

**AN AUSTRALIA
THAT VALUES AND
SUPPORTS ALL
CARERS**

VISION

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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 products and services

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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



This year has been both challenging and inspiring as our Board and our organisation grapples with the significant and ongoing changes to the environment where we continue to focus on our vision of valuing and supporting all carers.

In order to maintain our vision, our Board of Directors has strengthened and consolidated its skills base and direction with the return to the Board of Michele Ferris in November 2017, and the appointment of three new Directors in December 2017, Greg Sam, Reid Johnson and Simon Dawes, after a targeted recruitment process. With this strong, motivated and committed Board we have been able to make some key, well informed strategic decisions to better support our work and direction for and with carers in NSW.

During the past 12 months our focus has been on sustainability and planning for the future, but also ensuring our CEO and staff are supported while some of our cornerstone funded carer programs transitioned to the National Disability Insurance Scheme (NDIS) during this period.

At the beginning of the year the Carers NSW Board, after much consideration and advice, made the decision to participate in the NDIS, the most significant transformational reform for people with disabilities and their families and carers, as a provider of support coordination. Over the 12 months we have seen our role and expertise in this area expand and are pleased to see

Carers NSW providing independent choice for families in this space. We see this as a very valuable contribution in assisting carers to navigate through the NDIS and achieve the best outcomes.

At the same time our Board was also considering our future information technology and communication (ICT) capability and infrastructure, an area in which we had not invested significantly in the past, for a range of reasons. The Board, again with a compelling business case and advice, agreed to a substantial investment in making Carers NSW fit for the future through a new ICT Strategy. Implementation of the strategy commenced earlier this calendar year, and the Board is closely monitoring this project and its outputs, and the impacts on our work, reporting and systems.

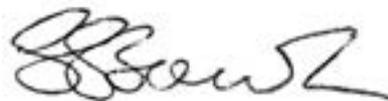
The Carers NSW Board is responsible for the overall governance, management and strategic direction of the organisation, and for delivering accountable corporate performance in line with Carers NSW goals and directions. Our constitution guides us, together with our Board governance policies.

In addressing these responsibilities, this year the Board engaged PricewaterhouseCoopers (PwC) from February 2018 to work with us to develop our next strategic plan, which covers the next three years. This document sets the roadmap for what we need to do, how we need to do it and what we need to achieve it, to meet the needs of carers across NSW. The strategic plan is the key and

most important priority for us to provide direction and leadership in this time of change. We have a great product which we will be working to and reporting on going forward and which gives us the flexibility to adapt and work within the changing environment.

Our Finance Audit and Risk Committee led by our treasurer Bruce Howle, and Governance Committee led by Michele Ferris, have both worked very hard over the past 12 months and I thank members of those committees for their invaluable commitment and contributions to continuing to work to meet our shared objectives and goals for carers and Carers NSW. Special thanks also to Felicity Purdy for her work as our representative on the Carers Australia board.

I would like to thank all Directors for their contribution, their time and professional expertise. The Board acknowledges and thanks our CEO, Elena Katrakis, our staff and volunteers and all our stakeholders who work with us to ensure our vision, that all carers in NSW are recognised, valued and supported by the community and governments, is realised.



Stephen Bowles
President

CEO'S REPORT



As I look back on our achievements in the past 12 months I find that it is also a time to reflect on how we have measured up against the priorities we set for ourselves as an organisation through our Strategic Plan 2015–2018. Carers NSW has certainly worked to ensure that our priorities of enabling and supporting the carer 'voice'; connecting carers to each other and to supports; building partnerships; and raising awareness, have well and truly been met through the wide range of activities outlined in this report. At times that 'voice' has been louder than usual and has needed to be heard more strongly, as reform and change has impacted on services and supports for carers, not only in NSW but nationally.

One of my key tasks of the past 12 months has once again been to focus on supporting staff to continue to deliver business as usual to support and respond to carers in the context of an ever changing sector, while also seeking

to strengthen our connections and grasp new opportunities. The impact of the transitioning of many programs to the National Disability Insurance Scheme (NDIS), the closure of Ageing, Disability and Home Care from 1 July 2018, and the continued uncertainty up until recently around the time frame for the introduction of the Integrated Carer Support Service (ICSS), has been significant. In February 2018 all staff attended our annual staff conference in Sydney, which provided an opportunity to really focus on the road ahead and the impact, challenges and opportunities this presents for Carers NSW. The staff conference is a highlight as it enables everyone to come together to create an environment for shared learning and understanding.

Over the past year Carers NSW has continued to be a key partner in the NSW Carers Strategy 2014–2019 and has worked to play an effective role that is essential to the success of the strategy. We have continued to be a strong and lead voice in the Carers Strategy Implementation Committee and the NSW Carers Advisory Council.

As the environment around us is changing Carers NSW has also sought new opportunities to support carers and families within the context of the NDIS. We have had targeted e-news updates on the NDIS for carers, have delivered many Carers and the NDIS information workshops and importantly, in July 2017 Carers NSW formally entered the NDIS as a provider of Support Coordination. Our role around capacity building for and with carers has been paramount.

This year the Carers NSW proposal to the Australian Government to deliver the Try

Test and Learn (TTL) Carer Achievement Pathway Project was also successful. The project, which commenced in March 2018 and will run until June 2020, involves a key partnership with University of Wollongong to better meet the education and employment needs of welfare-dependent young carers in western Sydney. It is an exciting project to be part of and we are looking forward to seeing how it will positively impact the lives of young carers across the project implementation and evaluation.

The policy and research arm of Carers NSW has increased its reach and many conference papers based on our 2016 Carer Survey were presented over the past 12 months. A key highlight was the many presentations at the International Carers Conference in Adelaide in October 2017. Preparation and implementation of our 2018 Carer Survey was also undertaken in the second half of this financial year, the preliminary results of which will be released in Carers Week 2018 and at our Biennial Conference in October 2018.

Our mentoring work in partnership with icare has also expanded from lifetime care participants of the scheme to dust diseases. This is again due to icare's confidence in our work and approach, and we have continued to evolve our mentor program with caring families in the schemes, and young carers, through a carer-led approach to tailored support.

While the majority of services Carers NSW delivers are funded by the state and federal governments, Carers NSW also delivers fee for service programs. The fee for service model has two distinct pathways. The corporate program aims to encourage and promote carer friendly workplace practices, and the Continuing Professional Development (CPD) Program focuses on improving the capacity of health professionals to support carers. Our work in this space is continuing to grow and expand.

Carers NSW is also leading the development of a Carers + Employers Network to better support best practice in carer support in the workplace. This is a key project of the NSW Carers Strategy which commenced in March 2018. An accreditation program for employers will be developed as part of this project, which will be sustainable in future years.

Strong systems are the backbone of the successful operation of Carers NSW. We have clear governance processes and policies and well established management systems.

Our online presence and information technology have been limited to date by our ICT systems; however, extensive work has been undertaken to address this. The Carers NSW Board agreed to invest in new ICT systems and engage a provider to work with us on this upgrade journey. Our new Human Resources and Finance systems will be in place by 1 July 2018, followed by our Customer Relationship Management system next year, which is very exciting for all staff.

Following review by Quality Innovation Performance in February 2018, Carers NSW was also successful in our accreditation against the Quality Improvement Council Standards and the Disability Service Standards (DSS). This is a great achievement for Carers NSW and is effective for the next three years.

We farewelled many staff at the end of June 2018 and thanked them for their enormous contributions to carers and to Carers NSW. We also saw the conclusion of the Older Parent Carer Support Coordination Program and the *together* program, both of which created tangible outcomes for carers across NSW and supported carers to connect to services and to each other. The impact of these programs cannot be underestimated and into the future I look to the implementation of the new Integrated Carer Support Service (ICSS) across the country to make sure the 'voice' and needs of carers continues to be met and supported with targeted carer-centred responses that are meaningful and that truly support carers and make a real, sustainable difference to their lives.



Elena Katrakis
CEO

BOARD OF DIRECTORS

As at 30 June 2018 there were nine Board Directors, including four office bearers and three appointed directors. 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.



STEPHEN BOWLES **President**

B Com CA

- Member of the Finance, Audit and Risk Committee
- Member of the Governance Committee
- Member of the Strategy Working Group

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 has served as Honorary Treasurer and Vice President. Stephen was elected as President in November 2017.

LIZ COHEN **Vice President**

LLB/BA, MBA, Masters in Business and Environmental Management, GAICD

- Member of the Finance, Audit and Risk Committee
- Member of the Strategy Working Group

Liz has 20 years' experience in risk, assurance and sustainability and is currently a Chief Risk and Compliance Officer. 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 an appointed member and was elected as Vice President in November 2017.



BRUCE HOWLE **Honorary Treasurer**

BEc, CA, Dip FP

- Chair of the Finance, Audit and Risk Committee
- Member of the Strategy Working Group

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.



MICHELE FERRIS **Honorary Secretary**

Dip Bus Management, Cert IV Aged Care, Assoc. Degree in Dementia care

- Chair of the Governance Committee

Michele Ferris is a current carer whose adult son lives with intellectual disability and vision impairment. Michele has a work background in aged care and disability service provision for over a decade. She has a strong passion for advocacy rights for those in aged care and disability. Michele was elected to the Board and as Honorary Secretary in November 2017.





BILLIE-JO BARBARA Director

*FAIM, CPMgr, GAICD, CAHRI, Grad. Cert. Mgmt
Dip. Pro Mgmt, Dip. Mgmt, Dip. HR Mgmt, Cert. Ill in Govt.*

- Member of the Governance Committee
- Member of the Strategy Working Group

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, Business Partnering 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 an appointed member in December 2016.

GREG SAM Director

PGDipMic, BAppSc, BAdmin, MPH, AICD

- Member of the Governance Committee
- Member of the Strategy Working Group

Greg is currently the Chief Executive Officer of the Royal Flying Doctor Service of Australia, South Eastern Section and the former CEO of Rural Health Workforce Australia. Greg has over 30 years' experience working in health, medical and social policy sectors at a senior executive level in Australia and internationally. Greg has extensive corporate governance experience at state and national levels, across a number of Boards and Councils in the health sector. He has been a Board Director for the Australian Nursing and Midwifery Council, Asthma Australia and Palliative Care Australia. Greg was appointed to the Carers NSW Board in December 2017.



REID JOHNSON Director

BSc, MMan, JP, AICD

- Member of the Finance, Audit and Risk Committee

Reid is a seasoned business executive with more than 20 years' experience in senior and executive roles in financial services and telecommunications. Reid's experience spans both corporate and government sectors having worked internationally across corporate governance, program management, operational leadership, service delivery and customer experience. He is involved in a variety of not-for-profit activities and is passionate about advocating for the rights of carers. Reid was appointed to the Carers NSW Board in December 2017.

SIMON DAWES Director

MBA, BE, GAICD

- Member of the Strategy Working Group

Simon is a current carer and a Director at EY. Simon has over 40 years' experience across global management, systems development, project management, management systems, operations, audit, sustainability, software development, start-up organisations and information technology. He has been actively involved in the governance of a global sustainability organisation and of a counselling centre, and has completed grief support training with the Sudden Infant Death Association. Simon has a keen interest in working towards ways technology can better assist carers in their caring role. Simon was appointed to the Carers NSW Board in December 2017.



FELICITY PURDY Director

BA (Hons) Psychology

- 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 20 years and has served as Secretary and Vice President.

Trish McClure resigned from the Board in September 2017

Jenine Bradburn resigned from the Board in October 2017

CARER

SUPPORTS AND SERVICES



NATIONAL CARERS WEEK

Australia counts on carers and National Carers Week, which ran from 15 – 21 October 2017, was a time to recognise and celebrate the outstanding contribution carers make to our nation. Anyone at any time can become a carer and National Carers Week is an opportunity to raise awareness among all Australians about the diversity of carers and their caring roles.

The theme for National Carers Week, Carers Count, focused on the number of carers in Australia, the hours of care they provide and the replacement cost of that unpaid care. Putting these numbers in the spotlight aimed to demonstrate just how much Australia counts on carers.

CARERS DAY OUT

Carers Day Out was held on Tuesday 17 October 2017 at Redfern Community Centre, the free event ran from 10.00am – 2.00pm. Approximately 350 people attended the event.

Highlights of the day included:

- A free BBQ lunch (provided by Rapid Relief Team) and barista coffee (provided by icare)
- Free health checks by Mental Health Commission NSW and Osteoporosis Australia
- Massages by TAFE NSW volunteers
- Art workshops facilitated by the Museum of Contemporary Art Australia

88% of attendees who submitted feedback believed Carers Day Out would help to improve their general health and wellbeing through social support and access to information and/or services and 86% of carers accessed new information about services and support for carers.

When asked **“What was the most valuable/enjoyable part of the day?”** carers responded;

- Information on services available
- Having time for myself and being able to socialise
- Access new information that I did not know
- Talking to the various stallholders about their services, some of which were familiar to me, and others that weren't

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 2017, funding was awarded to 536 carer support groups and organisations to plan events and activities for carers in NSW, including 10 events for young carers, 13 events for male carers and 14 events for Aboriginal and Torres Strait Islander carers. This was an increase of 25% on the previous year (previous year was 430).

Feedback from grant recipients indicated that over 7,600 carers attended an event to celebrate National Carers Week and 56% of event organisers believe their event attracted new carers to their carer support group or organisation. 40% of carers who attended events in 2017 were from culturally and linguistically diverse backgrounds, this represents a 10% increase on 2016.

It is estimated that 900 new carers were linked to new support services, indicating that the Grants to celebrate National Carers Week are an effective way of reaching hidden carers.

As in previous years, groups and organisations representing carers aged 26 – 64 continue to apply for and receive the majority of the funding, increasing from 53% in 2016, to 68% in 2017.

The number of grants awarded to young carer support groups has increased in line with the overall lift in number of grant applicants.

‘National Carers Week was a wonderful opportunity to reward and recognise carers in our local community. The grant application process was easy. Thank you so much for providing these grants.’

CARER LINE

During 2017–2018 the Carers NSW Carer Line handled over 18,000 interactions, providing information, support and referral services; of these, over 15,000 were unique incoming enquiries.

More than 11,000 carers contacted Carers NSW through the Carer Line with over 17,000 referrals to services such as the National Carer Counselling Program (NCCP), Centrelink, Commonwealth Respite and Carelink Centres (CRCCs) and many other support services and agencies.

Carer Support Officers logged over 70 Policy Advice Forms to support and advocate at a systemic level on the key issues affecting carers.

Carer Support Officers also attended over 50 community events and interagency meetings across NSW in 2017–2018, to help raise awareness of Carers NSW.

Our Carer Support Officers are frequently commended by carers, with one carer stating:

'I know you can't give me any answers ...I can tell that you understand my situation and that you care and that's all I need at the moment ...'

- Carer Line, 29/5/2018

Other comments from carers:

'I had the most timely and relevant response in my entire life experience. This was the best service I have ever received.'

'Wonderful and so very helpful. I felt very comforted by the thoughtfulness of Carers NSW people on the phone.'

'Couldn't have asked for a better service – prompt in calling to make an appointment. So polite – courteous explanation of program with the condition I was in. I found it stress relieving.' (NCCP Evaluation report 2017–2018)

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. In 2017–2018, the NCCP delivered over 6,000 counselling sessions to more than 1,500 carers, over 90% of which were individual face-to-face sessions delivered via our extensive network of brokered counsellors across the state.

Over 86% of carers have reported positive feedback following engagement with an NCCP counsellor, with testimonials from carers below:

'I am so grateful for the service you provided me. I have emerged a stronger person, capable of objectively seeing situations for what they are.'

'Counselling has helped me to come to terms with my life as it is to be. Also to see I can do some things for myself and not feel guilty about 'time out'.'

'The counsellor was able to make me focus on my needs which was productive in helping me balance my husband's needs with mine.'

'I feel understood. For the first time in a long time a conversation can be just about my needs. Thank you.' (NCCP Evaluation report 2017–2018)



GROUP COUNSELLING

In addition to individual counselling, Carers NSW offers therapeutic counselling groups, where carers can opt to participate in a carer wellbeing group that suits their specific needs and circumstances. Groups may be delivered in person or via our Talk-link program using telephone conferencing, which allows for carers in remote or rural areas to access support.

A total of 16 therapeutic groups were delivered in 2017–2018, some in partnership with other service providers and others via our Talk-link program. We partnered with a number of services including: Stroke NSW, Mission Australia, Huntington's NSW, Northern Beaches Interchange (NBI), Mosman Council, Asbestos & Mesothelioma Association of Australia (AAMA), The Kirribilli Centre (Bradfield Park program) and University of Sydney research project for carers of people with aged-related macular degeneration.

Some testimonials from participants:

'They understand the complex issues facing carers. The counsellors do not preach or offer trite consolation. The group counselling provided a great way to connect with others who are experiencing similar issues and who 'get' you.'

'Hearing about other carers' challenges and coping mechanisms. Also the 5th sessions on grief and loss gave me insight into my coping personality. Thanks Rob and thanks team.'

'Found others experiencing the same feelings. I didn't feel alone. I was not afraid to open up and express thoughts and emotions as I wanted to get the best I could from the sessions.'

(NCCP Evaluation report 2017–2018)

A CARER'S STORY



I look across the room and I see my beautiful boy, Fin, who is just weeks away from becoming a teenager. His long lanky legs hang off the couch and his scruffy, blonde hair peeks out above the cushions. Looking at him one would not know he is diagnosed with Autism Spectrum Disorder (ASD). I reflect on the journey he has had and that we have shared together, as mother and son, and as a family. In my gaze I see a child who has been shaped by resilience from the many and multitude of challenges he has faced in his personal life and as consequences of his disability. I see a child who oozes joy and a zest for life. Someone who is always ready to pull a prank, draw from his repertoire of jokes, or let out an infectious laugh. I see a passionate, intelligent kid with a gift for absorbing interesting facts and tinkering with mechanical parts. I see the most forgiving person I have ever met. I see a boy. I see a brother. I see a son.

The term caregiver has never sat comfortably with me. I have always just been Fin's mum. I do what I do for him because that is what he needs; my motivation is fuelled by maternal love. I guess over the past few years I have gravitated more towards the label of carer as I feel that it fortifies advocacy efforts for my son and connects me in with other women and carers who are facing the same/similar/different challenges that I face in my efforts to care. They, we, 'care'. And from that sense I feel a sense of comfort and strength in identifying as a carer.

In some ways this speaks to one of the greatest challenges I feel that Fin, and our family, face and that is buffering against the wall of misunderstanding that surrounds ASD and the attitudes and actions which can stem from that. Just last week he copped a black eye in the schoolyard. ASD is a somewhat invisible disability. Fin's challenges are not physical but rather are social, communicative, and cognitive and so often his behaviours are misunderstood and/or perceived as character issues. Yet, he is (often, though sometimes!) not simply being naughty or annoying and more often these behaviours are a form of communication.

Similarly, perceptions of ASD are often locked in a deficit base or within a blinkered stereotype rather being seen as a strength and in the full spectrum of expressions that exist. ASD is characterised by heterogeneity and thus every person on the spectrum is different. My son does not line up objects, flap his hands, meltdown if a schedule is not adhered to or spend his hours hacking and coding. In contrast, he is socially driven (yet struggles to maintain friendships), willing to try new experiences (particularly if it involves food) and is an avid traveller and reader. I believe it is necessary to move beyond perceptions and release expectations that it is solely the responsibility of the person with

a disability to contort to 'normal' policy and practices. Inclusive practices are everyone's responsibility and neurodiversity is a gift to our societal advancement. My challenge as Fin's mum then has been to advocate for social and cognitive ramps within his educational institutions and our community. On occasions I have needed to advocate for mere access to the same schooling and participatory opportunities bestowed to others. Further, I feel that it is important that supports are not linear or cookie cutter or exclusively child-focused but rather take into account our dynamic and multifaceted family system.

"...over the past few years I have gravitated more towards the label of carer as I feel that it fortifies advocacy efforts for my son and connects me in with other women and carers who are facing the same/similar/different challenges that I face in my efforts to care."

It has taken time to carve out internal understanding and accept ASD within my life and my family's life. Some days I am blatantly aware of how much more I still need to learn, let go of, and try to do better next time. Certainly, family life with ASD is often tenuous, exhausting, and even grief-filled. It is easy to feel swamped by the ongoing burden of everyday caring activities. Sometimes I feel a deep pang of heartache. Sometimes I feel deeply the complication that ASD brings onto all members of my family. Fin is one of three children; I also have two daughters, aged 9 and 3. My husband, while not recognised as an official carer, is also in a caring position – on top of his full-time

job. Additionally, he is also my emotional bedrock. The stress within our household can often smother us all and needed are individual and familial supports to usher in a sense of functionality. My husband and I consciously try and reduce stress and strengthen familial relationships. We try our hardest to contextualise and naturalise supports for Fin, to not separate him from the family, and to more create a sense of 'normality'... whatever that may be. It was this desire to breathe more functionality and reset into our lives that saw us relocate to the Mid North Coast of NSW a year and a half ago. Indeed, coastal living allows each of us a chance to defuse and opportunities to come together as a family. Swimming, surfing, long walks on the beach – and yoga – are some of the soul medicines that invite wellness into my life and my family's.

Through my journey with ASD I have come to know that if I fail to see the resolve on offer in our family situation I risk overwhelm, inertia, ill health and so I try to stay orientated towards the unique gifts of life with ASD. It was my maternal journey that led me to commence Higher Degree Research and my current thesis aims to uncover the lived experiences of mothers of children on the spectrum. I immensely enjoy my research and feel that it is 'normalising' to hear stories from other caregivers. I also feel committed to drawing these previously unheard voices from the periphery and into the central realm of policy discussion. It is only by knowing the lived experiences that congruent – effective – policy and practices begin to infiltrate into our communities and support the lives of people with a disability and those that care for them.

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



YOUNG CARER PROGRAM

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

Over the course of the year, 413 young carers were identified and registered with the Carers NSW Young Carer Program. An additional 113 young carers who were already registered with us were provided with ongoing support. The continued growth in the Young Carer Program could be attributed to the increase in outreach during the year, including presentations at schools and an increased online presence.

YOUNG CARER LEADERSHIP PROGRAM

In April 2018, 19 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.

'This was the experience of a lifetime. Alongside the skills we learnt, the friends and community we made and the support we received, it really was so special. Thank you to the YC team who made it so special for us, taking time out of their lives to help everyone strive for greater things.'

-Young Carer Leader, 2018

'This was such a brilliant opportunity and certainly once in a lifetime! Thank you so much for making such a drastic change in the lives of young carers and striving for such a high level of positivity and support within a highly diverse community.'

-Young Carer Leader, 2018

WATCH THIS SPACE

A highlight of the year was Watch This Space, an exciting youth-led initiative to raise awareness of young carers in schools.

Watch This Space was made possible by securing Youth Opportunities Funding from the NSW Government. The content for Watch This Space was developed by a group of 19 Young Carer Leaders and over the last 12 months was delivered to 541 teachers and over 2,500 school students.

IMOGEN'S

STORY



My name is Imogen, I am sixteen years old and I care for my eight year old brother who has ADHD, ODD, Autism and Tourette's Syndrome. In the past I also cared for my older brother who has ADHD and Autism.

I can't exactly pinpoint the age I became a young carer, as growing up I gradually took on more responsibilities to help out around the house. A lot of the caring I do has been a mix of both emotional and physical. Some examples of my role include calming down my brothers or talking them through difficult challenges, putting my little brother to bed, brushing his teeth, reading to him, or just simply helping around the house like cleaning the bathroom, vacuuming and tidying up the mess my brothers make.

The number one thing I have learnt in my caring role is developing patience. Sometimes you have to be very patient with the person you care for, sometimes you have to be patient with other people who don't understand intellectual disabilities or even young carers and the different types of caring roles. Patience

is something which 'reaps its reward' as the better you develop it and use it, the better things become. Tough situations can often be diffused through patience.

I have honestly learnt so much growing up as a carer, problem solving, patience, compassion, dealing with anger and frustration and a whole lot of optimism. I have to say, although caring for someone with intellectual disabilities can have its tough days, the fun stories, the humour and the uniqueness of the person I care for is the best part!

This year I was extraordinarily lucky to attend the Young Carers Leadership Program run by Carers NSW. The program was extremely beneficial and I can safely say it was one of the best experiences of my life. I seriously couldn't recommend the program more to other young carers! The support, understanding, acceptance and friendships I gained from the program were outstanding. Everyone and their stories were so inspiring and the workshops have been so valuable. I would jump at a chance to do it all again!

BETTER START

FOR CHILDREN WITH DISABILITY INITIATIVE

In 2017–2018, the Better Start for Children with Disability Initiative entered its sixth year of delivery. The initiative provides support to parents or guardians of a child with disability of primary school age, during what can be a very challenging time.

The Better Start team successfully registered 30 children during the reporting period and assisted many more families to access information, referrals and/or other support. Due to the continued rollout of the National Disability Insurance Scheme (NDIS), the number of families registered with the program has decreased since the previous reporting period. As of August 2017, new registrations to the Better Start program ceased in all areas across NSW.

In 2017–2018, the Better Start team delivered 16 Moving Forward workshops to 128 families in NSW, a 34% increase on last year. 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 previous workshop participants, workshops in 2017–2018 placed greater emphasis on preparing families for transition from Better Start to the NDIS. As the rollout of the NDIS continues, regular updates will be introduced to the content to better meet the needs of NSW families.

Throughout the reporting period, over 100 service providers attended workshops as guest speakers, providing carers and families with direct access to local, state and national services such as the NSW Department of Education and the Commonwealth Department of Human Services. Positive feedback has been received from workshop participants.

'A very confusing topic "NDIS" – all information is helpful for my family moving forward – thank you'

2017 participant, metro workshop

'Having a small group was fantastic and the staff were very flexible with me bringing my child along for the day'

2017 participant, regional 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 2017–2018, 137 carers received support from MHR:CS staff in the funded local government areas within the Hunter New England and South Eastern Sydney regions. There were 20 carer support activities, including regular support group meetings and Multicultural Coffee Club meetings. Staff also delivered carer relief activities such as a movie and lunch day in Sydney, Carer Pamper day and a visit to the Hunter Valley Gardens by Newcastle staff.

Carers and their families are supported to learn about and apply to the NDIS for ongoing supports for the care recipient. This has included practical support in gathering evidence of disability for their application to the National Disability Insurance Agency (NDIA). To continue their connection with our organisation, some families are choosing Carers NSW as their Coordinator of Supports within their funded NDIS package.

OLDER PARENT CARER SUPPORT

The Older Parent Carer (OPC) Support Coordination program provided 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 cared for a son or daughter with disability or chronic illness.

Carers NSW delivered the OPC program between July 2007 and June 2018 when funding for this program finished. During this time the program provided support to more than 1430 carers across the Orana Far West, Mid North Coast and South Eastern Sydney regions of NSW. Within the 2017–2018 financial year, the program assisted 260 carers including 47 Aboriginal and Torres Strait Islander carers.

In the past year a major focus of the work undertaken by Carers NSW within the OPC program has been assisting families to transition to the NDIS. In addition to working one-on-one with carers and their families, staff have delivered presentations to carers groups, service providers and the local community, as well as attending regular interagency meetings, forums and workshops.



HIDDEN CARER PROJECTS

The intent of the hidden carer projects undertaken in 2017–2018 was to raise awareness of and increase support for carer health and wellbeing amongst three specific carer groups, outlined below. The three projects engaged and partnered with existing organisations to build capacity within their programs to identify and support these hidden carer groups.

We developed interactive e-learning modules and short videos to raise awareness and deliver information about the needs of these hidden carers and the supports and services they require. Promotional materials including a postcard focusing on hidden male carers and Easy Read brochures were also developed for these projects.

MALE CARERS OF CHILDREN WITH DISABILITIES

Men, particularly fathers, in families where children have a disability, do not often identify with the term carer. Many men believe this term applies to their wife/partner who may provide most of the hands on support to a child with a disability. Additionally, services that support men generally do not recognise carer status as a risk to the health and wellbeing of men. Carers NSW research shows that male carers experience wellbeing at much lower levels than the general Australian population. The lack of recognition of their carer status, by organisations and by the men themselves, means that their access to services and supports is limited and the risk to their own wellbeing is elevated.

ADULT SIBLINGS OF PEOPLE WITH INTELLECTUAL DISABILITY

Carers NSW consultations with adult siblings of people with intellectual disability have revealed a carer group who are often chronically stressed, have experienced very long-term isolation and have ongoing anxiety.

Sibling relationships are the longest experienced by a person with a disability and this can have a profound positive effect on their wellbeing. However, for the sibling, this lifelong relationship means they have never had a period of their life where the disability of their sibling has not impacted on them. These people often experienced childhoods that were isolated, with reduced attention from their parents and less opportunity for socialising with their peers and for extracurricular activities. For many, their families experienced chronic stress throughout their childhood.

Adult siblings often continue to fill in the gaps of care provided as their parents age, including providing respite, social support, transport and advocacy. Lastly, they continue to live with the anxiety of what will happen when their parents can no longer care and they face the prospect of a full time care role themselves, for a sibling who may have a similar life expectancy to their own.

OLDER PARENT CARERS OF ADULT CHILDREN WITH INTELLECTUAL DISABILITIES WHO BECOME CARERS FOR THEIR AGEING PARENTS

Carers NSW identified a particular cohort of people where the care becomes mutually dependent. Very often in these circumstances, an adult child with intellectual disability is undertaking physical care of their parent who has become frail, whilst the parent still provides support with supervision, decision-making and other more cognitive aspects of care. Carers NSW undertook this project to understand the needs of both of these groups of carers in order to tailor supports, education and services that might be needed to better support them.

OLDER PARENT CARERS

NDIS TRANSITION PROJECT

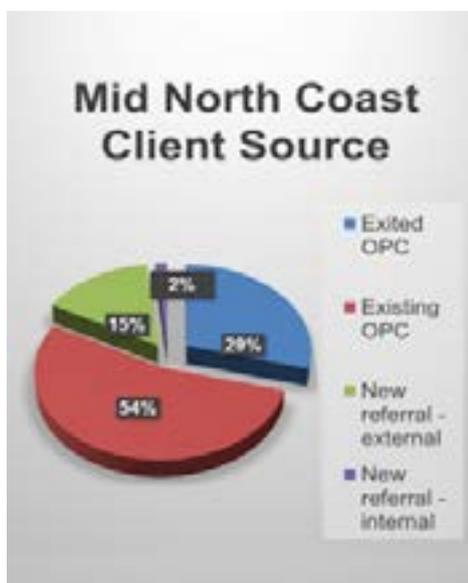
From June 2016 – December 2017 the NDIS Transition Project, funded by NSW Family and Community Services (FACS), provided information and support to Older Parent Carers (OPCs) to build their capacity to transition to the NDIS. The overall aim was for OPCs to understand the NDIS and be prepared prior to their first planning meeting with their NDIS Local Area Coordinator (LAC). The project focused on the three areas where we have operated the OPC Program: South East Sydney, Orana Far West and the Mid North Coast.

Over the course of the project 213 Older Parent Carers were supported with one-on-one support (face-to-face, phone or email, or a combination), workshops and support groups. Of these, 53 participants were Aboriginal and 26 were from culturally and linguistically diverse (CALD) backgrounds. As expected both Orana Far West and Mid North Coast had a higher percentage of Aboriginal participants in the project than South East Sydney, and a lower percentage of participants from CALD backgrounds.

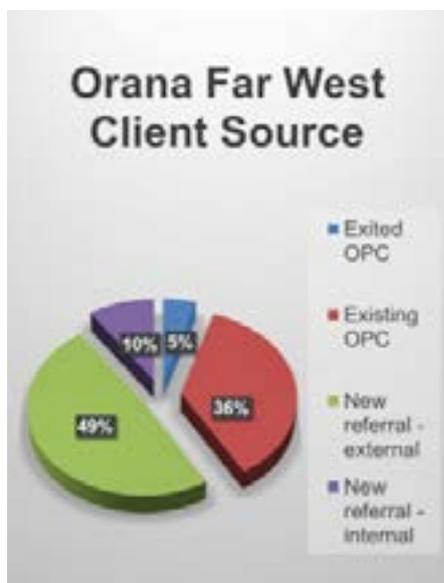
Carers supported through this project included existing OPC participants and those who had exited the program, as well as carers referred from other Carers NSW programs and external referrals.

The findings showed that transitioning to the NDIS had been a particularly overwhelming experience for most OPCs who participated in the project. Many found it difficult to know where to begin and were unaware of the changes around individualised funding and how this would look for the ongoing supports needed for the person they care for.

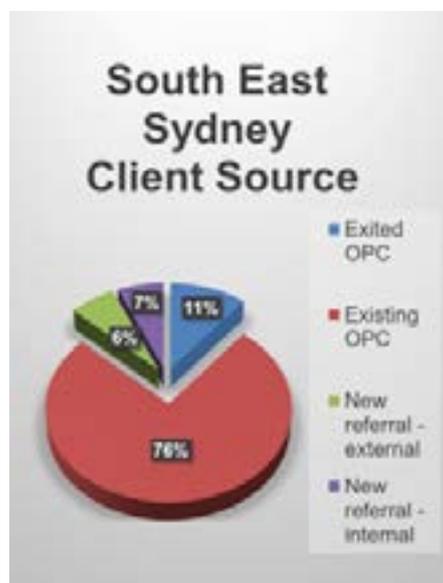
Sources of referral for each location are shown in the graphics below.



TOTAL OPCs SUPPORTED: 64



TOTAL OPCs SUPPORTED: 81



TOTAL OPCs SUPPORTED: 68

CARERS NSW NDIS COORDINATION OF SUPPORTS

Support Coordination is a capacity building service that assists NDIS participants and their families to learn, navigate and better understand the National Disability Insurance Scheme (NDIS) and the supports available to them in their NDIS plans.

In July 2017 Carers NSW began delivery of 'Support Coordination' as a service type under the NDIS. The vision of Carers NSW NDIS Support Coordination was to create a family-focussed, independent Support Coordination service to maintain and increase support, reach and engagement of carers and the people they care for.

Since the start of the service Carers NSW has provided support coordination to 79 NDIS participants and their families in the regions of Sydney, Newcastle/ Hunter and Mid North Coast, with the Support Coordination team providing approximately 2,000 hours of support.

The past 12 months has been a steep learning curve for Carers NSW staff, NDIS participants and their families. There have been many challenges in learning, understanding and transitioning to delivering services under the scheme. However it has also been a year of immense opportunity and growth with many participants and their families receiving access to supports and services not available to them before, and Carers NSW has had the privilege of being a part of their journey.

As the sector experiences a time of unprecedented change, many participants and their families have reported that Carers NSW Support Coordination has greatly assisted to alleviate the stress, frustration and anxiety they have felt during the transition to the NDIS. Providing Support Coordination has also given Carers NSW the opportunity to increase our knowledge of the system and provided a valuable insight into the experience of carers that will inform practices, support and program development in the years to come.

TOGETHER PROGRAM

Funding by NSW Ageing, Disability and Home Care of the *together* program ceased in June 2018. Running since 2012, the program developed, coordinated and resourced a network of support groups throughout NSW for people who are caring for someone with a disability. At its conclusion, the *together* program supported 404 groups across the state, with groups located in every local health district. Ninety-six culturally and linguistically diverse groups were registered with the program, along with 14 Aboriginal and Torres Strait Islander groups and 10 young carer groups.

REGIONAL ASSISTING ORGANISATIONS AND SELF-MANAGED ORGANISATIONS

Key partners and stakeholders in the *together* program were the Regional Assisting Organisations (RAOs) and Self-Managed Organisations (SMOs) who managed and supported carer support groups at the local level across all health districts of NSW. Fifteen RAOs throughout NSW supported 217 carer support groups. In 2017–2018 eight SMOs supported 78 carer support groups. The *together* program staff directly managed 109 carer support groups.

MANAGEMENT AND SUPPORT PROVIDER	REGISTERED CARER SUPPORT GROUPS
<i>Regional Assisting Organisations (15)</i>	217
<i>Self-Managed Organisations (8)</i>	78
<i>Program staff</i>	109
Total	404

together PROGRAM FACILITATOR FORUM

The fourth annual *together* Program Facilitator Forum was held on Wednesday 1 November 2017 at the Mantra Hotel in Parramatta and was attended by 52 facilitators. The theme of the forum, *Looking forward, looking back... together*, was designed to encourage carer support group facilitators to look back over the history of the *together* program, as well as focus on the sustainability of carer support groups into the future. Participants travelled from as far as Albury, Dubbo, Kyogle and Murwillumbah, as well as the Sydney metropolitan and greater Sydney regions. Highlights of the forum included looking back on the *together* program journey, a panel discussion on the facilitator experiences and sessions on looking forward, sustainability, succession and planning. An additional training day was held on the day before the forum, providing two workshops for 42 participants: *NDIS Skills Development for Carer Support Group Facilitators*, and *Working with Health Professionals Towards Improved Carer Health and Wellbeing*.

TELE-MEETINGS FOR CARER SUPPORT GROUP FACILITATORS

Another important support provided to carer support group facilitators were the monthly tele-meetings hosted by the *together* program. These brought facilitators together by phone and enabled discussion of support group achievements and challenges. In the 2017–2018 reporting period, 10 tele-meetings were conducted with a total of 15 participants.

ONLINE LEARNING ENVIRONMENT

In 2017 the *together* program established an integrated online learning environment to provide a space for facilitators of registered *together* carer support groups to share information and develop social connections that can be maintained regardless of geographical location. The platform included chat forums discussing and brainstorming ideas to overcome group challenges, sharing of carer support group stories, and diagnosis-specific carer support group discussions. Online learning modules on the topics of *Setting up a carer support group* and *Facilitator skills* were provided, as well as a repository of information and resources linked to the carer support groups.

A new program will launch in 2018–2019 to replace the *together* program. Carer Peer Connect will utilise the online assets of the *together* program and will offer all carers and carer support groups a safe place to meet online and offer peer support. Carers and carer support groups will be able to access the online learning environment and discussion board forum. Monthly tele-meetings for carer support group facilitators will also continue to be offered.

WECARE PROJECT

The *wecare* project was developed in partnership with *icare* (Insurance and Care NSW) in recognition of the critical role family carers play in the months and years following the serious injury or diagnosis of a loved one. The project provides mentoring of families of *icare* participants to improve their health and wellbeing and increase the carers' knowledge, resilience and access to support.

In August 2017 Carers NSW formally commenced two *wecare* programs:

- **Mentoring carers program**, for adult family members of *icare* participants. Carers accessing this program receive six to eight mentoring sessions delivered by experienced, supportive mentors who work with the family carer to provide information and support to strengthen their coping strategies
- **Children and young people program**, for family members aged five to 18 years, is a flexible program tailored to the needs of children and young people, delivered over four to eight weeks. The program uses a solution-based case work model of support to assist these young carers to reach their goals and pursue their dreams.

Since the commencement of these programs Carers NSW mentors have delivered 138 mentoring sessions to 44 carers participating in the Mentoring carers program and 42 sessions to 16 young carers in the Children and young people program. Both programs are tailored to meet the needs and goals of each carer and are delivered flexibly in the carer's home, face-to-face or over the phone.

In the last quarter of 2017–2018 Carers NSW developed new program content to expand the *wecare* project to support carers of people with a work-related dust disease.

wecare
Caring for *icare* families

EDUCATION

AND TRAINING

The Education and Training team delivered education to 937 carers at carer support group meetings, specific carer events and forums, and to 662 service providers at professional development sessions, seminars and conferences.

The Carers NSW Education and Training team develop and deliver quality education and training programs to:

- build the capacity of stakeholder groups in ensuring that all carers in NSW have improved opportunities and access to services that meet their needs, regardless of their age, sexuality, gender identification, socio-economic status, location, or cultural and linguistic background
- provide carers with knowledge and skill development opportunities to enhance the caring role, assist in strengthening resilience and improve overall health and wellbeing
- build the capacity of service providers, health professionals, employers, corporates, government and non-government organisations and the general public in identifying hidden carers, and in working and supporting carers.

Carer awareness and Carers NSW were promoted to over 6,000 carers, service providers and members of the general public across 20 expos during 2017–2018. These events included the NSW Seniors Week concerts and expo, the 5th National Elder Abuse conference, Aphasia NSW 2018 conference, Aboriginal Dementia expo, Health Care Week expo, Sydney Disability expo, Wollongong Wellbeing expo, and events at Beecroft Uniting Church, Uniting Care and St George Hospital.

HIGHLIGHTS OF THE YEAR

Online education resources

Two interactive online education modules are in their final stages of development and due to be released in October 2018:

- **'Health and Wellbeing'** is a two-part module exploring the impacts caring may have on the health and wellbeing of carers, and providing useful tips and strategies to assist carers in managing their health and wellbeing.

- **'Walking Together – Providing choice in disability services for Aboriginal communities'** has been developed in partnership with Mirri Mirri (an Aboriginal owned company delivering programs in building cultural competency and raising awareness of Indigenous cultures across Australia). The module aims to develop the cultural competency of service providers to engage and provide support to Aboriginal people with disability and their families and carers. It also aims to develop the cultural safety of service organisations and their capacity to be considered an employer of choice.

ACCREDITED EDUCATION FOR HEALTH PROFESSIONALS

In 2016 Carers NSW was successful in obtaining accreditation with the Royal Australian College of General Practitioners (RACGP) and in so doing is a Continual Professional Development (CPD) provider offering this package to Australian GPs to help them engage with carers as partners.

In addition to the *'Supporting Carers in General Practice'* course (accredited to 40 CPD points), the Education and Training team developed and successfully achieved accreditation for *'Caring for Carers: What you need to know as a health professional'*, a shorter education module (2 hours) attracting four CPD points. This module provides learners with:

- an overview of the role of carers and the impact of caring on health and wellbeing
- an awareness of the typography of carers within general practice
- carer engagement strategies to improve treatment outcomes for patients
- an overview of current disability reforms impacting on carers
- an awareness of supports and services for carers including Carers NSW.

Carers NSW was contracted by Central Eastern Sydney Primary Health Network (CESPHN) to deliver the *'Caring for Carers: What you need to know as a health professional'* workshop to its members across three locations – Ashfield, Kogarah and Waverley – during 2017–2018. As a result of this training additional opportunities to deliver education to health professionals are being explored.



SUPPORTING CARERS IN THE WORKPLACE

Education that is focused on caring for ageing family members, future planning, and awareness and management of staff who have caring responsibilities, is popular with corporate groups and businesses.

During 2017–2018 education was delivered to 346 people in the private sector. A highlight for the year was the delivery of *'Getting Prepared When Someone You Know Is Ageing'* to Clayton UTZ staff nationally. This session was delivered in partnership with state carer associations in WA, ACT, QLD and VIC. Carers Week saw the team deliver training and provide individual carer support to staff for new clients Macquarie University, Cuscal and Randwick City Council.

The education team also had the opportunity to present to 60 individual business network members of Way Ahead Workplaces aimed at highlighting carers in the workplace.

CARERS AND THE NDIS WORKSHOPS

Information and education about the NDIS continued to be a main focus for carers and for the Education and Training team in 2017–2018. Between May 2017 and June 2018 the *'Carers and the NDIS'* workshop was delivered across NSW at 37 locations to 486 carers of people with disability accessing the NDIS.

The *'Carers and the NDIS'* workshop aimed to:

- increase carer knowledge about the NDIS
- increase carer confidence about the NDIS process and in supporting the person they are caring for through the NDIS process
- increase the capacity of carers to communicate their own needs with regards to the NDIS
- increase the capacity of carers to support the person they care for to make decisions using the Supported Decision Framework.

Evaluative data and feedback provided by workshop participants indicated that overall the workshop aims were reached. Participants reported an increase in their understanding and knowledge of the NDIS and an increase in their confidence. The participants also said the value of the workshop was enhanced as it was focused on what they as carers needed to know.

POLICY

AND ADVOCACY

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

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 responded to a range of opportunities. Training was conducted with 18 new carers in June 2018, prior to which there were 91 active Carer Representatives.

HIGHLIGHTS AND ACHIEVEMENTS

In 2017–2018 the Policy team raised awareness of carers and promoted carer inclusiveness in 28 written submissions to a range of NSW and Commonwealth government agencies. The team produced two policy statements and delivered 13 conference presentations during the year.

The Policy and Executive teams continued to build and maintain partnerships and alliances to advance carer issues via 34 regular committee and advisory group meetings with key government and non-government stakeholders. During this financial year, the Policy team also contributed to 20 grant applications and one select tender for state and federal funding opportunities, as well as three corporate social responsibility grants.

Increased internal promotion of the Carers NSW Policy Advice Form resulted in the collection of 247 carer stories throughout the year, an increase of 22% on the previous reporting period. Policy Advice Forms were used extensively in submissions and papers as case studies to illustrate the impact of policy issues, especially in relation to the NDIS.

NEW DEVELOPMENTS

In late 2017, in partnership with FACS, Carers NSW established the Carer Rights & Complaints Network (CRCN) to increase awareness among carers, service providers, peak bodies and complaints agencies about carer rights and associated complaints pathways. The CRCN met for the first time in February 2018 and again in May, with distinguished guest speakers Professor Sue Yeandle (University of Sheffield) and Associate Professor Kate O’Loughlin (University of Sydney) presenting on their research on carer rights internationally.

In May 2018, Carers NSW had the opportunity to prepare a submission to a discussion paper on the proposed regional delivery model for the new Integrated Carer Support Service (ICSS). As in previous submissions, the Policy team highlighted the importance of a comprehensive, equitable and adequately resourced system of carer support.

The Policy team engaged directly with state politicians on a range of issues in 2017–2018, including issues with the Early Childhood Early Intervention (ECEI) pathway to the NDIS, the lack of disability support outside the NDIS, and the reduction in carer support due to the NDIS rollout. This included three letters, three face-to-face meetings and a carer roundtable at our office.

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
<i>NSW</i>	
NSW Health	NSW Health Plan for Healthy Culturally and Linguistically Diverse Communities
	NSW Mental Health Strategy Consultation
	NSW Mental Health Commission Review
	Review of the Mental Health Review Tribunal in respect of forensic patients
NSW Department of Family and Community Services	NSW Women's Strategy feedback
	Rights of people with disability in supported group accommodation
	Evaluation of Antisocial Behaviour (ASB) Policy Reforms
NSW Department of Justice	Review of the NSW Trustee and Guardian surety bonds scheme
Transport for NSW	Transport Disability Incentives and Subsidies Review
	Disability Inclusion Action Plan 2017–2021: Consultation Draft
NSW Law Reform Commission	Access to digital assets upon death or incapacity
	Review of the Guardianship Act 1987: Draft Proposals
NSW Parliamentary Working Group on Assisted Dying	Feedback on the NSW Voluntary Assisted Dying Bill 2017
NSW Legislative Council Law and Justice Committee	2018 review of the Compulsory Third Party Insurance Scheme

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
<i>National</i>	
Department of Social Services	Integrated Carer Support Service Regional Delivery Partners: A draft regional delivery model
Department of Health	Future Reform – an integrated care at home program to support older Australians
	Redesign of Dementia Consumer Supports
	Specialist Dementia Care Units
	Review of the Commonwealth Government’s regulatory activities applying to quality of care in aged care residential facilities
Aged Care Financing Authority	Consultation paper: Seeking comments on respite care
Australian Securities and Investments Commission	National Financial Literacy Strategy Consultation 2018
National Children’s Commissioner	Australian Human Rights Commission Report to the UN Committee on the Rights of the Child
Senate Community Affairs References Committee	Effectiveness of the Aged Care Quality Assessment and accreditation framework
Standing Committee on Health, Aged Care and Sport	Quality of Care in Residential Aged Care Facilities in Australia
Senate Standing Committees on Community Affairs	Value and affordability of private health insurance and out-of-pocket medical costs
Joint Standing Committee on the National Disability Insurance Scheme	Provision of services under the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) Approach
	Transitional arrangements for the NDIS
Select Committee on the Future of Work and Workers	Inquiry into the Future of Work and Workers

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
	Future Directions for Social Housing
	Carers Strategy Implementation Committee
National Network of Carers Associations	National Policy Working Group
NSW Health	Disability Inclusion Action Plan Steering Committee
	End of Life Implementation Advisory Committee
	Information, Linkages and Capacity Building (ILC) Transition Project Reference Group
Transport for NSW	Accessible Transport Advisory Community
NSW Ombudsman	Disability Roundtable
Justice NSW	Victims of Crime Interagency
NSW Health Care Complaints Commission	Consumer Consultative Committee
Department of Health and Ageing	Aged Care Liaison Group
Australian Aged Care Quality Agency	NSW Agency Liaison Group
South Eastern Sydney Local Health District (SESLHD)	SESLHD Implementation Committee for the Disability and Carers Plans
	Diverse Carers Network Meeting
Sydney Local Health District (SLHD)	SLHD Carer Committee
Western Sydney Local Health District (WSLHD)	WSLHD Carers Committee
NSW Agency for Clinical Innovation	Neurodegenerative and Neuromuscular Conditions Governance Group
	NDIS Clinical Advisory Group
Central and Eastern Sydney Primary Health Network (CESPHN)	Disability Network
NSW Electoral Commission	Equal Access to Democracy Disability Reference Group
NSW Council of Social Service (NCOSS)	Transport Policy Advisory Group
	Health Equity Alliance
	Assistive Technology Community Alliance NSW (ATCAN)
Mental Health Carers NSW	Older Persons Mental Health Peak Advisory Committee (OP-PAC)
	Peak Advisory Committee (PAC)
Council on the Ageing NSW (COTA)	NSW Ageing Alliance
ACON	LGBTI Metro NSW Interagency
Aged and Community Services Australia (ACSA)	Respite Project Advisory Group
	NSW Community Care Forum
Nurses and Midwives Association	Aged Care Roundtable
Ethnic Community Services Cooperative	Multicultural Disability Interagency
Ethnic Communities Council	Speak My Language Advisory Group

RESEARCH

Throughout 2017–2018, 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 2018 CARER SURVEY

The biennial Carers NSW Carer Survey collects information about carers in NSW to provide an evidence base that informs the organisation's direction, support, and systemic advocacy for all carers across NSW. In late 2017 the Carer Survey Reference Committee was re-established, comprising seven carer-focused academics, government representatives and a sector representative.

The committee worked together to design the survey tool, maintaining some questions from the 2016 survey and adding new questions on the NDIS, aged care services, the health system, digital literacy and financial hardship.

The 2018 Carer Survey was launched on 1 May 2018 and closed on 30 June 2018, and was promoted widely to carers across NSW, both online and in hard copy. Paper surveys were posted out to all members of Carers NSW along with Carers News. More than 2,000 responses were received in total, including more than 800 hard copy responses.

To complement the Carer Survey data, and in conjunction with a specially formed Project Advisory Group, Carers NSW also conducted six focus groups with CALD communities in Sydney and Wollongong from April to June 2018, during which 83 CALD carers shared their experiences of accessing information and services and being recognised as carers. The focus groups were designed to capture the experiences of carers from new, emerging and low literate CALD communities, which are underrepresented in carer research.

CONFERENCES

Four staff from the Policy and Research teams had the opportunity to attend and present at the 7th International Carer Conference in Adelaide. The conference provided an opportunity to network with a range of other national and international stakeholders interested in carer advocacy and support, as well as contribute to a total of 10 papers presented at the conference.

Throughout this financial year, Carers NSW Research and Policy teams worked on 16 presentations delivered at nine conferences across Australia, including:

- Australian Housing and Urban Research Institute (AHURI) National Housing Conference
- Asia-Pacific Autism Conference
- Australian Association of Gerontology Conference
- Australian Social Policy Conference
- 7th International Carers Conference
- LBQ Women's Health Conference
- National Employment Solutions Conference
- 5th National Elder Abuse Conference
- DiverseAbility: NDIS Inclusion Conference.

During the reporting period Carers NSW also had eight abstracts accepted for the following financial year's Australian Association of Gerontology Conference and National Employment Solutions Conference, as well as the National Disability Summit and Australian Institute of Family Studies Conference.

PARTNERSHIPS

Carers NSW has continued to develop key research partnerships, most notably with academics from the University of New South Wales, University of Wollongong and Macquarie University, which were represented on the Carer Survey Reference Committee.

The Research team continued to regularly promote research projects to carers via the Research Community, which during this period was transferred from an email communication to a monthly e-newsletter. The sign-up form for the Research Community was also redeveloped to be more streamlined, collecting only essential demographic data.

ADDITIONAL PROJECTS

Throughout the year, the Research team worked with Programs teams, the Executive and the Research and Evaluation Committee to progress, design and implement several program and project evaluations to ensure the organisation continues to deliver quality and sustainable services.

AN EFFECTIVE

PEAK ORGANISATION



CARERS NSW STAFF CONFERENCE

In February 2018, all Carers NSW staff met in Sydney for the Annual Staff Conference. The conference theme, *Sowing the Seeds for Success*, focused attention on the skills of our staff and how we build on these as we navigate the changes facing our sector and identify future opportunities for Carers NSW.

PwC facilitated an interactive session with staff to seek their input into the development of the Carers NSW Strategy 2018 - 2021 and how we maintain a focus on the needs of carers as we align our strategic direction with the changing landscape.

During the conference, staff were given an opportunity to hear more about the progress of some of our new and innovative projects including our NDIS Coordination of Support for people with disability, wecare mentoring and support program for families of people who are seriously injured in a workplace or motor vehicle accident and three projects to raise awareness of and increase support for 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 and our fee for service arrangements.

The Voice Project also presented the results of the 2017 Employee Survey and highlighted areas of high performance and possible improvements.

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. The committee worked in close consultation with management and staff from all sites to ensure policies remained relevant and legislatively compliant.

The WHS committee has actively ensured training was provided to staff through the Carers NSW induction process and through participation in safety training and regular WHS Alerts. This year we have had presentations on staying fit whilst in the office and ergonomics training from independent service providers.

Following our recent employee survey, it was evident that our staff are well aware of their WHS responsibilities, with 97% acknowledging they were given all necessary safety equipment and training and knew their responsibilities. This is 22% above the industry average and a testament to the dedication of the WHS committee and support from the Executive Management team.

QUALITY IMPROVEMENT AND ACCREDITATION

In February 2018 Carers NSW again successfully achieved three-year accreditation under the Quality Improvement Council Health and Community Services Standards.

We also met the requirements of the NSW Disability Services Standards for these services: Better Start for Children, Older Parent Carer Program, NDIS Support Coordination, Mental Health Respite Carer Support and the *together* program.

The Quality Innovation Performance assessment team described Carers NSW as 'a committed and vibrant organisation with a demonstrated ability to influence the agenda for carers, provide well targeted direct services and promote community awareness about carers and the caring role. It provides an exceptional service to the community through the dedication and commitment of highly skilled and committed management and staff'.

HUMAN RESOURCES

In the past year the Human Resources team have been constantly exploring opportunities to source the talent that best suits the diverse nature of our organisation. We worked closely with senior managers, coordinators and staff to ensure we maintained effective work practices and that our appointments upheld the core values that we practise daily.

We also looked at ways to improve how we engage, develop and retain our staff. In November 2017 we provided our staff with an opportunity to participate in our annual Employee Survey, administered by the Voice Project. The core purpose of this survey was to improve our organisation by giving people a voice, then using this information to improve engagement, leadership and service quality.

The survey responses showed our greatest strengths to be *Mission and Values* and *Teamwork and Customer Satisfaction*, with both scoring at or above 97%. We also had some noticeable improvements since last year: *Environmentally Responsible* (+13%), *Recruitment and Selection* (+13%), *Performance Appraisal* (+12%), and *Learning and Development* (+10%), all of which are significant improvements.

RECOGNISING DIVERSITY

Carers NSW acknowledges and values the diversity of carers and the contribution that they make to the social, cultural and economic life of the community. Carers NSW recognises the benefits of a diverse workforce in the support and services it provides to all carers.

Throughout the year the Diversity Group planned internal events and attended a range of external community events to acknowledge national and international recognition days, including Harmony Day and International Day of People with Disability.

INFORMATION TECHNOLOGY

The Information Technology (IT) team works to provide reliable and up-to-date information technology solutions to staff at Carers NSW. During the year there continued to be a strong focus on IT improvement and a number of enhancements were made. The Board approved a project to replace and significantly upgrade the Customer Relationship Management (CRM), Finance and Human Resource (HR) systems. The Finance and HR components were completed at the end of the financial year. The upgrade of software and hardware was completed during the year, including the replacement of ageing servers.

All Carers NSW sites were upgraded to fibre internet connections during the reporting period, improving speed and reliability while lowering costs. These significant improvements will ensure that Carers NSW IT services continue to meet the changing needs of carers into the future.

RECONCILIATION ACTION PLAN

Carers NSW has continued to progress a number of targets in our Reconciliation Action Plan 2016–2018 (RAP) including:

engaging long-term partners Mirri Mirri to deliver face-to-face cultural competency training to all staff in our Sydney, Dubbo and Coffs Harbour locations

- organising internal events for National Reconciliation Week
- engaging Mirri Mirri to assist with our Young Carer Leadership Program
- attending external NAIDOC Week events
- continuing our membership of Supply Nation
- updating our Aboriginal and Torres Strait Islander Policy Statement, which includes a profile of carers and Carers NSW advocacy priorities
- promoting awareness of the RAP internally at staff meetings.

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

It was again a challenging year for Carers NSW with no growth in revenue and an environment of continuing low interest rates and increased competition for government funding. The net operating result for the 2017–2018 financial year was a deficit of \$135,820.

REVENUE

The majority (95%) of revenue that was received by Carers NSW was derived from federal and state government departments, 2.6% came from interest earned and 2.4% of revenue was obtained from fee for service, memberships, donations and other sources.

EXPENDITURE

The resources of Carers NSW are used primarily to support carers through counselling and support, direct carer programs, carers' education and policy development.

RESERVES AND ASSETS

During the 2017–2018 financial year, Carers NSW has continued to maintain an appropriate level of reserves to meet current and future obligations. Reserves at the end of the financial year were \$2.86 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 management of cash.

Carers NSW will continue to monitor changes to both federal and state funding and will explore opportunities as they become available.

INFORMATION

RESOURCES AND 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 2017–2018, the library continued to expand its collection of books, films and other resources. A transition from the National Library of Congress classification system to the Dewey Decimal Classification (DDC) system was also completed to improve the library's useability. The DDC is a simple, number-based, subject-based classification system and is the most widely used system in Australia.

NEWSLETTERS – PRINT

Carers News is a 16-page print magazine, sent to members of Carers NSW on a bi-monthly basis. Six editions of Carers News were sent to members, carers and organisations throughout the year. At the end of the period, there were 7305 members of Carers NSW.

eBULLETIN

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 consistently outperformed the industry averages for both opens and clicks.

NDIS UPDATE

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 over 100 to approximately 1,000, and the monthly email consistently attracted well above the numbers of opens and clicks for not-for-profit newsletters.

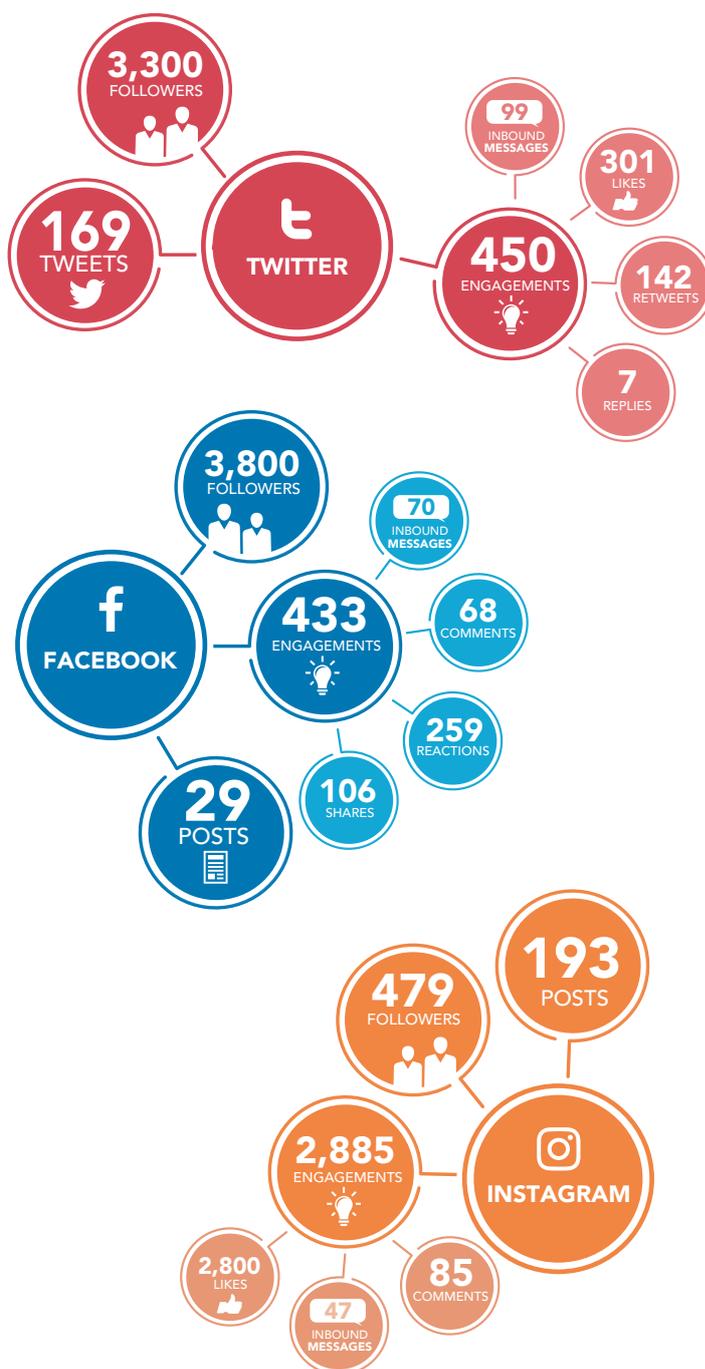
YC E-NEWS AND YC NEWS (DIGITAL AND PRINT)

The YC e-News is a monthly electronic direct mail (EDM) newsletter for young carers and the people who support them. The digital newsletter continued to perform well throughout the year, ending the period with 2,410 subscribers.

YC News is a quarterly eight-page newsletter, sent to over 3,500 contacts across NSW. Content includes young carer stories, competitions, and the latest news and events for young carers.

SOCIAL MEDIA ANALYTICS

1 JULY 2017 TO 30 JUNE 2018



INFORMATION

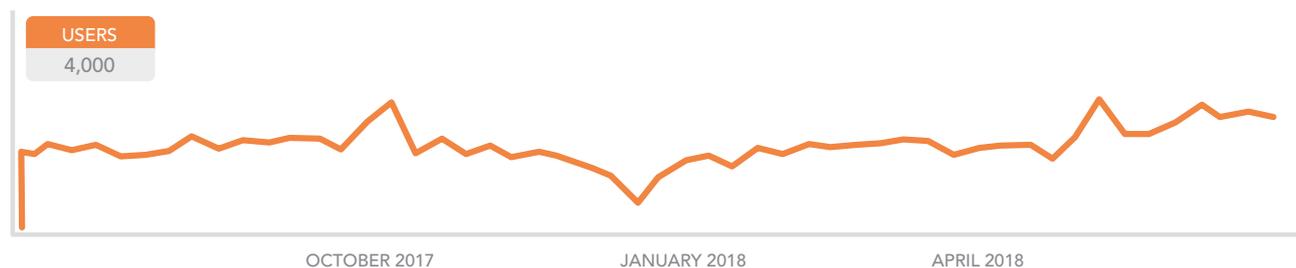
RESOURCES AND PUBLICATIONS (CONT.)

WEBSITE ANALYTICS

1 JULY 2017 TO 30 JUNE 2018



	% OF USERS	USERS
AUSTRALIA	90.66%	79,396
UNITED STATES	3.00%	2,628
UNITED KINGDOM	1.99%	1,738
INDIA	0.44%	384
CANADA	0.32%	278
PHILIPPINES	0.32%	277
UNKNOWN	0.27%	233
IRELAND	0.19%	166
SOUTH KOREA	0.18%	154
NEW ZEALAND	0.17%	151



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.

Dr Christina Aggar

Associate Professor Michael Fine

Mary Moody

Emeritus Professor Peter Baume

Patricia Harrison

Professor Melanie Oppenheimer

John Berryman

Professor Ian Hickie

Richard Ottley

Jennifer Bott

Paul Livingston

Jim Warren

Lucy Brogden

Miriam Margolyes

Emeritus Professor Ian Webster AO

Dave Carter

Julie McCrossin

Emeritus Professor Bettina Cass

Andrew McKinnon

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.

Gina Dolphin

Arthur Cunningham

Margot White

Christine Gorman

Kheng Selling

Des Sellars

Billie-Jo Barbara

CORPORATE AND OTHER SUPPORTERS

Chris Bath

icare

Rapid Relief Team

Bunnings

Mirri Mirri

The Voice Project

City of Sydney

Helena and Vikki Moursellas

University of Wollongong, Work,

Clayton UTZ

Museum of Contemporary Art Australia

Health and Safety

HESTA

PwC

CONSULTANTS

PricewaterhouseCoopers (PwC) were contracted in February 2018 to assist with the preparation of the *Carers NSW Strategy 2018–2021*, which outlines strategic directions and identifies a number of important priorities for Carers NSW over the next three years

VOLUNTEERS

Carers NSW greatly appreciates the time volunteers dedicate to supporting the work of the organisation.

Aileen Ahyong

Ian Kirkham

Ann Tearrell

Roxy Brady

Irene Lam

Sue Young

Lilian Clayton

Regina Lyon

Jean Foxover

Sally Moss

Robert Henderson

Helen O'Doherty

Carers NSW Limited

ABN 45 461 578 851

Financial Statements

For the Year Ended 30 June 2018

Carers NSW Limited

ABN 45 461 578 851

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For the Year Ended 30 June 2018

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Carers NSW Limited

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**Statement of Surplus or Deficit and Other Comprehensive Income
For the Year Ended 30 June 2018**

		2018	2017
	Note	\$	\$
Revenue	4	9,117,946	8,983,726
Other income	4	142,368	147,186
Employee benefits expense	5	(5,223,472)	(5,003,072)
Depreciation and amortisation expense	5	(196,195)	(245,398)
Building occupancy expense		(466,981)	(453,833)
Professional fees		(2,650,993)	(2,851,136)
Printing and stationery expense		(108,385)	(147,156)
Other expenses		(750,108)	(784,969)
Deficit for the year		(135,820)	(354,652)
Other comprehensive income for the year		-	-
Total comprehensive income for the year		(135,820)	(354,652)

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Financial Position

30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	650,965	896,945
Trade and other receivables	7	185,465	180,742
Other financial assets	8	7,976,146	10,121,228
Other assets	10	60,922	32,769
TOTAL CURRENT ASSETS		<u>8,873,498</u>	<u>11,231,684</u>
NON-CURRENT ASSETS			
Property, plant and equipment	9	730,362	601,685
TOTAL NON-CURRENT ASSETS		<u>730,362</u>	<u>601,685</u>
TOTAL ASSETS		<u>9,603,860</u>	<u>11,833,369</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	631,402	861,041
Employee benefits	13	344,416	306,157
Other financial liabilities	12	5,596,638	7,457,831
TOTAL CURRENT LIABILITIES		<u>6,572,456</u>	<u>8,625,029</u>
NON-CURRENT LIABILITIES			
Employee benefits	13	168,290	209,406
TOTAL NON-CURRENT LIABILITIES		<u>168,290</u>	<u>209,406</u>
TOTAL LIABILITIES		<u>6,740,746</u>	<u>8,834,435</u>
NET ASSETS		<u>2,863,114</u>	<u>2,998,934</u>
EQUITY			
Accumulated surplus	14	2,863,114	2,998,934
TOTAL EQUITY		<u>2,863,114</u>	<u>2,998,934</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 2018****2018**

	Accumulated Surplus	Total
Note	\$	\$
Balance at 1 July 2017	2,998,934	2,998,934
Deficit for the year	(135,820)	(135,820)
Balance at 30 June 2018	2,863,114	2,863,114

2017

	Accumulated Surplus	Total
Note	\$	\$
Balance at 1 July 2016	3,353,586	3,353,586
Deficit for the year	(354,652)	(354,652)
Balance at 30 June 2017	2,998,934	2,998,934

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 2018

	2018	2017
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	8,530,556	9,004,766
Payments to suppliers and employees	(10,846,204)	(10,130,488)
Donations received	5,472	6,544
Interest received	243,986	294,274
Net cash provided by/(used in) operating activities	<u>(2,066,190)</u>	<u>(824,904)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(324,872)	(102,598)
Proceeds / (purchase) from held to maturity investments	2,145,082	1,030,609
Net cash used by investing activities	<u>1,820,210</u>	<u>928,011</u>
Net increase/(decrease) in cash and cash equivalents held	(245,980)	103,107
Cash and cash equivalents at beginning of year	<u>896,945</u>	<u>793,838</u>
Cash and cash equivalents at end of financial year	6 <u><u>650,965</u></u>	<u><u>896,945</u></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 2018

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 2018 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 13 September 2018.

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 2018

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 2018 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 payable are stated inclusive of GST.

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 acquisition date at fair value.

Where the cost model is used, the asset is carried at its cost less any accumulated depreciation and any

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies (cont'd)

(e) Property, plant and equipment (cont'd)

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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

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.

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 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.

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2018****2 Summary of Significant Accounting Policies (cont'd)****(f) Financial instruments (cont'd)**

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 the reporting period.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies (cont'd)

(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

	2018	2017
	\$	\$
Finance income		
- other interest received	243,986	294,274
Other revenue		
- government grant revenue	8,873,960	8,689,452
Total Revenue	9,117,946	8,983,726
Other Income		
- membership subscriptions	7,380	8,130
- grants for the acquisition of fixed assets	29,458	67,645
- other income	100,058	64,867
- donations	5,472	6,544
	142,368	147,186

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2018****5 Result for the Year**

The result for the year includes the following specific expenses:

	2018	2017
	\$	\$
Other expenses:		
Employee benefits expense	5,223,472	5,003,072
Depreciation expense	196,195	245,398
Superannuation contributions	421,001	403,159
	<hr/>	<hr/>
Rental expense on operating leases:		
- Minimum lease payments	247,277	241,807

6 Cash and Cash Equivalents

	2018	2017
	\$	\$
Cash at bank and in hand	650,965	896,945
	<hr/>	<hr/>
	650,965	896,945
	<hr/> <hr/>	<hr/> <hr/>

7 Trade and Other Receivables

	2018	2017
	\$	\$
CURRENT		
Trade receivables	95,655	66,310
	<hr/>	<hr/>
	95,655	66,310
Other receivables	89,810	114,432
	<hr/>	<hr/>
Total current trade and other receivables	185,465	180,742
	<hr/> <hr/>	<hr/> <hr/>

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.

8 Other Financial Assets**Held-to-maturity investments**

	2018	2017
	\$	\$
CURRENT		
Other financial assets	7,976,146	10,121,228
	<hr/>	<hr/>
	7,976,146	10,121,228
	<hr/> <hr/>	<hr/> <hr/>

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2018

9 Property, plant and equipment

	2018	2017
	\$	\$
PLANT AND EQUIPMENT		
Motor vehicles		
At cost	282,536	282,536
Accumulated depreciation	(230,642)	(199,943)
Total motor vehicles	<u>51,894</u>	<u>82,593</u>
Office equipment		
At cost	1,058,233	733,360
Accumulated depreciation	(635,797)	(555,642)
Total office equipment	<u>422,436</u>	<u>177,718</u>
Leasehold Improvements		
At cost	426,708	426,708
Accumulated amortisation	(170,676)	(85,334)
Total leasehold improvements	<u>256,032</u>	<u>341,374</u>
Total plant and equipment	<u>730,362</u>	<u>601,685</u>
Total property, plant and equipment	<u>730,362</u>	<u>601,685</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 2018				
Balance at the beginning of year	82,593	177,718	341,374	601,685
Additions	-	324,872	-	324,872
Depreciation expense	(30,699)	(80,154)	(85,342)	(196,195)
Balance at the end of the year	<u>51,894</u>	<u>422,436</u>	<u>256,032</u>	<u>730,362</u>

Carers NSW Limited

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Notes to the Financial Statements**For the Year Ended 30 June 2018****10 Other Assets**

	2018	2017
	\$	\$
CURRENT		
Prepayments	60,922	32,769
	<u>60,922</u>	<u>32,769</u>

11 Trade and Other Payables

	2018	2017
Note	\$	\$
Current		
Trade payables	59,028	264,991
GST payable	29,256	48,480
Sundry payables and accrued expenses	543,118	547,570
	<u>631,402</u>	<u>861,041</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

12 Other Financial Liabilities

	2018	2017
	\$	\$
CURRENT		
Funds on hold	157,146	152,047
Grants received in advance	(b) 5,439,492	7,305,784
	<u>5,596,638</u>	<u>7,457,831</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 \$260,572.73 (2017: \$255,919.89).

(b) Grants received in advance comprise the following:

	2018	2017
	\$	\$
NSW Department of Family and Community Services - Statewide Peak Activities	18,593	107,612
NSW Department of Family and Community Services - Training & Development	66,108	21,546
NSW Department of Family and Community Services - State-wide Information & Referral Service	54,892	100,707

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2018

12 Other Financial Liabilities (cont'd)

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

	2018	2017
	\$	\$
NSW Department of Family and Community Services – Carers Representation Program	19,711	9,676
Ageing, Disability & Home Care - Carers NSW (Carers under 65)	12,285	14,394
Department of Social Services – Commonwealth Home Support Program (CHSP)	86,150	84,096
Ageing, Disability & Home Care - Older Parent Carer Program	1,742,638	2,465,437
NSW Department of Family and Community Services - Young Carers Program	45,594	84,803
Carers Australia - DSS Young Carers Program	12,878	1,192
NSW Department of Family and Community Services - Carers Strategy	805,746	805,746
NSW Department of Family and Community Services - Hidden Carer Outreach project	64,065	64,065
Carers Australia - Carer Information Support Service (CISS)	2,526	47
Carers Australia - National Carer Counselling Program (NCCP)	-	81
Carers Australia - Mental Health Carer Counselling	-	146
Carers Australia - Better Start for Children with Disability	40,779	41,382
Department of Social Services - Mental Health Respite: Carer Support	164,860	239,831
Department of Social Services - NDIS Transition Mental Health Respite: Carer Support	240,743	175,003
NSW Department of Family and Community Services - Carers Week	200,000	30,000
NSW Department of Family and Community Services - Carers Support Group (together program)	1,601	204,782
Ageing, Disability & Home Care - My Plan My Choice	505,549	795,944
Ageing, Disability & Home Care - Supported Living Fund	45,151	34,950
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)	92,671	6,671
Carers Australia - Carer Recognition Program	612	612
Carers Australia - IT Upgrade One-Off	3,194	3,194
Carers Australia - Special Infrastructure Project	24	25
Ageing, Disability & Home Care - Older Parent Carer Tool Kit Project	37,640	37,640
Ageing, Disability & Home Care - CALD Project	45,136	-
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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2018

12 Other Financial Liabilities (cont'd)

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

	2018	2017
	\$	\$
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 - Moving Forward Workshops	33,914	17,775
Department of Education and Communities - Youth Opportunities Program	87	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	207,381	319,425
Department of Social Services - Carer Achievement Pathway Project - Try, Test and Learn	66,016	-
Ageing, Disability & Home Care - OPC Diagnostic Project	40,164	147,293
Ageing, Disability & Home Care - OPC NDIS Transition Project	18,886	149,609
Ageing, Disability & Home Care – e Learning Project	-	37,351
Ageing, Disability & Home Care - Walking Together with Mirri Mirri (BCAP) Project	6,979	174,800
Ageing, Disability & Home Care - Specific Carers Projects	346,410	756,888
NSW Department of Family and Community Services – Employers and Carers Project (NSW Carers Strategy)	174,104	100,103
Total grants received in advance	5,439,492	7,305,784

13 Employee Benefits

	2018	2017
	\$	\$
CURRENT		
Long service leave	80,858	65,495
Annual leave	263,558	240,662
	344,416	306,157
NON-CURRENT		
Long service leave	168,290	209,406
	168,290	209,406

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2018

14 Accumulated Surplus

	2018	2017
	\$	\$
Accumulated surplus (accumulated deficits) at the beginning of the financial year	2,998,934	3,353,586
Surplus (deficit) for the year	<u>(135,820)</u>	<u>(354,652)</u>
Accumulated surplus (accumulated deficit) at end of financial year	<u>2,863,114</u>	<u>2,998,934</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 2018 the number of members was 7,305 (2017: 6,994)

15 Leasing Commitments

Operating leases

	2018	2017
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	284,115	336,755
- between one year and five years	<u>516,353</u>	<u>813,247</u>
	<u>800,468</u>	<u>1,150,002</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 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 2018

16 Financial Risk Management (cont'd)

- Bank overdraft
- Trade and other payables

		2018	2017
		\$	\$
Held-to-maturity financial assets	8	7,976,146	10,121,228
Loans and receivables	6&7	836,430	1,077,687
Financial liabilities at amortised cost	11	(631,402)	(861,041)
Other financial liabilities	12	(5,596,638)	(7,457,831)
		<u>2,584,536</u>	<u>2,880,043</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:

	2018	2017
	\$	\$
Short-term employee benefits	343,829	367,319
Post-employment benefits	31,786	33,367
Termination benefits	-	9,269
	<u>375,615</u>	<u>409,955</u>

The total remuneration paid to key management personnel of the Company is \$ 375,615 (2017: \$ 409,955).

18 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2018 (30 June 2017:None).

19 Events after the end of the Reporting Period

The financial report was authorised for issue on 13 September 2018 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 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 Entities 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
 Stephen Bowles (President)



Responsible person
 Bruce Howle (Honorary Treasurer)

Dated 13 September 2018

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 financial report of Carers NSW Limited, which comprises the statement of financial position as at 30 June 2018, 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 responsible entities declaration.

In our opinion the financial report of Carers NSW Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2018 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and 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 Registered Entity 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 Responsible Entities for the Financial Report

Management of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Registered Entity'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 Registered Entity or to cease operations, or has no realistic alternative but to do so.

Management is responsible for overseeing the Registered Entity'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

Carers NSW Limited

Independent Audit Report to the members of Carers NSW Limited

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 Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's 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 Registered Entity'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 Registered Entity 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 those charged with governance 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 Zabeti
Partner

Sydney
13 September 2018

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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
- Become a member of Carers NSW or the Carers NSW Young Carer Program
- Sign up for the eNews
- Follow Carers NSW on social media



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