and sister.

With my Nan, I helped her with her colostomy bags and assisted her as her Dementia worsened over the years. My sister who is two years younger than me, has severe Autism and speech delay. Just recently, my Mother has been diagnosed with Bipolar disorder. I think it's fair to say, I have some significant responsibilities in my caring role. When I was younger, I found it hard to explain to others all the duties I had like; cooking, helping with showering, driving, grocery shopping, cleaning and providing emotional support.

The hardest challenge I have faced as a young carer was when my Mother started her battle with Bipolar disorder. I'm happy to say that she is now undergoing treatment and is on the road to recovery. There is still such a long way to go but I'm pleased that she is feeling better.

I enjoy swimming and love playing music, especially guitar as it helps me to connect with my younger sister. Helping and watching her grow over the years has made me into the person I am today. I could never image my life not as a young carer. It is honestly the most rewarding thing ever and I wouldn't change a thing, not even a single challenge.

This year I was fortunate enough to attend the Young Carer Leadership Program run by Carers NSW. Attending the program was the most amazing experience I have had in a long time. I honestly couldn't urge more young carers to go and find out about the program. I am lucky to still be in contact with graduates, because each one of them was so inspiring. Everyone made me feel so accepted and I gained new leadership skills I didn't think possible.

The story above is a real carer story, written in the carers own words.

BETTER START

FOR CHILDREN WITH DISABILITY INITIATIVE

In 2016 - 2017, the Better Start for Children with Disability Initiative entered its fifth year of delivery. The initiative provides funding for early intervention services for children with specific disabilities. The Carers NSW Better Start team provides eligibility assessment and registration services and provides information, referrals and support to families, during what can be a very challenging time.

The Better Start team **successfully registered 392 children** during the reporting period and assisted families to access information, referrals and/or other support. Due to the continued rollout of the NDIS, the number of families registered with the program has decreased since the previous reporting period. It is anticipated that this number will continue to decrease as more NDIS sites become active across the state.

"Fantastic service with a seamless approach. I was very happy with the service I received and felt the Better Start team went out of their way to make this process extremely easy for me. The information discussed and emailed was very supportive and clear." Parent whose child was registered with Better Start in 2017

"Extremely polite and caring in discussions over the phone. Explained, very clearly the application process. Always willing to assist in a friendly matter." Parent whose child was registered with Better Start in 2017

In 2016 – 2017, the Better Start team delivered 15 *Moving Forward* workshops to over 130 families in NSW. *Moving Forward* workshops have been developed for parents and guardians of children registered to receive Better Start funding and who are preparing for, or have recently entered primary school.

In response to feedback from workshop participants, workshops in 2016 – 2017 placed greater emphasis on preparing families to transition from Better Start to the NDIS, in addition to providing an opportunity for families to learn how best to support their child during the transition to school.

Throughout the reporting period, 45 service providers attended workshops as guest speakers and participants, providing carers and families with direct access to local, state and national services such as the NSW Department of Education and the Department of Human Services. Positive feedback has been received by workshop participants.

"Fantastic workshop, I'm no longer scared of the NDIS! Thank you for all the info, it's a wonderful resource for stressed out parents! Wonderful." 2016 participant, regional workshop

"Very informative and useful information provided from a positive perspective." 2017 participant, metro workshop

MENTAL HEALTH RESPITE

CARER SUPPORT

The Mental Health Respite: Carer Support (MHR: CS) program supports carers of people living with mental illness and offers flexible person-centred support to assist carers to sustain their caring role.

During the year, the MHR: CS program provided support to over 137 carers in funded LGAs in the Hunter New England and South Eastern Sydney regions. Throughout 2016 – 2017, the program delivered 16 education sessions, including *Staying Connected When Emotions Run High*, *Partners in Depression* and NDIS information sessions, in addition to 65 carer relief activities. Compared to the previous reporting period, the number of education and carer relief activities delivered has decreased. This can be attributed to the rollout of the NDIS in the Hunter New England region from 1 July 2016 and the preparation for the NDIS rollout in South Eastern Sydney from 1 July 2017.

OLDER PARENT

CARER SUPPORT

The Older Parent Carer (OPC) Support Coordination program provides individual case management support with a focus on future planning for carers aged 60 or over (45 or over for Aboriginal or Torres Strait Islander carers) who care for a son or daughter with disability or chronic illness.

Throughout the year, the OPC program has provided support to 356 carers and provided over 9,600 hours of case management across the Orana Far West, Mid North Coast and South Eastern Sydney regions of NSW. During the year staff continued to actively promote the OPC program with an increased focus on building carers knowledge of the NDIS.

DIAGNOSTIC PROJECT

The Diagnostic Project, launched in December 2016, enables families caring for a loved one with disability to access a Comprehensive Function Assessment. By 30 June 2017, 232 people with disability had been assessed by statewide publicly funded Kogarah Diagnostic and Assessment Service or a local private organisation in NSW.

Feedback on the Diagnostic Project from carers was positive, with families reporting improved relationships with service providers.

As a result, service providers were better able to meet the needs of the person with disability and their families. This resulted in the increased availability of valuable information, enabling families to better prepare for the NDIS.

The Diagnostic Project has raised awareness of Carers NSW and linked 20 carers to the OPC program.

MY PLAN MY CHOICE

My Plan My Choice (MPMC) is an individualised funding program that helps older carers on the Mid North Coast continue in their caring role with the help of funding packages.

The MPMC program supported eight carers during the reporting period. As the sector transitions to the NDIS, Carers NSW has continued to work closely with Ageing, Disability and Home Care to ensure the smooth transition of these families to the NDIS.



CARERS IN THE KITCHEN

Carers in the Kitchen is a series of cooking workshops, facilitated by *My Kitchen Rules* finalists Helena and Vikki Moursellas. The interactive workshops are designed to help carers increase their knowledge and confidence in the kitchen, grow their social networks and enable them to take a break from the responsibilities of their caring role.

As part of the Carers NSW 40th birthday celebrations, the Carers NSW Board of Directors funded the six-part workshop, held at the William Angliss Institute in Surry Hills for members of Carers NSW. The first workshop, held in June 2016, was attended by 12 carers and subsequent workshops which were held in the first half of 2016 – 2017, had an average attendance of 15 carers.

Over the course of six months, many carers developed genuine friendships and provided positive feedback on the workshops.

"Thanks so much for the Carers in the Kitchen workshop. You looked after us so well and were always so nice and helpful! Really enjoyed the time spent there; not just the cooking but the company and the

break too. Will miss you all!" – workshop attendee, Sydney

"I would like to thank Carers NSW for giving me the opportunity to attend the workshops. They were amazing. I thoroughly enjoyed them, and had something to look forward to." – workshop attendee, Sydney

The *Carers in the Kitchen* workshops were repeated on a smaller scale in the second half of 2016 – 2017 when carers were given the opportunity to attend standalone workshops in Coffs Harbour, Dubbo and Sydney. The individual workshops were well very received by carers and many carers expressed interest in attending a series of workshops.

CARERS CRAFT STUDIO

The *Carers Craft Studio* supports carers by facilitating relaxing activities and information sharing, which often leads to referrals to Carers NSW counselling services.

In 2016 - 2017, the Carers Craft Studio extended its geographic reach by facilitating 63 craft sessions in Grafton, South West Rocks and Kempsey. Carers attending these craft sessions ranged in age from 25 – 83.

Highlights of the year included partnering with On Track Community Programs to run seven craft sessions for young carers aged 10 – 13 and partnering with Coffs Health Campus to run two information and craft sessions at the Health Campus.

Throughout the year, a number of referrals were made to Carers NSW programs including the Older Parent Carer program, *together* program and the National Carer Counselling Program.

A detailed evaluation of the *Carers Craft Studio* commenced in the second half of 2016 – 2017.

WECARE PROJECT

In October 2016, Carers NSW and icare announced an innovative new project, *wecare*, designed to work with families of Lifetime Care participants to increase their knowledge, resilience and wellbeing when support is most needed.

Phase 1 of the *wecare* project commenced in April 2017 to trial program content and delivery. The *wecare* program formally commences in August 2017 and two *wecare* programs will be available to carers.

The **Mentoring carers program**, for adult family members, is delivered as six to eight mentoring sessions. Experienced, supportive mentors work alongside family carers to provide information and support to strengthen coping strategies. The Mentoring carers program is flexible and can be delivered in-home, face-to-face or through other mediums that suit the family.

The **Children and young people program**, for family members aged five (school age) to 18 years, is a flexible program which is tailored to the needs of children and young people and is delivered over four to eight weeks. The program works with the child or young person to support them to reach their goals and pursue their dreams.

wecare
Caring for icare families

TOGETHER PROGRAM

The *together* program, funded by NSW Department of Family and Community Services (Ageing, Disability and Home Care), aims to develop, coordinate and resource a network of carer support groups throughout NSW for people caring for someone with disability.

During the year, the *together* program delivered over 30 education and training events to over 470 carers in NSW. The program also hosted 10 tele-meetings for carer support group (CSG) facilitators reaching a total of 68 participants.

CARER SUPPORT GROUPS

The *together* program, now in its fourth year, maintains a sustainability focus however the number of CSGs registered with the program increased by 8% to 383 groups during the year. CSGs registered with *together* are located in every local health district in NSW and include 74 culturally and linguistically diverse groups, 11 Aboriginal and Torres Strait Islander groups and eight young carer groups.

At 30 June 2017, *together* program staff directly managed 92 carer support groups and 15 Regional Assisting Organisations (RAOs) managed 219 carer support groups in NSW. Eight Self-Managed Organisations (SMOs), organisations with four or more internal carer support groups, supported 72 carer support groups. The annual one-day Forum for RAOs and SMOs was held in March 2017 and was attended by 20 participants, representing 27 RAOs and SMOs.

TOGETHER PROGRAM FACILITATOR FORUM

The third annual *together* program Facilitator Forum (the Forum), held in

October 2016, was attended by 54 CSG facilitators from across NSW. The Forum theme, *Becoming Sustainable*, aimed to encourage CSG facilitators to focus on the sustainability of their carer support group into the future. Feedback on the forum was positive with 75% of attendees reporting that the forum was 'Excellent'.

"I am motivated, confident and equipped to be able to run my group much better."
– *together* program Facilitator Forum attendee

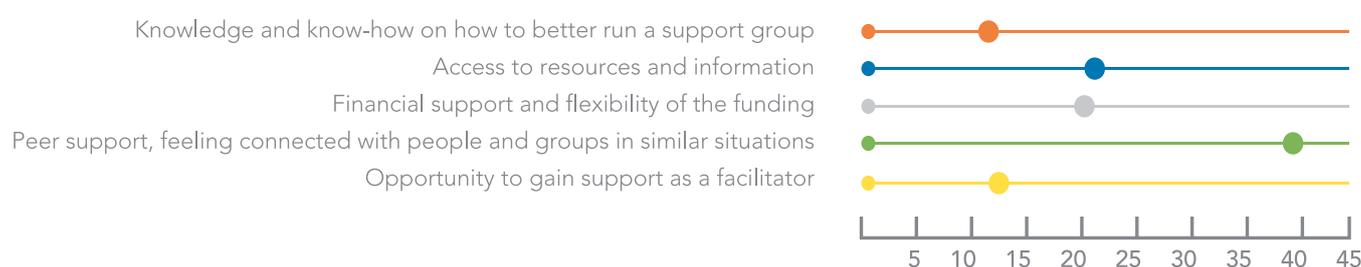
PROGRAM EVALUATION

The formal evaluation of the *together* program continued throughout 2016 – 2017, with six carer focus groups held between October – December 2016. At the end of the reporting period, the *together* program evaluation was still underway and is due for completion in late 2017. Feedback received to date has been positive, 90% of survey respondents reported that being part of the *together* program has had a positive impact on their carer support group.

"It's definitely very empowering... You feel like you've got more choices and more information." – Focus group participant

Facilitators were asked to identify the best thing about being involved in the *together* program, the top five responses are categorised below.

together program evaluation: What is the best thing about being involved in the *together* program?



EDUCATION AND TRAINING

The Carers NSW Education and Training team develop and deliver quality education to a variety of stakeholders in NSW to build knowledge and capacity and to strengthen carers resilience and improve overall health and wellbeing.

Five education and training modules were reviewed and redeveloped throughout the year, including the *Future Planning* and *Understanding and Supporting Carers for Service Providers* modules. Two new modules have also been added to the education suite of resources.

The *Transitional Care* module aims to help carers who are at a stage where they can no longer look after an ageing relative or friend at home and are transitioning to the aged care system.

Supporting Carers in General Practice focuses on the relationship between GPs and carers, and the opportunity this relationship presents for reducing incidents, relapses and critical events.

In 2016, Carers NSW was successful in obtaining accreditation with the Royal Australian College of General Practitioners (RACGP) and now provides Continual Professional Development (CPD) to GPs to help them engage carers as partners in care.

HIGHLIGHTS OF THE YEAR

During the year the Education and Training team **delivered education to over 900 carers** and approximately 350 service providers at carer events and forums as well as professional development sessions and seminars.

The Education and Training team exhibited at 24 events in 2016 – 2017, raising awareness of carers and Carers NSW services to **over 6,000 carers and members of the general public and to approximately 1,100 service providers**. Exhibitions included ARAFMI Rethinking Mental Health, ATSA Independent Living, BACK Up for Life, NSW Department of Family and Community Services (FACS) Supplementary Support, NSW Seniors Festival, St George Aged Care and the NDIS Service Provider exhibition.

Feedback from the FACS Supplementary Support Exhibition was particularly positive;

"FACS want you to know that we are very pleased with the quality of service Carers NSW provided today. We sincerely appreciate your responsiveness and professionalism in the way you assisted people who are trying to manage significant changes in their lives." - organiser, FACS Supplementary Support Exhibition

"We at FACS would like to acknowledge your contribution, which will further build the capacity of people with disability in making appropriate choices in the NDIS." - organiser, FACS Supplementary Support Exhibition

SUPPORTING CARERS IN THE WORKPLACE

Throughout the year the Education and Training team continued to support carers in the workplace through education and training activities, including partnering with FACS to deliver training in 13 locations across NSW. Feedback from the delivery of the *Getting prepared when someone you know is ageing* module demonstrates FACS understanding, recognition and value of employees with caring responsibilities.

Relationships with a number of private and public sector partners continued throughout 2016 - 2017 and **training was delivered to over 770 employees** at several organisations including City of Sydney, Macquarie Bank, Transport for NSW and University of Technology. During the year Carers NSW was also contracted by Clayton Utz to rollout carer education nationally.

CARERS AND THE NDIS WORKSHOPS

Transition to the NDIS continued to be a key focus for carers in NSW and the Education and Training team in 2016 - 2017. A two-part *Carers and the NDIS* workshop was developed and delivered to carers in NSW in the second half of the period. The workshop aims to build the capacity of carers to help them get the best outcome from the NDIS for the person they care for and for themselves.

At 30 June 2017, nine *Carers and the NDIS* workshops had been delivered to 127 carers. Carers NSW has committed to the rollout of 50 workshops which will continue throughout 2017 – 2018. To date the workshops have been well received by carers;

"Absolutely great information. I feel relieved at being equipped with more information." – workshop participant, Ashfield

"I was fairly unaware of what the NDIS is and feel more confident with the information provided" – workshop participant, Sutherland

"My understanding of the NDIS has increased so much." – workshop participant, Ulladulla



BUILDING CAPACITY FOR ABORIGINAL PEOPLE

In the second half of the year, Carers NSW in partnership with Mirri Mirri, began developing the *Walking Together: Providing choice in disability services for Aboriginal communities* project. The project aims to increase access to mainstream disability services by Aboriginal people with disability and their families and carers by;

- Developing the cultural competency of service providers to engage with and provide support to Aboriginal people with disability and their families and carers
- Developing the cultural safety of service organisations
- Developing the capacity for mainstream service organisations to become an employer of choice

Delivery of the project will continue throughout 2017 – 2018 and support in meeting project objectives will be provided by the development of an online education resource, face-to-face training and the offer of support for organisations in the development of indigenous inclusive action plans.

POLICY

AND ADVOCACY

The Carers NSW Policy team advocates to improve the recognition and support of carers by governments, service providers and the community.

HIGHLIGHTS AND ACHIEVEMENTS

In 2016 - 2017 the Policy team raised awareness of carers and promoted carer inclusiveness in **34 written submissions** to a range of NSW and Commonwealth government agencies. The team also produced three policy papers, three policy statements and six conference presentations during the year. The Policy and Executive teams continued to build and maintain partnerships and alliances to advance carer issues via **32 regular committee and advisory group meetings** with key government and non-government stakeholders.

Increased internal promotion of the Carers NSW Policy Advice Form resulted in the collection of over 200 carer stories throughout the year, an increase of 150% on the previous reporting period and 18 carers attended three focus groups in August 2016 and March 2017 to discuss the NDIS rollout in NSW.

The NSW *Carers (Recognition) Act* 2010 was also amended following the review of the Act in 2016 and now includes a number of Carers NSW recommendations.

NEW DEVELOPMENTS

A number of new partnerships were established by the Policy team in 2016 - 2017, including two regularly meeting networks, one focused on the NDIS rollout and one formed to take action on respite sector challenges. In March 2017 the Policy team, in conjunction with the Commonwealth Ombudsman, NSW Ombudsman and NSW Fair Trading, established a teleconference every second month to discuss and progress carer policy issues, especially in relation to the rollout of the NDIS. In June

2017, the Policy team founded a respite working group drawing together academics, peak organisations and service providers interested in advocating on changes to the respite sector.

In March 2017 Carers NSW had the opportunity to submit six proposals to the *Try, Test and Learn* fund, of which two were accepted for further development with a consortium and a number of young carers.

The Policy team also responded to the second consultation by the Department of Social Services on an integrated carer support service, supplemented by a number of opportunities to provide more informal advice. The most recent summary report from the consultations reflected much of the feedback provided by Carers NSW.

KEY IMPROVEMENTS

The November 2016 and April 2017 meetings of the Strategic Carers Action Network (SCAN) took a new theme-based format with guest speakers and a panel of experts, including carers. The November meeting focused on carers' experiences of the NDIS, while the April meeting was, at the request of SCAN members, themed around changes to the respite sector. The new format has resulted in greater attendance and more specific actions to take forward.

During the reporting period a conscious effort has been made to engage with carers via social media, *Carers News* and Carer Representatives in the development of policy positions. This has resulted in continuous feedback from carers that has informed policy papers and submissions.

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
<i>NSW</i>	
NSW Parliamentary Committee on Community Services	Access to transport for seniors and disadvantaged people in rural and regional NSW
NSW Parliamentary Working Group on Assisted Dying	Feedback on the Voluntary Assisted Dying Bill 2016
NSW Law Reform Commission	Guardianship Act Review, Question Paper 1
	Guardianship Act Review, Question Papers 2 and 3
	Guardianship Act Review, Question Paper 6
NSW Department of Family and Community Services	Foundations for change – homelessness in NSW discussion paper
Sydney Local Health District	NDIS gap analysis
	Request for feedback on the new SLHD Carers Program initiative, MICC
State Insurance Regulatory Authority	CTP reform: Insurer profits and dispute resolution discussion paper
Independent Pricing and Regulatory Tribunal	Review of rent models for social and affordable housing (Issues paper)
	Review of rent models for social and affordable housing (Draft report)
NSW Health	Discussion paper on the use of ante mortem (before death) interventions for organ donation in NSW
General Purpose Standing Committee No.3	Students with disability or special needs in New South Wales schools
NSW Parliament Standing Committee on Law and Justice	First review of the Dust Diseases and Lifetime Care and Support schemes
Transport for NSW	Proposed point to point transport regulations
NSW Mental Health Commission	Living well in later life draft issues paper
City of Sydney	A city for all: draft Inclusion (Disability) Action Plan 2017 - 2021



54%

of carers rated their health as good or better

Results from the Carers NSW
2016 Carer Survey

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
<i>National</i>	
Australian Commission on Safety and Quality in Health Care	Draft NSQHS Standards 2
Foreign Affairs, Defence and Trade Committee	Inquiry into suicide by veterans and ex-service personnel
Australian Law Reform Commission	Elder abuse discussion paper
Department of Health	Consultation on the draft National Aged Care Advocacy Framework
	Fifth National Mental Health Plan
	Single Aged Care Quality Framework – Draft Aged Care Quality Standards
	National LGBTI Ageing and Aged Care Strategy Review Survey
	National CALD Ageing and Aged Care Strategy Review Survey
Department of Social Services	Commonwealth Home Support Program Consumer Booklet
	Draft service delivery model for a proposed new carer support service system
Productivity Commission	Joint submission with Carers Victoria on the NDIS Code of Conduct discussion paper
	Telecommunications Universal Service Obligation
Joint Standing Committee on the National Disability Insurance Scheme	Telecommunications Universal Service Obligation
Senate Standing Committees on Finance and Public Administration	Joint submission with Carers Victoria on the provision of hearing services under the NDIS
Australian Institute of Family Studies	Gender segregation in the workplace and its impact on women's economic equality
Senate Committee on Community Affairs	Elder Abuse Prevalence Scoping Study
Department of Infrastructure and Regional Development	Joint submission with Carers Victoria on the delivery of outcomes under the National Disability Strategy 2010 - 2020 to build inclusive and accessible communities
Department of Infrastructure and Regional Development	Joint submission with Carers Victoria on the whole of journey: a guide for thinking beyond compliance to create accessible public transport journeys

37%

...of carers are employed



...of carers have reduced working hours



...of carers have refused a new job



...of carers feel supported by their workplace to balance work and care



...of carers can't afford to work any less



...of carers often consider quitting

KEY ADVISORY GROUPS AND MEETINGS

AGENCY	COMMITTEES AND ADVISORY GROUPS
NSW Department of Family and Community Services	NSW Ministerial Carers Advisory Council Aboriginal Carers Steering Committee NGO Housing Partners Reference Group and Future Directions for Social Housing Housing and Mental Health Agreement; Implementation Steering Committee Carers Strategy Implementation Committee (CSIC) Multicultural Advisory Group
National Network of Carers Associations	National Policy Working Group
NSW Ombudsman	NSW Ombudsman Disability Roundtable
Transport for NSW	Accessible Transport Advisory Community
NSW Health	SHAPE reference group - End of Life Care Disability Inclusion Action Plan Steering Committee
Department of Health and Ageing	Aged Care Liaison Group
Health Care Complaints Commission	Consumer Consultative Committee
South Eastern Sydney Local Health District	SESLHD Implementation Committee for the Disability and Carers Plans Culturally Diverse Carers Network Meeting
Sydney Local Health District	SLHD Carer Committee
Western Sydney Local Health District	WSLHD Carers Committee
Council of Social Services for NSW	Transport Policy Advisory Group Health Equity Alliance Forum of Non-Government Agencies
NSW Electoral Commission	Equal Access to Democracy Disability Reference Group
Australian Aged Care Quality Agency	NSW Agency Liaison Group
Mental Health Carers NSW	Older Persons Mental Health Peak Advisory Committee (OP-PAC) Peak Advisory Committee (PAC)
Baptistcare, Norwest	Stronger Carers Steering Committee
Trustee and Guardian	Planning for Later Life Forum
Council on the Ageing NSW (COTA)	NSW Ageing Alliance
Aged and Community Services (NSW and ACT)	NSW Community Care Forum
ACON	LGBTI Metro NSW Interagency
Western Sydney Medicare Local	Western Sydney Partners in Recovery Advisory Committee
Justice NSW	Victims of Crime Interagency
Aged and Community Services Australia (ACSA)	Respite Project Advisory Group
Agency for Clinical Innovation	Neurodegenerative and Neuromuscular Conditions Governance Group
Nurses and Midwives Association	Aged Care Roundtable
icare	wecare advisory committee

RESEARCH

Throughout 2016 - 2017, Carers NSW focused on utilising findings from research to raise awareness of carers and to give carers a voice through building partnerships with external research institutions, while also prioritising internal research and evaluation projects.

CARERS NSW 2016 CARER SURVEY

Results from the Carers NSW 2016 Carer Survey were released during National Carers Week in October 2016. In addition to the Main Report, findings from the Carers NSW 2016 Carer Survey informed the development of four infographic posters summarising key findings; three of which highlight responses from Aboriginal and Torres Strait Islander carers, male carers, and LGBTI+ carers.

Targeted analysis of Carer Survey data has also informed several conference presentations, journal publications, and policy submissions.

CONFERENCES

Throughout the year, research has informed 12 presentations at eight conferences, representing an increase of 67% on the number of presentations given in 2015 – 2016.

During the reporting period, Carers NSW Research and Policy teams presented at the following conferences;

- Annual Meeting of the Academy of Management
- Association of Industrial Relations Academics in Australia and New Zealand Conference
- Australian Association of Gerontology Conference
- Australian Institute of Family Studies Conference
- Australian Long-Term Unemployment Conference
- International Conference on Ageing in a Foreign Land
- International Mental Health Conference
- Youth, Health and Practical Justice Conference

PARTNERSHIPS

Carers NSW has continued to develop key research partnerships, most notably with academics from the University of New South Wales, University of Sydney, University of Wollongong, Southern Cross University, Griffith University, and the University of Newcastle. Through these partnerships, five peer-reviewed papers have been published in the *Health and Social Care in the Community Journal*, the *International Journal of Therapy and Rehabilitation*, the *Journal of Business and Management* and the *Journal of the Australasian Rehabilitation Nurses' Association*.

RESEARCH COMMUNITY

The Carers NSW Research Community continues to be the main channel through which carers are encouraged to engage and participate in research opportunities. Throughout 2016 - 2017, the Research Community grew its membership base to 279 members, an increase of 18% on the previous year, and Research Community members collectively participated in over 20 projects.

ADDITIONAL PROJECTS

Throughout the year, Carers NSW also conducted a number of program evaluations to ensure the organisation continues to deliver quality and sustainable services.

In addition to this, the Research team also conducted a national survey of carers' respite needs in collaboration with the National Network of Carers Associations. The results of this project have gained interest from a wide range of government, community sector, and academic sources and findings from this research provide a strong evidence base to advocate for carers respite needs.

AN EFFECTIVE

PEAK ORGANISATION



CARERS NSW STAFF CONFERENCE

In February 2017, Carers NSW staff convened in Newcastle for the Annual Staff Conference. The conference theme, *Disruptive Innovation*, focused attention on the changing landscape of the sector and facilitated discussion on how best to face the challenges these changes present.

The conference provided an opportunity for staff to acknowledge the changing sector and commit to modifying systems and processes to ensure they are aligned with the shifting needs of carers at a time of uncertainty.

During the conference, staff were given an opportunity to provide feedback on a number of innovative new projects including the Building Capacity for Aboriginal People project, run in partnership with Mirri Mirri, and participate in a facilitated discussion around three projects to raise awareness of and increase support for specific population groups; hidden male carers of children with disabilities, older parent carers of adult children with disabilities and adults with intellectual disability who become carers for their ageing parents.

The Voice Project also presented the results of the 2016 Employee Survey and highlighted areas of high performance and possible improvements. Following the presentation, staff worked collaboratively on developing action plans for areas of improvement.

AN EFFECTIVE PEAK ORGNISATION - CONTINUED

WORK HEALTH AND SAFETY

Throughout the year, the Work Health and Safety (WHS) committee continued to address and proactively resolve safety concerns and incidents for all Carers NSW sites. During the year the committee worked closely in consultation with management and staff from all sites to ensure policies remained relevant and legislatively compliant.

The WHS committee has actively ensured training has been provided to staff through the Carers NSW induction process and through participation in a number of emergency management trial exercises and regular WHS Alerts.

Following a review of policy and procedures, feedback on WHS continues to be positive, with 97% of staff reporting they are aware of their WHS responsibilities and identifying safety as one of the top 10 greatest strengths of Carers NSW in the 2016 Employee Survey.

QUALITY IMPROVEMENT AND ACCREDITATION

During 2016 - 2017 the Quality Improvement Committee met regularly and maintained a focus on continuous improvement.

At 30 June 2017, the Quality Improvement Committee is preparing for accreditation in early 2018 and aims to maintain accreditation against the Quality Improvement Council Health and Community Care Standards Quality Improvement.

HUMAN RESOURCES

During the year Human Resources worked closely with senior management, coordinators and staff to maintain effective and efficient services during numerous organisational changes.

In December 2016 staff were provided with an opportunity to participate in the 2016 Employee Survey, administered by The Voice Project, which benchmarks organisational performance against community services (excluding Health) organisations. Carers NSW staff participated in the Employee Survey for the fourth time and overall results remain strong when benchmarked against other community services organisations.

Results from the 2016 Employee Survey indicate that Carers NSW greatest strengths are Organisational Direction, Mission and Values, and Safety, each scoring satisfaction ratings in excess of 95%. Some notable improvements in the 12 months following the previous survey include Leadership (+19%), Cross Unit Cooperation

(+17%), Facilities (+16%), Recruitment and Selection (+15%) and Change and Innovation (+15%).

RECOGNISING DIVERSITY

Carers NSW acknowledges the diversity of carers, Board members, staff and volunteers through the actions in the Diversity Plan, attendance at community events and by hosting internal activities for staff to mark days that are significant to different communities.

Throughout the year the Diversity Group planned internal events to acknowledge a number of national and international recognition days, including NAIDOC Week, Wear It Purple and International Day of People with Disability.

INFORMATION TECHNOLOGY

The IT team works to provide reliable and up to date information technology solutions to staff and carers in NSW. During the year there was a strong focus on continuous improvement and a number of enhancements were made to ensure that Carers NSW IT services continue to meet the changing needs of carers into the future. Planning also commenced on safeguarding the sustainability of Carers NSW backend systems in the changing IT landscape.

Results from the 2016 Employee Survey indicate an IT satisfaction rate of 70%, 13% above the industry benchmark.

RECONCILIATION ACTION PLAN

In October 2016 Carers NSW launched the Reconciliation Action Plan (RAP) 2016 - 2018, outlining the organisation's vision to improve awareness, recognition and support of Aboriginal and Torres Strait Islander carers in NSW. The RAP was launched during National Carers Week at an event attended by community members, carers and local service providers.

The RAP document (pictured), designed by Dreamtime Creative, features Aboriginal artwork by Tracey L. Bostock and a caring story by Dolly Brown. The Carers NSW RAP outlines the specific actions the organisation is committed to undertaking and since the launch in October 2016, work has progressed across a number of these targets, including;

- Displaying the Aboriginal and Torres Strait Islander flag in all offices
- Becoming a member of Supply Nation, and engaging with Aboriginal-owned organisations to undertake

design work, catering and other services.

- Partnering with Mirri Mirri to deliver a capacity building project within Aboriginal communities
- Celebrating National Reconciliation Week in June
- Advertising positions within Aboriginal and Torres Strait Islander media
- Promoting awareness of the RAP internally at the Carers NSW staff conference in February 2017
- Confirming dates for cultural competency training in 2017, which will be delivered by long-term partners Mirri Mirri
- Publishing an Aboriginal and Torres Strait Islander Policy Statement which includes a profile of carers and Carers NSW advocacy priorities
- Publishing an infographic on the findings of the Carers NSW 2016 Carer Survey in relation to Aboriginal and Torres Strait Islander carers
- Drafting and distributing a Welcome to Country and Acknowledgement of Country protocol to staff for feedback

The actions of the RAP continue to be overseen by the RAP Working Group which meets on a bi-monthly basis.

FINANCIAL MANAGEMENT

A YEAR IN REVIEW

Carers NSW has faced a financially challenging year with reduced government funding and lower interest rates. The net operating result for the 2016 - 2017 financial year was a net deficit of \$354,653.

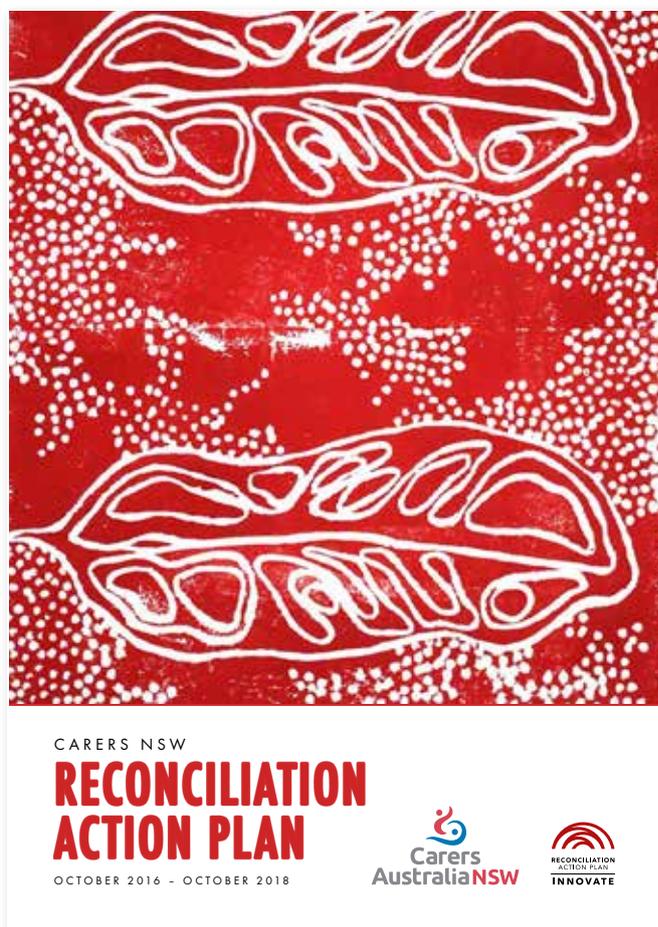
REVENUE

The majority (96%) revenue of Carers NSW was derived from Federal and State government departments, 3% of revenue came from interest and 1% of revenue came from fee for service, membership, donations and other sources.

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.

RESERVES AND ASSETS



For the 2016 - 2017 Financial Year, Carers NSW maintained an appropriate level of reserves to meet current and future obligations. Reserves at the end of the financial year were \$2.99 million.

FINANCIAL STRATEGY

Carers NSW has solid financial management, overseen by the Carers NSW Board's Finance, Audit and Risk 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.

Carers NSW will continue to monitor changes to both Federal and State funding as the NDIS rollout continues and tender for new services and explore opportunities as they become available.

INFORMATION

RESOURCES & PUBLICATIONS

TOM FINK LIBRARY

The Tom Fink Library was established in 1996 in memory of the late husband of Averil Fink, one of the founders of Carers NSW.

Throughout 2016 – 2017, the Tom Fink Library continued to expand its collection of books, films and other resources. A total of 63 resources were added to the collection, including books by popular Australian writers and carers.

During the year, the library was actively promoted to carers, staff and other organisations resulting in a 10% increase in the membership base. There has also been an increased focus on promoting carer-related resources to not-for-profit organisations to further support carers and raise awareness of carers' needs.

NEWSLETTERS – DIGITAL

Throughout the year Carers NSW continued to distribute three digital newsletters via email, providing carers and professionals with the latest carer related news and developments.

YC e-News is a monthly EDM for young carers and the professionals who support them. The newsletter continued to perform well throughout the year, ending the period with 2,200 subscribers and an average email open rate of 18.8%. Towards the end of the reporting period, various strategies were implemented to drive subscriptions throughout 2017 – 2018.

The Carers NSW *eBulletin* ended the reporting period with approximately 1,900 subscribers and continues to be a useful platform for providing information to service providers and professionals interested in carer related issues. Throughout the year, the *eBulletin* continued to outperform the industry open rate of 19.79%, with an average open rate of 22.5%.

The Carers NSW *NDIS Update*, designed to help carers understand and engage with the National Disability Insurance Scheme (NDIS), performed well throughout the year. Subscribers increased by 28% on the previous year to over 900, and the monthly email maintained an average open rate of 42.3%, outperforming the industry average by 22.51%.

NEWSLETTERS – PRINT

Carers News is a 16-page print magazine, sent to members of Carers NSW on a bi-monthly basis. At the end of the period, the number of carers and organisations receiving *Carers News* had increased to approximately 6,300, an increase of over 14% on the previous year.

Response to articles featured in *Carers News* continued to be positive throughout the year.

"I thank you for the copy of your publication Carers News, issue August/September 2016. The magazine covers a broad range of topics that are of interest to me. It has a strong focus on information and community commitment, both of which are fundamental to a rich society." - Deputy Secretary, Ageing, Disability and Home Care

YC News is a quarterly newsletter sent to members of the Young Carer Program at Carers NSW. The eight page newsletter is sent to over 3,100 young carers in NSW and features young carer stories, competitions and the latest news and events for young carers. YC News continues to be the main avenue of promotion of young carer related initiatives, for example, the Young Carer Leadership Program and the Rothschild Young Endeavour.

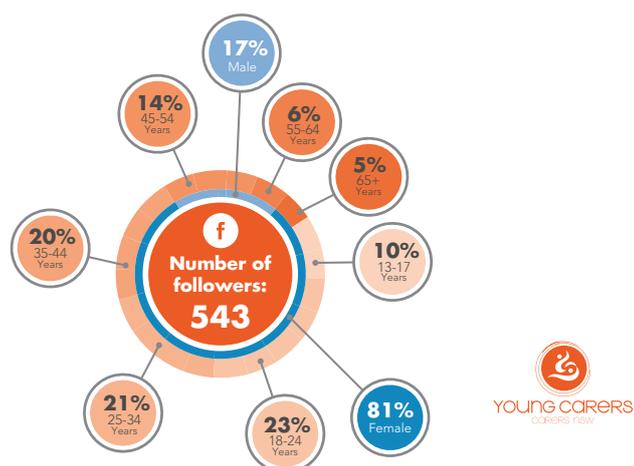
SOCIAL MEDIA

Carers NSW social media following continued to grow throughout the year. The Carers NSW and Young Carers at Carers NSW Facebook profiles performed particularly well during the period, with the number of followers increasing by 40.6% and 54.7% respectively. Carers NSW Facebook posts reached on average 906 people per post, compared with 843 people the previous period, and Young Carers at Carers NSW posts reached on average 136 people, compared to 99 people per post in the previous reporting period.

The Carers NSW Twitter profile continued to perform well, ending the period with over 3,100 followers, an increase of 9.4% on the previous year. The profile achieved, on average, 13,500 Tweet impressions per month.

In the second half of the year the Carers NSW Instagram profile was revived, attracting a younger following than Facebook and Twitter. The profile is very much in the early stages of development and ended the period with 160 followers.

YOUNG CARERS - SOCIAL MEDIA AUDIENCE



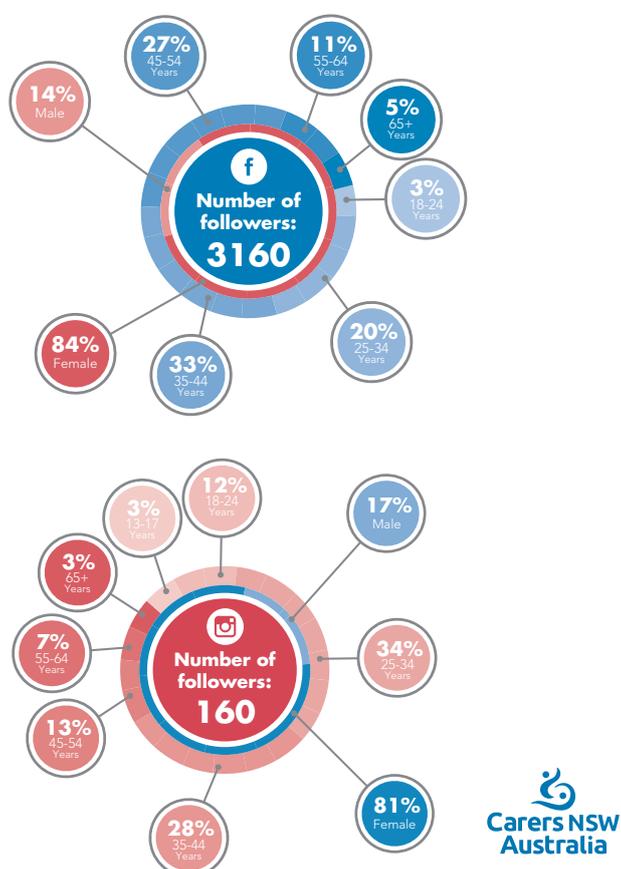
WEBSITES

During 2016 – 2017, Carers NSW websites continued to be a central source of information for carers, service providers and professionals.

Despite the continued shift towards mobile browsing, visits to the Carers NSW website remained high throughout the year, exceeding 80,000 unique visitors. This could be attributed to the tailoring of Google AdWords to focus solely on those browsing for carer related information on a desktop, to optimise their website experience. The most visited pages in 2016 – 2017 were the *Commonwealth Respite and Carelink Centres* information, the *Carer Support & Programs* page and the *Contact Us* page.

Visitors to the *Young Carers* website have decreased from the previous reporting period however the number of pages visited by the average user almost doubled to 5.18 pages per session in 2016 - 2017. This indicates that users are interacting with more website content than in previous years. The most popular pages were *What We Do*, the *Upcoming Events* page and the *Young Carers at Carers NSW Registration* page.

CARERS NSW - SOCIAL MEDIA AUDIENCE



MEDIA

During the year Carers NSW actively promoted carers in the media by issuing 17 media releases in metro and regional NSW. Releases covered topics such as National Carers Week, the NSW budget and the Carers NSW Respite Survey.

Carers NSW was approached over 20 times during the reporting period from a range of media outlets seeking Carer Representatives for newspaper articles and TV and radio interviews.

SUPPORTERS

OF CARERS NSW

FRIENDS OF CARERS NSW

Friends of Carers NSW help the organisation by contributing their time and skills. Friends do not play an active role in day-to-day operations but act as honorary consultants to the Carers NSW Board of Directors. 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 by the following Friends of Carers NSW;

<i>Dr Christina Aggar</i>	<i>Associate Professor Michael Fine</i>	<i>Mary Moody</i>
<i>Emeritus Professor Peter Baume</i>	<i>Patricia Harrison</i>	<i>Professor Melanie Oppenheimer</i>
<i>John Berryman</i>	<i>Professor Ian Hickie</i>	<i>Richard Ottley</i>
<i>Jennifer Bott</i>	<i>Paul Livingston</i>	<i>Jim Warren</i>
<i>Lucy Brogden</i>	<i>Miriam Margolyes</i>	<i>Emeritus Professor Ian Webster AO</i>
<i>Dave Carter</i>	<i>Julie McCrossin</i>	
<i>Emeritus Professor Bettina Cass</i>	<i>Andrew McKinnon</i>	

DONORS

Carers NSW gratefully acknowledges the following donors and all of the anonymous donors who have shown their support for carers by donating to Carers NSW in the past 12 months.

<i>Darrell Bailey</i>	<i>Robyn Duffield</i>	<i>Kate Ramsay</i>
<i>Laura Battistella</i>	<i>Emma Henderson</i>	<i>Kheng Selling</i>
<i>Bradley Corkett</i>	<i>Mary Lemmens</i>	<i>Laraine Toms</i>
<i>Arthur Cunningham</i>	<i>Julie Millard</i>	<i>Alec Walker</i>
<i>Cheryl Davies</i>	<i>Sandy Ng</i>	<i>Olive Williams</i>

CORPORATE AND OTHER SUPPORTERS

<i>Chris Bath</i>	<i>icare</i>	<i>Museum of Contemporary Art Australia</i>
<i>Bunnings</i>	<i>Heather McDowall</i>	<i>Rapid Relief Team</i>
<i>City of Sydney</i>	<i>Mirri Mirri</i>	<i>Rothschild Australia</i>
<i>HESTA</i>	<i>Helena and Vikki Moursellas</i>	<i>The Voice Project</i>

VOLUNTEERS

Carers NSW greatly appreciates the time volunteers dedicate to supporting the work of the organisation. During the reporting period, two new volunteers were recruited bringing the number of active volunteers to 14.

<i>Aileen Ahyong</i>	<i>Vincent Kane</i>	<i>Ann Tearell</i>
<i>Roxy Brady</i>	<i>Ian Kirkham</i>	<i>Susan Young</i>
<i>Lilian Clayton</i>	<i>Irene Lam</i>	
<i>Jean Foxover</i>	<i>Regina Lyon</i>	
<i>Elizabeth Hung</i>	<i>Sally Moss</i>	
<i>Isabel Kane</i>	<i>Helen O'Doherty</i>	

REPORTS

AND FINANCES

Carers NSW Limited

ABN 45 461 578 851

Financial Statements

For the Year Ended 30 June 2017

Carers NSW Limited

ABN 45 461 578 851

Contents**For the Year Ended 30 June 2017**

	Page
Financial Statements	
Statement of Surplus or Deficit and Other Comprehensive Income	42
Statement of Financial Position	43
Statement of Changes in Equity	44
Statement of Cash Flows	45
Notes to the Financial Statements	46
Responsible Persons' Declaration	59
Independent Audit Report	60

Carers NSW Limited

ABN 45 461 578 851

**Statement of Surplus or Deficit and Other Comprehensive Income
For the Year Ended 30 June 2017**

		2017	2016
	Note	\$	\$
Revenue	4	8,983,726	9,130,548
Other income	4	392,584	358,193
Depreciation and amortisation expense	5	(245,398)	(246,437)
Grant expenditure	5	(8,665,579)	(8,720,783)
Professional fees		(104,545)	(108,900)
Office costs		(23,344)	(21,266)
Other expenses		(692,097)	(300,371)
Deficit for the year		(354,653)	90,984
Other comprehensive income for the year		-	-
Total comprehensive income for the year		(354,653)	90,984

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Financial Position

30 June 2017

	Note	2017 \$	2016 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	896,945	793,838
Trade and other receivables	7	180,742	182,503
Other financial assets	8	10,121,228	11,151,837
Other assets	10	32,769	56,734
TOTAL CURRENT ASSETS		<u>11,231,684</u>	<u>12,184,912</u>
NON-CURRENT ASSETS			
Property, plant and equipment	9	601,685	747,549
TOTAL NON-CURRENT ASSETS		<u>601,685</u>	<u>747,549</u>
TOTAL ASSETS		<u>11,833,369</u>	<u>12,932,461</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	861,041	956,665
Employee benefits	13	306,157	301,107
Other financial liabilities	12	7,457,831	8,125,643
TOTAL CURRENT LIABILITIES		<u>8,625,029</u>	<u>9,383,415</u>
NON-CURRENT LIABILITIES			
Employee benefits	13	209,406	195,459
TOTAL NON-CURRENT LIABILITIES		<u>209,406</u>	<u>195,459</u>
TOTAL LIABILITIES		<u>8,834,435</u>	<u>9,578,874</u>
NET ASSETS		<u>2,998,934</u>	<u>3,353,587</u>
EQUITY			
Accumulated surplus	14	2,998,934	3,353,587
TOTAL EQUITY		<u>2,998,934</u>	<u>3,353,587</u>

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

**Statement of Changes in Equity
For the Year Ended 30 June 2017****2017**

	Accumulated Surplus	Total
Note	\$	\$
Balance at 1 July 2016	3,353,587	3,353,587
Deficit for the year	(354,653)	(354,653)
Balance at 30 June 2017	2,998,934	2,998,934

2016

	Accumulated Surplus	Total
Note	\$	\$
Balance at 1 July 2015	3,262,603	3,262,603
Surplus for the year	90,984	90,984
Balance at 30 June 2016	3,353,587	3,353,587

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Cash Flows For the Year Ended 30 June 2017

	2017	2016
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	9,004,766	9,903,143
Payments to suppliers and employees	(10,130,488)	(16,022,704)
Donations received	6,544	9,374
Interest received	294,274	335,499
Net cash provided by/(used in) operating activities	<u>(824,904)</u>	<u>(5,774,688)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(102,598)	(453,889)
Proceeds / (purchase) from held to maturity investments	<u>1,030,609</u>	<u>(1,583,780)</u>
Net cash used by investing activities	<u>928,011</u>	<u>(2,037,669)</u>
Net increase/(decrease) in cash and cash equivalents held	103,107	(7,812,357)
Cash and cash equivalents at beginning of year	<u>793,838</u>	<u>8,606,195</u>
Cash and cash equivalents at end of financial year	6 <u>896,945</u>	<u>793,838</u>

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2017

The financial report covers Carers NSW Limited as an individual entity. Carers NSW Limited is a not-for profit Company, registered and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2017 were to provide services for all carers in NSW including those caring for a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness, or who is frail.

The functional and presentation currency of Carers NSW Limited is Australian dollars.

The financial report was authorised for issue by the Responsible persons on 21 August 2017.

Comparatives are consistent with prior years, unless otherwise stated.

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

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of 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.

(c) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

Grant revenue

Grant revenue is recognised in the statement of surplus or deficit and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2017

2 Summary of Significant Accounting Policies (cont'd)

(c) Revenue and other income (cont'd)

Grant revenue (cont'd)

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt. The balance of grants outstanding and grants in advance at 30 June 2017 are listed in detail in Note 12(b).

Carers NSW Limited receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of surplus or deficit and other comprehensive income.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the company gains control, economic benefits are probable and the amount of the donation can be measured reliably. Voluntary donations, by their nature of being received prior to entry into the accounting records, may be subject to inherent limitations regarding the completeness of revenue from such sources.

Interest revenue

Interest is recognised using the effective interest method.

Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

(d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(e) Property, plant and equipment

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

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2017

2 Summary of Significant Accounting Policies (cont'd)

(e) Property, plant and equipment (cont'd)
acquisition date at fair value.

Where the cost model is used, the asset is carried at its cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Motor Vehicles	12.5%
Office Equipment	10 - 30%
Leasehold Improvements	20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f) Financial instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the Company becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial Assets

Financial assets are divided into the following categories which are described in detail below:

- loans and receivables;
- held-to-maturity investments.

Financial assets are assigned to the different categories on initial recognition, depending on the characteristics of the instrument and its purpose. A financial instrument's category is relevant to the way it is measured and whether any resulting income and expenses are recognised in profit or loss or in other comprehensive income.

All income and expenses relating to financial assets are recognised in the statement of surplus or deficit and

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2017

2 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

other comprehensive income in the 'finance income' or 'finance costs' line item respectively.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The Company's trade and other receivables fall into this category of financial instruments.

Significant receivables are considered for impairment on an individual asset basis when they are past due at the reporting date or when objective evidence is received that a specific counterparty will default.

The amount of the impairment is the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable.

In some circumstances, the Company renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the Company does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturity. Investments are classified as held-to-maturity if it is the intention of the Company's management to hold them until maturity.

Held-to-maturity investments are subsequently measured at amortised cost using the effective interest method, with revenue recognised on an effective yield basis. In addition, if there is objective evidence that the investment has been impaired, the financial asset is measured at the present value of estimated cash flows. Any changes to the carrying amount of the investment are recognised in profit or loss.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities depending on the purpose for which the liability was acquired.

The Company's financial liabilities include borrowings, trade and other payables (including finance lease liabilities), which are measured at amortised cost using the effective interest rate method.

Impairment of financial assets

At the end of the reporting period the Company assesses whether there is any objective evidence that a financial asset or group of financial assets is impaired.

Financial assets at amortised cost

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2017

2 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate.

Impairment on loans and receivables is reduced through the use of an allowance account, all other impairment losses on financial assets at amortised cost are taken directly to the asset.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

(g) Impairment of non-financial assets

At the end of each reporting period the Company determines whether there is any evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless of indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(i) Employee benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Long service leave is accrued for employees with more than five years of service.

(j) Provisions

Provisions are recognised when the Company 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.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

2 Summary of Significant Accounting Policies (cont'd)

(j) **Provisions (cont'd)**
the reporting period.

(k) **Economic dependence**

Carers NSW Limited is dependent on government grants for the majority of its revenue used to operate the organisation. At the date of this report the directors have no reason to believe the government grants will not continue to support Carers NSW Limited.

3 Critical Accounting Estimates and Judgments

The Responsible persons make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - employee benefits

For the purpose of measurement, AASB 119: *Employee Benefits* defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. The company expects most employees will take their annual leave entitlements within 12 months of the reporting period in which they were earned, but this will not have a material impact on the amounts recognised in respect of obligations for employees' leave entitlements.

4 Revenue and Other Income

Revenue from continuing operations

	2017	2016
	\$	\$
Finance income		
- other interest received	294,274	335,499
Other revenue		
- government grant revenue	8,689,452	8,795,049
Total Revenue	8,983,726	9,130,548
Other Income		
- Membership subscriptions	8,130	8,520
- grants for the acquisition of fixed assets	67,645	46,211
- other income	310,265	294,088
- donations	6,544	9,374
	392,584	358,193
Total Revenue and Other Income	9,376,310	9,488,741

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

5 Result for the Year

The result for the year includes the following specific expenses:

	2017	2016
	\$	\$
Depreciation expense	245,398	246,437
Employee benefits expense - contributions to defined contribution superannuation funds	405,403	373,895
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	945,848	798,282
Rental expenses	241,807	329,369
Accounting fees	7,237	13,045
Auditor's remuneration		
- Audit	17,000	17,000
- Other services	13,546	14,424

6 Cash and Cash Equivalents

	2017	2016
	\$	\$
Cash at bank and in hand	896,945	793,838
	<u>896,945</u>	<u>793,838</u>

7 Trade and Other Receivables

	2017	2016
	\$	\$
CURRENT		
Trade receivables	66,310	145,404
	<u>66,310</u>	<u>145,404</u>
Other receivables	114,432	37,099
Total current trade and other receivables	<u>180,742</u>	<u>182,503</u>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

8 Other Financial Assets

Held-to-maturity investments

	2017	2016
	\$	\$
CURRENT		
Other financial assets	10,121,228	11,151,837
	<u>10,121,228</u>	<u>11,151,837</u>

9 Property, plant and equipment

	2017	2016
	\$	\$
Motor vehicles		
At cost	282,536	267,470
Accumulated depreciation	(199,943)	(176,009)
Total motor vehicles	<u>82,593</u>	<u>91,461</u>
Office equipment		
At cost	733,360	738,799
Accumulated depreciation	(555,642)	(485,613)
Total office equipment	<u>177,718</u>	<u>253,186</u>
Leasehold Improvements		
At cost	426,708	402,902
Accumulated amortisation	(85,334)	-
Total leasehold improvements	<u>341,374</u>	<u>402,902</u>
Total plant and equipment	<u>601,685</u>	<u>747,549</u>
Total property, plant and equipment	<u>601,685</u>	<u>747,549</u>

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Motor Vehicles	Office Equipment	Leasehold Improvements	Total
	\$	\$	\$	\$
Year ended 30 June 2017				
Balance at the beginning of year	91,461	253,186	402,902	747,549
Additions	23,826	54,966	23,806	102,598
Disposals - written down value	(3,064)	-	-	(3,064)
Depreciation expense	(29,630)	(130,434)	(85,334)	(245,398)
Balance at the end of the year	<u>82,593</u>	<u>177,718</u>	<u>341,374</u>	<u>601,685</u>

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements
For the Year Ended 30 June 2017**10 Other Assets**

	2017	2016
	\$	\$
CURRENT		
Prepayments	32,769	56,734
	<u>32,769</u>	<u>56,734</u>

11 Trade and Other Payables

	2017	2016
	\$	\$
CURRENT		
Trade payables	264,991	372,091
GST payable	48,480	14,391
Sundry payables and accrued expenses	547,570	570,183
	<u>861,041</u>	<u>956,665</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying amounts are considered to be a reasonable approximation of fair value.

12 Other Financial Liabilities

	2017	2016
	\$	\$
CURRENT		
Funds on hold	152,047	152,047
Grants received in advance	(b) 7,305,784	7,973,596
	<u>7,457,831</u>	<u>8,125,643</u>

(a) Financial guarantees

Carers NSW Limited has the following guarantee:

- Westpac Banking Corporation holds a rental guarantee in relation to the Company's current registered office of \$255,919.89 (2016: \$255,919.89).

(b) Grants received in advance comprise the following:

	2017	2016
	\$	\$
NSW Department of Family and Community Services - Statewide Peak Activities	107,612	129,200
NSW Department of Family and Community Services - Training & Development	21,546	72,159
NSW Department of Family and Community Services - State-wide Information & Referral Service	100,707	50,896

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

12 Other Financial Liabilities (cont'd)

(b) Grants received in advance comprise the following: (cont'd)

	2017	2016
	\$	\$
NSW Department of Family and Community Services – Carers Representation Program	9,676	12,915
Ageing, Disability & Home Care - Carers NSW (Carers under 65)	14,394	103,308
Department of Social Services – Commonwealth Home Support Program (CHSP)	84,096	103,549
Ageing, Disability & Home Care - Older Parent Carer Program	2,465,437	3,704,636
NSW Department of Family and Community Services - Young Carers Program	84,803	89,096
Carers Australia - DSS Young Carers Program	1,192	5,929
NSW Department of Family and Community Services - Carers Strategy	805,746	870,886
NSW Department of Family and Community Services - Hidden Carer Outreach project	64,065	79,703
Carers Australia - Carer Information Support Service (CISS)	47	3,118
Carers Australia - National Carer Counselling Program (NCCP)	81	82,746
Carers Australia - Mental Health Carer Counselling	146	9,352
Carers Australia - Better Start for Children with Disability	41,382	72
Department of Social Services - Mental Health Respite: Carer Support	239,831	210,924
Department of Social Services - NDIS Transition Mental Health Respite: Carer Support	175,003	-
NSW Department of Family and Community Services - Carers Week	30,000	2,500
NSW Department of Family and Community Services - Carers Support Group (together program)	204,782	334,061
Ageing, Disability & Home Care - My Plan My Choice	795,944	1,350,546
Ageing, Disability & Home Care - Supported Living Fund	34,950	54,942
Carers Australia - Drought Assistance Packages	34,468	34,468
Ageing, Disability & Home Care - Library Outreach	3,751	3,751
NSW Department of Family and Community Services - NSW Carers Strategy Consultation	40,000	40,000
Ageing, Disability & Home Care - Metro South Project	951	951
NSW Department of Family and Community Services - Speaker Sponsorship (Biennial Conference)	6,671	6,671
Carers Australia - Carer Recognition Program	612	612
Carers Australia - IT Upgrade One-Off	3,194	3,194
Carers Australia - Special Infrastructure Project	25	25
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
Coffs Harbour City Council - Coffs Harbour Carers Day Out	-	909

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

12 Other Financial Liabilities (cont'd)

(b) Grants received in advance comprise the following: (cont'd)

	2017	2016
	\$	\$
NSW Department of Family and Community Services - Young Carers Interagency Project	39,302	39,302
South Eastern Sydney Local Health District - Multicultural Awareness Posters	4,312	4,312
Ageing, Disability & Home Care - Working with Carers Orientation Workshops	18,038	18,038
Carers Australia - Pollie Pedal 2014	-	10,000
Carers Australia - Moving Forward Workshops	17,775	-
Department of Education and Communities - Youth Opportunities Program	36,553	-
NSW Department of Family and Community Services	72,728	72,728
NSW Department of Family and Community Services - SDM Workshops for 14-18 yo and their families and carers	319,425	338,774
Insurance and Care NSW - wecare Children and Young People Program	-	13,828
Insurance and Care NSW - wecare Mentoring Carers Program	-	54,000
Community Underwriting Small Grant	-	1,000
Ageing, Disability & Home Care - OPC Diagnostic Project	147,293	-
Ageing, Disability & Home Care - OPC NDIS Transition Project	149,609	-
Ageing, Disability & Home Care - e Learning Project	37,351	-
Ageing, Disability & Home Care - Walking Together with Mirri Mirri (BCAP) Project	174,800	-
Ageing, Disability & Home Care - Specific Carers Projects	756,888	-
NSW Department of Family and Community Services - Carers and Employers Project (NSW Carers Strategy)	100,103	-
Total grants received in advance	7,305,784	7,973,596

13 Employee Benefits

	2017	2016
	\$	\$
CURRENT		
Long service leave	65,495	47,377
Annual leave	240,662	253,730
	306,157	301,107
NON-CURRENT		
Long service leave	209,406	195,459
	209,406	195,459

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

14 Accumulated Surplus

	2017	2016
	\$	\$
Accumulated surplus (accumulated deficits) at the beginning of the financial year	3,353,587	3,262,603
Surplus (deficit) for the year	<u>(354,653)</u>	90,984
Accumulated surplus (accumulated deficit) at end of the financial year	<u>2,998,934</u>	<u>3,353,587</u>

Members' guarantee

The Company is incorporated under the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 1 each towards meeting any outstandings and obligations of the Company. At 30 June 2017 the number of members was 6,994 (2016: 6,349)

15 Leasing Commitments

Operating leases

	2017	2016
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	336,755	364,040
- between one year and five years	<u>813,247</u>	1,048,936
	<u>1,150,002</u>	<u>1,412,976</u>

16 Financial Risk Management

The Company is exposed to a variety of financial risks through its use of financial instruments.

The Company's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The Company does not speculate in financial assets.

The most significant financial risks to which the Company is exposed to are described below:

Specific risks

- Liquidity risk
- Credit risk
- Market risk - currency risk, interest rate risk and price risk

Financial instruments used

The principal categories of financial instrument used by the Company are:

- Trade receivables
- Cash at bank

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2017

16 Financial Risk Management (cont'd)

- Bank overdraft
- Trade and other payables

		2017	2016
		\$	\$
Held-to-maturity financial assets	8	10,121,228	11,151,837
Loans and receivables	6&7	1,077,687	976,341
Financial liabilities at amortised cost	11	(861,041)	(956,665)
Other financial liabilities	12	(7,457,831)	(8,125,643)
		<u>2,880,043</u>	<u>3,045,870</u>

17 Key Management Personnel Remuneration

The totals of remuneration paid to the key management personnel of Carers NSW Limited during the year are as follows:

	2017	2016
	\$	\$
Short-term employee benefits	367,319	504,190
Post-employment benefits	33,367	47,324
Termination benefits	9,269	-
	<u>409,955</u>	<u>551,514</u>

The total remuneration paid to key management personnel of the Company is \$ 409,955 (2016: \$ 551,514).

18 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2017 (30 June 2016:None).

19 Events after the end of the Reporting Period

The financial report was authorised for issue on 21 August 2017 by the Responsible persons.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

20 Statutory Information

The registered office of and principal place of business of the company is:

Carers NSW Limited
Level 10, 213 Miller Street
North Sydney NSW 2060

Carers NSW Limited

ABN 45 461 578 851

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person



Trish McClure (President)

Responsible person



Bruce Howle (Honorary Treasurer)

Dated 21 August 2017

Carers NSW Limited

Independent Audit Report to the members of Carers NSW Limited

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a general purpose financial report of Carers NSW Limited (the Company), which comprises the statement of financial position as at 30 June 2017, the statement of surplus or deficit and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report presents fairly, in all material respects, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance for the year ended; and
- (ii) complying with Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter

We draw attention to the disclosure at Note 2(c) to the financial report, which describes the revenue recognition policy of Carers NSW Limited, including inherent limitations that may exist in relation to the recording of donations. Our opinion is unmodified in respect of this matter.

Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian

Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Felsers
Chartered Accountants



Steven Zabetti
Partner

Sydney
21 August 2017

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HOW CAN YOU HELP?

Carers NSW relies on the generosity of supporters to help make a difference in the lives of carers and is grateful to the individuals, organisations, businesses and corporates who give what they can.

There are many ways you can get involved and show your support:

- Make a donation
- Remember Carers NSW in your Will with a bequest
- Make Carers NSW your chosen charity when fundraising
- Partner with Carers NSW
- Make a gift in memory of a loved one
- Volunteer in the Sydney office
- Become a member of Carers NSW or the Carers NSW Young Carer Program
- Sign up for the eBulletin or NDIS update
- Follow Carers NSW on social media



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