

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
- Support carers' rights to make their own choices and direct their own lives



OPEN & 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 and locations
- Value forward thinking, innovation and new ways of working



RESPECTFUL

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



ACCOUNTABLE

- Aim for quality in all our endeavours
- Be honest, ethical and communicate with integrity
- Maintain governance processes to uphold professional standing

TABLE OF CONTENTS

VALUES	2	CARER SUPPORTS AND SERVICES.....	13
CARERS IN NSW	5	NSW CARER LINE	13
ABOUT CARERS NSW	5	NATIONAL CARER COUNSELLING PROGRAM	14
YEAR IN REVIEW	6	GROUP COUNSELLING	14
PRESIDENT'S REPORT	7	CATALINA'S STORY	15
CEO'S REPORT	9	YOUNG CARER PROGRAM.....	17
BOARD OF DIRECTORS	11	KELSIE'S STORY	18
		BETTER START.....	19
		YC DRIVE	19
		CARER ACHIEVEMENT PATHWAY	20
		WECARE.....	21
		MENTAL HEALTH RESPITE: CARER SUPPORT	21
		CARERS NSW NDIS COORDINATION OF SUPPORTS.....	21
		CARERS + EMPLOYERS.....	22
		CARER PEER CONNECT	22



AN AUSTRALIA THAT VALUES

EDUCATION AND TRAINING	23
CARERS NSW 2018 BIENNIAL CONFERENCE.....	24
POLICY AND ADVOCACY	25
KEY SUBMISSIONS AND INQUIRIES.....	26
KEY ADVISORY GROUPS AND MEETINGS	27
RESEARCH	29
A COLLABORATIVE PEAK ORGANISATION	30
CONNECTING CARER COMMUNITIES	33
NATIONAL CARERS WEEK	33
GRANTS TO CELEBRATE NATIONAL CARERS WEEK.....	33
CARERS DAY OUT.....	34
INFORMATION, RESOURCES AND PUBLICATIONS	35
SUPPORTERS OF CARERS NSW	37
REPORTS AND FINANCES	38
CARERS NSW OFFICES	60
HOW CAN YOU HELP?	60



AND SUPPORTS ALL CARERS

ABOUT CARERS AND CARERS NSW

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.

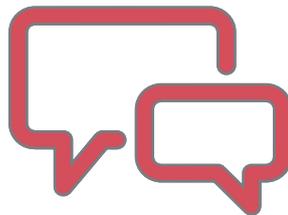
Carers NSW is a not-for-profit registered charity and company limited by guarantee. It is governed by a

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 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.



“CARERS NSW WAS A PLACE TO TURN TO WHEN I DIDN'T KNOW WHAT TO DO NEXT. I WAS GIVEN SOME SUPPORT TO GO FORWARD AND I WAS PROVIDED WITH RESOURCES TO PROGRESS.”

YEAR IN REVIEW



10,200 CARERS
CONTACTED CARERS
NSW CARER LINE,
SEEKING INFORMATION,
SUPPORT AND REFERRAL



**1,178 CARERS AND
SERVICE PROVIDERS**
ACCESSED
EDUCATION AND
TRAINING



13,000 REFERRALS
TO SERVICES
WERE MADE THROUGH
THE CARER LINE



104,255 PEOPLE
ACCESSED SPECIALIST
INFORMATION ON
CARERS NSW WEBSITE



**5,330 COUNSELLING
SESSIONS** WERE DELIVERED
TO MORE THAN
1,480 CARERS



CARERS NSW
FACEBOOK POSTS
HAD A REACH
OF **289,663**

PRESIDENT'S REPORT

The 2018-2019 financial year will be remembered as a year of change for Carers NSW as we evolved to support the needs of carers through the single most expansive reform the carer support sector has ever seen. While it has proven to be a challenging environment in which to operate, Carers NSW has continued to embrace new opportunities, ensuring our vision is at the forefront of all we do.

In 2018, the Carers NSW Board consulted PricewaterhouseCoopers (PwC) in the design and development of the *Carers NSW Strategic Plan 2018-2021*, to provide a roadmap for the coming three years. The Strategic Plan, which officially launched on 1 July 2018, has helped the Board provide direction and leadership in a time of significant change, informing the tasks and actions that are needed to best support carers across NSW. Being led by the Strategic Plan over the past year, the Carers NSW Board and staff have embraced the opportunity to further impact carers, expanding our reach with two new carer-centred projects, *Carers + Employers*, a carer-friendly employee accreditation program, and *YC Drive*, a learner driver mentoring program.

While change is often followed by opportunity, it is in times like these, times of uncertainty and reform, that we assess the foundation of Carers NSW, and ensure our organisation has sufficient capacity to support growth and manage change. With this in mind, a key focus for the Board during the 2018-2019 financial year was to build the capacity of Carers NSW with streamlined support systems. As a result, Carers NSW invested in a new Customer Relationship Management (CRM) system, which went live in May 2019. Carers NSW engaged Professional Advantage (PA), an external IT agency, to deliver on the new CRM system, which now sees staff operating within

Microsoft Dynamics 365. We also invested in new Finance and HR systems, which both went live on 1 July 2018, to better support internal operations. In building upon our foundation we are able to ensure Carers NSW is agile and has the ability to evolve in an environment of reform.

Over the past 12 months, the Carers NSW Board of Directors has changed too, and we farewelled former Vice President, Liz Cohen in March 2019, and Director, Billie-Jo Barbara in October 2018. Both Liz and Billie-Jo have helped pave the way for the future of Carers NSW, and have been valuable board members. On behalf of the Board, I would like to thank Liz and Billie-Jo for their commitment to supporting carers through Carers NSW.

We were very proud to appoint Michele Ferris as our new Vice President following the last AGM. Michele's personal experience as a carer, backed by her professional career in aged care and disability service provision, makes her more than capable to fill the role of Vice President. In April we welcomed our newest Director to the Board, Emeritus Professor Bettina Cass. With over 40 years' professional experience in the research and social policy fields, Bettina is a welcome addition to the Board.

The primary responsibility of the Carers NSW Board of Directors is to establish the strategic framework and steer the direction of the organisation today, and into the future. Members of the Carers NSW Board have continued to provide guidance and leadership in this time of change, and will continue to support the direction of the organisation. With the Board as it stands today, I am proud to say that I have full confidence in our ability to fulfil our responsibilities to a high standard, thanks to the skilled professionals that make up our Board. Thank you to all Directors for your continued commitment to Carers NSW, and for your time and expertise.

As well as serving on the Board, Bruce Howle as Treasurer leads our Finance, Audit and Risk Committee, and Michele Ferris leads our Governance Committee. Both have worked very hard over the past year, and I am grateful for their commitment and contribution to supporting carers. Thank you to all the members of the Finance, Audit and Risk Committee and the Governance Committee, for all you do in helping Carers NSW achieve our goals and objectives.

The achievements laid out in this Annual Report would not be possible without the dedication of our CEO, Elena Katrakis, whose leadership upholds the foundation of Carers NSW, and ensures our vision is recognised and supported. I would like to say thank you to all Carers NSW staff who continue to serve carers across NSW – thank you for all you do.

I look forward to seeing what the next 12 months has in store for Carers NSW as we continue to operate in a time of significant reform.



Stephen Bowles
President



STEPHEN BOWLES
PRESIDENT

CEO'S REPORT

As I read this report, and reflect on the past twelve months, I am reminded of how far we have come, and all we have achieved in the 2018-2019 financial year, all whilst continuing to navigate the changing landscape of the carer support sector. Like most organisations, we are operating in an environment of constant change where a number of variables are outside of our control, however, regardless of the unknowns, our core role remains – and that is to support and advocate for carers across NSW.

For more than forty years we have successfully grown and adapted through sector reforms, and have been agile in our approach to supporting carers. These changes have helped shape the Carers NSW we all know today, and it is this same attitude that continues to support us through the current changing service environment as the sector undergoes its biggest transformation to date.

In 2018 we launched the *Carers NSW Strategic Plan 2018-2021*, outlining our goals and strategic direction for the coming years, reflecting our key priorities as carers in NSW transition to new service environments in the carer, disability and aged care sectors. Developed with the assistance of PricewaterhouseCoopers (PwC) and the Carers NSW Board, and informed by carers across NSW, Carers NSW staff, representatives of funding bodies and leaders of non-government-organisations, the Strategic Plan details the strategic pillars and actions that will guide Carers NSW to achieve our vision; an Australia that values and supports all carers. The three Strategic Pillars - advice, capacity building and awareness - have been developed based on our commitment to support carers in the changing service environment, the need to build the capacity of the community and business sector to respond to carer needs, and the need to represent the carer 'voice' within all levels of government and the broader community. The past financial year marked the first year of the new Strategic Plan in action, and Carers NSW actively sought opportunities to solidify the foundations of the organisation, and further support recognition, inclusion, and wellbeing of all carers living in NSW.

A key focus of the new Strategic Plan is to support carers through the transition to the Integrated Carer Support Service (ICSS), ensuring carers achieve the best possible outcomes under the new national carer support system. As

part of this commitment, we were proud to deliver 19 information sessions across the state titled *Understanding the new Integrated Carer Support Service (ICSS)*, to carers and service providers. The information sessions equipped carers with information on how to access the new support services, how these support services could support them in their caring role, and outlined the upcoming changes for service providers. We also endeavoured to share information on the ICSS through targeted *eNews*, *Carers News*, social media updates, and through the development of fact sheets.

ICSS was also a topic of conversation at Carers NSW 11th annual staff conference, *What's Next?*, which welcomed staff from the Sydney, Coffs Harbour, Dubbo, Newcastle and Tweed Heads offices, focusing on the changes, challenges and opportunities that come with the fast-changing landscape of the sector. The staff conference remains a highlight for Carers NSW as it enables everyone to come together, creating an environment for shared learning and understanding.

Another highlight from 2018-2019 to reflect upon was most notably the *Carers NSW 2018 Biennial Conference, Caring: Yesterday, Today, Tomorrow*. Carers and service providers attended the two-day conference in Sydney, and explored best practice, innovation, policy, research and initiatives in carer support.

On the second day of the *2018 Biennial Conference*, the *Carers NSW 2018 Carer Survey: Summary Report* was launched, reflecting the experiences of 1,830 carers living in NSW from a range of caring backgrounds including culturally and linguistically diverse (CALD) carers (11% of respondents) and Aboriginal and Torres Strait Islander carers (3% of respondents). Responses from the *2018 Carer Survey* will continue to inform Carers NSW direction, support, and systemic advocacy for all carers across NSW.

Also launched at the *2018 Biennial Conference* was one of our newest initiatives, *Carers + Employers*, Australia's first carer-friendly accreditation program. Funded by the NSW Government, the *Carers + Employers* program defines best-practice standards for supporting staff with caring responsibilities, and offers a tiered accreditation program that is designed to provide organisations tangible steps to becoming carer-friendly employers. We are excited to be

leading the way for carer-friendly workplace accreditations within Australia, and we look forward to partnering with organisations, both big and small, to better support working carers.

We are also pleased to be expanding our reach and support to carers through a new innovative initiative, *YC Drive*, a learner driver mentoring program supporting young carers to attain their driver licence. Funded by the NSW Government, *YC Drive* is designed to support young carers to attain their provisional driver license to ensure their independence, prevent social isolation and enhance their ability to access employment and educational opportunities.

As we expand with these new projects, continue to serve carers through our existing services, and create room for change with the new national carer support system, it is important we invest in strong support systems that act as a foundation for successful internal operations. Over the past financial year, Carers NSW has invested in a new Customer Relationship Management (CRM) system, which went live in May 2019, and a new Human Resources and Finance system which went live in July 2018. Investment in these systems have helped streamline internal processes, and support staff within their roles.

As the environment around us continues to change, Carers NSW remains committed to supporting carers across NSW. We look forward to further expanding our reach with three new carer-centred projects over the coming 12 months, funded by the NSW Government, to support hidden carers, carers looking for work, and carers supporting people receiving palliative care.

I look forward to seeing what opportunities present themselves over the next 12 months in line with the sector changes.



Elena Katrakis
Chief Executive Officer



ELENA KATRAKIS
CHIEF EXECUTIVE OFFICER

CARERS NSW BOARD OF DIRECTORS

AS AT 30 JUNE 2019 THERE WERE EIGHT BOARD DIRECTORS, INCLUDING FOUR OFFICE BEARERS. 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

Stephen Bowles is a chartered accountant. He had a 35 year career with PricewaterhouseCoopers (PwC) 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.



MICHELE FERRIS VICE PRESIDENT

*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 works as a Dementia Consultant in Northern Sydney and has a background in aged care and disability service provision for more than 15 years. She has a strong passion for advocacy and for the rights of older people and those with disabilities. Michele was elected to the Board in November 2017. She has previously held the position of Honorary Secretary and was elected as Vice President in November 2018.



BRUCE HOWLE HONORARY TREASURER

BEc, CA, Dip FP

CHAIR OF THE FINANCE, AUDIT
AND RISK COMMITTEE

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



REID JOHNSON HONORARY SECRETARY

BSc, MMan, JP, AICD

MEMBER OF THE FINANCE,
AUDIT AND RISK COMMITTEE

Reid Johnson 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 and elected as Honorary Secretary in November 2018.



**EMERITUS PROFESSOR
BETTINA CASS
DIRECTOR**

BA (Hons), PhD

MEMBER OF THE GOVERNANCE
COMMITTEE



Bettina has over 40 years' professional experience in the research and policy fields and is internationally renowned for her social policy research on issues such as youth and families, disabilities and ill-health, ageing and the provision of care. Bettina has been director of several large governmental inquiries and reviews, including serving as Commissioner on the NSW and Commonwealth Law Reform Commissions on social policy, as well as consulting for the OECD on social issues in Eastern Europe.

In recognition of her extensive contributions to both research and policy reform, Bettina received the Order of Australia in 1989. Bettina is currently Emeritus Professor at the Social Policy Research Centre at the University of New South Wales, Emeritus Professor at the University of Sydney and a Fellow of the Academy of the Social Sciences in Australia. Bettina was appointed to the Carers NSW Board in April 2019.

**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. She has advocated for children and adults with disabilities, their families and services for more than 40 years. She is a life member of Carers NSW and National Disability Services and has held a number of voluntary and advisory positions concerned with health and severe disability. She has been a member of the Carers NSW Board for over 20 years, having served as Secretary and Vice President.

**GREG SAM
DIRECTOR**

*PGDipMic, BAppSc, BAdmin,
MPH, AICD*

MEMBER OF THE GOVERNANCE
COMMITTEE



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.

**SIMON DAWES
DIRECTOR**

MBA, BE, GAICD

Simon is a current carer and a Director at Ernst & Young (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.



BILLIE-JO BARBARA resigned from the Board in October 2018.

LIZ COHEN resigned from the Board in March 2019.

CARER SUPPORTS AND SERVICES



**10,200
CARERS**
CONTACTED
THE CARER
LINE, SEEKING
INFORMATION,
SUPPORT AND
REFERRAL

NSW CARER LINE

The *NSW Carer Line* is part of the national *Carer Information Support Service (CISS)*, which is a toll-free number offering specialist carer information, emotional support and referrals. The *Carer Line* is available to carers, care recipients, family members and service providers.

During 2018-2019, the *NSW Carer Line* handled over **14,600** interactions providing information, support and referral services. Of these interactions, more than **12,300** were unique incoming enquiries.

More than **10,200** carers contacted Carers NSW through the *Carer Line*, accounting for 70% of all enquiries, and over **13,000** referrals were made

to services such as the *National Carer Counselling Program (NCCP)*, *Centrelink*, *Commonwealth Respite and Carelink Centres* and many other support services and agencies.

Carer Support Officers also attended over 40 community events and interagency meetings across Sydney Metro and Regional NSW during the 2018-2019 year to help raise awareness of Carers NSW supports and services.

Carers NSW Carer Support Officers consistently received positive feedback from carers following their interaction through the *Carer Line* over the past year. Over 98% of carers who contacted Carers NSW via the *Carer Line* in 2018-2019 felt that the response to their

enquiry was promptly received and their individual needs were heard.* Some positive testimonials received from carers include:

"Always been satisfied with Carers NSW - they live up to their name and are the most caring, respectful organisation I've ever encountered..."

"My contact with Carers NSW was excellent, my needs were fully understood. I felt validated about my request for counselling."

"Ease of access so important when at the end of the tether, stretched and stressed. Well done!"

**NCCP Evaluation report 2018-19*

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.

During 2018-2019, Carers NSW delivered over **5,330** counselling sessions to more than **1,480** carers. A large majority of sessions were conducted as individual face-to-face sessions delivered via Carers NSW extensive network of brokered and in-house counsellors across the state.

Of the carers who accessed *NCCP* during the reporting period, over **77%** said they feel less stressed and are better able to cope with their caring situations, and **86%** of carers reported positive feedback with testimonials from carers below:

"The face-to-face counselling has been so invaluable to me. It's made me stronger and better able to deal with my anxiety."

"Talking to someone outside of my situation really helps me to gain a more balanced perspective."
- *NCCP Evaluation report 2018-19*

In March Carers NSW was invited to deliver a session on stress and self-care to parent carers of children living with disability at William Rose Sensory & Special Education School at Seven Hills. The session was facilitated by a Carers NSW in-house Counsellor and Carer Support Officer and was delivered to 25 parent carers. Carers NSW received glowing feedback from the school's counsellor:

"Carers NSW led the discussion in a sensitive, clear, engaging and open way. Our parents appeared to feel very comfortable and supported. Joy and Stacey's professionalism and skills were a credit to Carers NSW as an organisation."



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 can be delivered in person or via a Talk-link program using telephone conferencing, which allows for carers in remote or rural areas to access support and connect with other carers in similar situations.

A total of eight therapeutic groups were delivered in 2018-2019, some in partnership with other organisations and others via the Talk-link program.

Carers NSW supported a diverse range of carer cohorts through tailored counselling groups including carers of people living with mental illness, carers from culturally and linguistically diverse backgrounds

(CALD), carers experiencing grief and loss, a general carer wellbeing group, the Eight Stages of Healing in partnership with Mission Australia and a second group for carers of people living with mental illness in partnership with Community Care Northern Beaches (CCNB).

Some testimonials from carers who have participated in group counselling include:

"Well-structured and very relevant group."

"The group gave me the opportunity to meet and interact with others in a caring role. A chance to understand that you are not alone and share compassion with others who are carers in a different situation and capacity."

"There was some comfort taken when listening to others experiencing various problems. It helps to not feel quite so alone."

- *NCCP Evaluation report 2018-19*

CARER STORY

CATALINA'S STORY

CARING, IN MY OPINION, IS AN ACT OF LOVE TOWARDS ANOTHER PERSON; IT IS SERVING AND PROTECTING ANOTHER PERSON'S NEEDS BEFORE YOUR OWN NEEDS, IT IS AN EXTENSION OF BEING A PARENT, PARTNER, SIBLING OR FRIEND. AND IN MY EXPERIENCE, IT HAS BEEN EXACTLY THAT.

MENTAL HEALTH CARERS CARERS NSW 2018 CARER SURVEY



At the end of 2007, the night before my son's high school graduation, he confided in me, and informed me of a personal incident that had taken place, an incident which would ultimately result in a serious health issue that requires special, ongoing care. It was in that moment I began my journey as a carer, and although it was all of a sudden, I didn't have to think twice about stepping into this role as I saw the necessity of supporting my son's needs.

Before my son was diagnosed with Complex Post Traumatic Stress Disorder (PTSD), which is a combination of anxiety and depression, I was a single-mother, and the breadwinner for my family. At the time, I was working as an Assistant Manager and Caseworker for a women's refuge, and financially I was able to manage after establishing myself as a single parent on the back of a bitter divorce and domestic violent situation. I would live week by week paying off my mortgage, private school fees, private music tutoring, health insurance, and car, all without any external support.

In the beginning, a few months after my son's disclosure of abuse, I was able to balance my professional responsibilities with my personal life, but as weeks passed by it was obvious I could not keep my job as the demands of my caring role quickly became 24/7. The responsibilities of my new caring role affected my

health and energy levels, as well as my ability to concentrate in my professional role that I had been hired to do. **I had no option but to resign.**

From then on, my son and I started a new facet of our lives. I applied for the carer payment, and my income dropped dramatically. Financially I lost my independence, and in losing my independence, I lost my home as I couldn't pay my mortgage, and I lost my car as I couldn't keep up with the maintenance costs.

My normal way of living, which was never extravagant, was a thing of the past, as I started counting coins to get by. I learned how to get assistance from charities with my electricity bills, and sometimes they also provided tinned food. We were living on the poverty line, and somehow we managed to get by; one day at a time. I struggled on my own as I couldn't share my stresses and needs with the person I cared for, as this would have only added unnecessary stress to deal with.

It was in a sudden situation where we were facing possible eviction from my rental property, as I had been late on a couple of payments, and as my own savings had finished after subsidising my rent, that I was referred to Carers NSW. **This was the light at the end of a dark tunnel!**

Shortly after being referred to Carers NSW, I was contacted by a wonderful Carer Support Officer

To access the Carers NSW 2018 Carer Survey Summary Report visit:
<http://www.carersnsw.org.au/research/survey/>



(CSO) who supported my son and I 100%. While being supported in my caring role I started to feel human again, and I welcomed some sense of normality back into our lives.

From then on, new opportunities followed and I became a Carer Representative with Carers NSW, and returned to my tertiary education studies in Mental Health and Alcohol and Other Drugs (AOD). This empowered me to meet with

the then NSW Minister for Mental Health where I presented a program I had designed for people who had experienced some mental trauma. The program was informed by my decade of experience as a carer, and my own personal and professional observation on what treatment or approach could positively be applied in the recovery of my son's trauma. Also, in the past year, I have been involved in an advocacy program of awareness regarding

domestic violence and its many consequences – Voices For Change.

My caring journey began as the result of domestic violence, and it has shown the ripple effect this type of abuse has on a whole family, especially the one who was subject to the violence. My caring journey hasn't been easy, but the below advice, which I refer to as my survival kit, helped me get through the tough times, and enabled me to come out stronger and more determined:

1. NEVER GIVE UP, THERE IS ALWAYS A LIGHT AT THE END OF THE TUNNEL
2. THERE WILL ALWAYS BE A HELPING HAND READY TO ASSIST YOU
3. EVERYDAY YOUR LIFE WILL EVOLVE, IT FEELS AS IF IT DOESN'T BUT IT DOES!
4. CONNECT WITH AFTERHOURS SUPPORT SERVICES, WHETHER IT BE A CLOSED WHATSAPP GROUP OR SOMETHING SIMILAR, THAT GIVES CARERS THE OPPORTUNITY TO REACH OUT BEYOND 9:00AM TO 5:00PM SO IF YOU'RE IN A CRISIS AFTERHOURS, YOU AREN'T ISOLATED AND KNOW WHO TO CONTACT OR WHERE TO GO

5. TRUST GOD

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

YOUNG CARER PROGRAM

THE CARERS NSW YOUNG CARER PROGRAM SUPPORTS YOUNG CARERS UP TO THE AGE OF 25 YEARS ACROSS NSW THROUGH REGISTRATION, INFORMATION AND REFERRAL TO LOCAL SERVICES. IN 2018-2019, THE PROGRAM HAS CONTINUED TO CONNECT WITH YOUNG CARERS ACROSS DIFFERENT COMMUNITIES THROUGH AWARENESS-RAISING VENTURES, INCLUDING COMMUNITY OUTREACH AND WORKSHOPS FOR EDUCATIONAL STAFF AND OTHER SERVICE PROVIDERS.

Over the past year, **307** new young carers were identified and registered to the *Young Carer Program*, with ongoing support provided to 129 young carers in the reporting period. This continued growth can be attributed to an increase in community outreach and online presence. Young Carer Project Officers and Carers NSW staff have also been engaging with new services, schools and community groups through the introduction of *Who Cares, Wins*, funded by the NSW Government's Youth Opportunities Program, as well as the roll-out of other Carers NSW initiatives including the *Carer Achievement Pathway Project*, delivered under the *Try, Test and Learn* fund, and *YC Drive*. These additional services have complemented the work undertaken within the *Young Carer Program* and the team continues to cross-refer within Carers NSW to provide the best possible support for young carers across the state.

Program highlights for this period include the development of a registration card designed for Aboriginal and Torres Strait Islander young carers, and the commencement of translating the Young Carer Program Easy Read factsheet into 12 different community languages.

WHO CARES, WINS

A highlight of the year was the launch of Carers NSW latest initiative, *Who Cares, Wins*, an awareness-raising project where senior school students across NSW can participate in a Q&A style panel presented by a Young Carer Leader of a similar age to them and facilitated by the Carers NSW Young Carer Team. As part of this initiative, Young Carer Leaders are given the opportunity to share their experience as a carer with their peers, bringing to light the differences in their lives due to their caring role and raising the profile of young carers in schools.

Since its commencement in January 2019, the team have successfully promoted and recruited a group of Young Carer Leaders to co-deliver this panel in high schools. The team have also delivered a full day workshop in Carers NSW North Sydney office for a group of Young Carer Leaders, with some young carers travelling from remote and regional areas to participate.

One successful pilot panel was delivered to a high school in the Sydney area and in this instance, the Young Carer Leader positively reported their experiences sharing their story and answering questions from the audience.

"The presentation went beautifully and was effective in engaging the students while educating them about what it entails to be a young carer and the support services available for them."

- Young Carer Leader, 18 years old

The Young Carer team are excited to progress with this project, delivering it in high schools across NSW in the next six months and continuing to raise awareness of young carers in the community.



YOUNG CARER STORY



KELSIE'S STORY

My name is Kelsie and I'm 17 years old. I care for my younger sister who was diagnosed with an intellectual disability when she was four. I am three years older, so technically I have been a young carer since I was seven. However, there were other people I was caring for before that so I cannot place a definite age/year of when I began caring. In my caring role I spend a lot of time providing emotional support and completing household tasks. I often interpret conversations with medical professionals into simpler language for my mum and help my little sister with her school/speech therapy work. Household chores such as cooking, cleaning and grocery shopping need to be handled by someone and I often take these chores on.

As a young carer I find it really challenging to balance life's demands. Sometimes it is difficult to juggle work, school, sport and my caring role. This can make life very stressful, but I have found strength in being able to ask for support. Usually I feel quite confident in discussing my circumstances with services, support staff at school or teachers. I think the level of maturity carers develop can help us to recognise when certain aspects of life need to be prioritised and when it is necessary to get help.

The best thing about being a carer is the strength and resilience you develop along with life skills. Personally, being a young carer has shaped me into being who I am because the challenges you face make you stronger. You know that

after dealing with one thing, you can face the next and you have an idea of how to approach the situation. It is pretty common with teenagers to not have a great grasp on how to do basic household tasks such as the washing or handling finances. However, as a young carer I have learnt how to do these jobs and I have faith that after I leave home I will be able to look after myself. It's a great thing because it sets you up for your future in the 'real world'.

The *Young Carer Program* at Carers NSW has provided me with a lot of support. They have been really supportive during difficult times through simple chats and suggesting strategies, as well as sharing supportive resources. In April 2018, I attended the *Young Carer Leadership Program (YCLP)*. This was really helpful because I learnt a lot about public speaking, sharing my story, how to interact with the media and much more. I have been able to carry these skills with me since then. In April 2019, I attended a workshop in Sydney for the *Who Cares, Wins* panel. I learnt a lot of information that extended upon what YCLP taught us as well as learning how to speak on a panel.

It has been really helpful to access these resources and receive support from the different opportunities that Carers NSW has offered me. The conversations with the Young Carer Team help so much with handling issues associated with my caring role. The programs have helped me develop a wider skill set and become more confident. I have also been able to seek support from teachers and I feel more confident in sharing my story. Sharing my story has helped because it allows my support network to understand my circumstances better and make necessary adjustments.



YC DRIVE

YC Drive is a NSW Learner Driver Mentoring Program (LDMP) funded by the NSW Government through the Carers Investment Program. During 2018-2019, YC Drive was piloted in the Canterbury/Bankstown area.

YC Drive commenced in August 2018 and over the past year has concentrated its efforts in setting up the project, incorporating an evaluative framework and establishing the pilot area. The backbone of the YC Drive project is the recruitment of Volunteer Driver Mentors who will support the young carers in attaining their licence. To date, YC Drive have engaged and trained nine Volunteer Driver Mentors, and have recruited three young carers. Of these three participants, one young carer has passed her provisional driving test and two more are being linked with a Volunteer Driver Mentor.

It is well established that access to a licence and a motor vehicle is linked to a person's independence, employability and social connectedness. Research by the Social Policy Research Centre has also indicated that once young carers' obtain their licence their caring role becomes more sustainable. While there are a range of driving programs available to young people, none target the specific needs of young carers, which is why YC Drive is an important initiative in supporting young carers' independence.

Carers NSW would like to acknowledge and thank Canterbury Hurlstone Park RSL for the free car space and training rooms provided as in-kind support to this initiative.

"I am passionate about seeing young people reach their full potential."
– Volunteer Driver Mentor

"This program has made me more independent, and will enable me to bring my young kids around and bring my dad and aunt out to places."
– Young carer

BETTER START FOR CHILDREN WITH DISABILITY

In 2018-2019, the *Better Start for Children with Disability* initiative entered its seventh year of delivery. The *Better Start* team has supported families of children with disability aged 0 to 12 years with access to information, referrals and/or other support during times of transition to help them to navigate support programs and services for their child.

Over the past financial year, the *Better Start* team delivered 18 *Moving Forward Workshops* to 178 families in NSW, which saw a 39% increase from the previous year. The workshops in 2018-2019 have focused on providing information and support to families who:

- are waiting to access the *Early Childhood Early Intervention (ECEI)* pathway or the NDIS
- are actively using a current NDIS plan

- need information related to education for a child who is about to, or has recently started school;
- and also provide opportunities for peer support with other parents and carers.

Throughout the reporting period, over 100 service providers such as the NSW Department of Education and NDIS partners in community attended workshops as guest speakers, providing carers and families with direct access to local, state and national services.

Better Start has received positive feedback, as outlined below:

"Gave me greater knowledge of how to access a review of the NDIS plan and organisations of how to access the urgent review." June 2019

"This workshop was really useful for me and my family to get access to NDIS services and how my son can access the right services for his wellbeing and his future at his school." June 2019

"Now have better overall understanding of what has seemed to be an extremely complicated process." September 2018

CARER ACHIEVEMENT PATHWAY

The *Carer Achievement Pathway* (CAP) project is an innovative project that Carers NSW has been funded to deliver by the Department of Social Services. The project, which commenced in March 2018, focuses on increasing young carers' readiness to engage in employment and education in order to transition from welfare dependence. Initially, the project focused on supporting young carers primarily in the Western Sydney region who were receiving the Carer Allowance or Carer Payments, however, later in 2018, the intake region expanded to support more young carers across the wider Sydney region.

The program began with the development of a purpose built, young carer informed Digital Platform and commenced taking referrals from 1 August 2018. The Digital Platform was developed in partnership with University of Wollongong, with the support of Internetrix, a full spectrum digital team.

As part of the project, Carers NSW employs a number of Young Carer Coordinators who support young carers to develop goals relating to education, employment and/or their caring role over a 12 month period. Young Carer Coordinators can provide direct assistance such as developing and updating resumes and exploring education pathways and/or they can provide information on services, supports or anything that may be of interest to the young carers to assist them with their goals, as well as make coordinated referrals on their behalf. As part of the project, young carers are also given access to the secure Digital Platform to keep track of their goals and progress and to explore activities and services available to them. Another innovative part of the project is the involvement of a small team of coaching



volunteers with specific expertise in areas that may assist a young carer such as interview preparation.

In the first 12 months of the project the Young Carer Coordinators supported, assisted, and empowered 26 young carers to work towards and achieve numerous goals such as enrolling in TAFE and university courses, obtaining their driver licence, resuming driving lessons, gaining employment and work experience as well as providing vouchers for interview clothing, gym membership, a barista course and tutoring.

An integral part of the project is the young carer expert reference group which from the beginning has informed and helped develop and implement the CAP project in order to ensure it meets the needs of diverse young carers and achieves its intended outcomes. The group includes members of external organisations who have been identified to have expertise and experience working with and supporting young people and young carer representatives. The group meets once every three months.

CASE STUDY

One young carer expressed their desire to do Psychology or Criminology at university as a mature age student. The young carer has two young children and does not have any tertiary education experience, so viewed this goal as unachievable in their current position. Their Young Carer Coordinator researched courses at universities in Sydney and shared information with the young carer on a combined Psychology and Criminology degree at a university that offers fee-help and has the option to do some modules online and at night. The course is also mature aged student friendly, requiring no previous degrees or ATAR cut offs. The young carer has since applied, been accepted and enrolled into the course. The young carer advised that the CAP project helped motivate her, and gave her the confidence to apply for the course as she is a single mother as well as a carer for her father, so often has little time for herself.

WECARE

Carers NSW has been delivering the *wecare* program in partnership with *icare*, *Insurance and Care NSW*, since the full rollout in September 2017. The program was developed in recognition of the critical role family carers play in the months and years following the serious injury or diagnosis of a family member. Over the past financial year, *wecare* expanded its eligibility criteria to include carers of people who are supported by Dust Diseases Care. The *wecare* project offers two programs; the *Mentoring carers* program and the *Children and young people* program, which have collectively supported 73 participants over the past financial year.

The *Mentoring carers* program supports adult family members such as partners, parents or adult children of *Lifetime Care (LTC)*, *Workers Care (WC)* and *Dust Diseases Care (DD)* participants. The aim of the program is to improve carer health and wellbeing through a range of program activities, promoting enhanced education and practical skills, improved connections, life balance and social support and improved resilience and self-efficacy in dealing with challenges. During the past financial year, 57 adult carers have received assistance through the program.

The *Children and young people (CYP)* program supports children aged 5-18 years who are either the children, siblings or grandchildren of a participant of *LTC*, *WC* or *DD* schemes. The aim of this program is to meet the needs and goals of the young person through a solution-based casework model supporting the young person to identify barriers and overcome these at home, in school, and in their social life. The *CYP* program works in partnership with the young person, their parents and family to support children and

young people to make informed choices, advocate for the child or young person where required, identify positive solutions in everyday life of the family, and promote internal motivation by celebrating success as it happens. The *CYP* program has seen a slower uptake with 15 children and young people receiving assistance over the past year, however, referrals have significantly increased in recent months as the program gains momentum.

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 2018-2019, *MHR:CS* staff provided support to carers on 250 separate occasions across the funded local government areas in South Eastern Sydney and Hunter New England. Staff also organised several carer relief activities, providing carers the opportunity to take a break from the responsibilities of their caring role through an art workshop, lunch cruise on Lake Macquarie and movie and meal nights. Carer relief and education activities have decreased in recent years, which can be attributed to the continuation of the NDIS rollout across Australia, and the transition of *MHR:CS* funding as the sector undergoes reform.

Carers and their families continue to be supported through *MHR:CS*, as they learn about and apply for NDIS funding as community services transition. Families often receive one-on-one support to understand the NDIS, gather documentation to submit for assessment, and assistance to understand the NDIA decision.

Carers have given positive feedback regarding the effectiveness of having support to navigate complex systems in order to achieve the best outcomes.

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.

2018-2019 marks the second year of Carers NSW delivering *Support Coordination* as a service type under the NDIS, and the past year has seen the service grow to full capacity in the Sydney and Mid North Coast regions, delivering support coordination to 118 participants during this time.

Carers NSW staff, NDIS participants and their families have continued their learning and development as the scheme continues to evolve and mature. It has been a great opportunity to support people with a disability and their families to navigate the system and establish supports and networks that have seen many achieve their goals.



CARERS + EMPLOYERS

The *Carers + Employers* project was officially launched at the *Carers NSW 2018 Biennial Conference* in October 2018 by the then NSW Minister for Disability Services, Honourable Ray Williams MP. *Carers + Employers* forms part of the NSW Carer Strategy 2014-2019 (Project 1.1) and aims to establish a network of employers to champion better employment outcomes for carers.

The project was originally intended to be a network of carer-friendly employers, however following consultation with key stakeholders and guidance from the project management group, the project expanded into an accreditation program. It was agreed that there was a need to establish rigorous and robust standardisation that organisations could use as a framework to work towards. As such, the accreditation program was developed allowing organisations to be formally recognised as a carer-friendly workplace, whilst establishing

a set of standards and tangible steps organisations can take to become carer-friendly. The program is tiered from Level 1 through to Level 3, with Level 1 being the basic level and Level 3 being the gold standard for carer-friendly workplace practices.

The *Carers + Employers* framework was released at the end of March 2019. In 2018-2019, one major university completed the accreditation for Level 1 - Activate. A NSW government department also applied within the financial year, whilst two major banking institutions are in the process of working through their internal processes before applying.

A range of resources have been developed including a website, marketing and promotional material and other program related collateral. Two toolkits, one for employers and the other for employees are in the process of development and will be available for members who have completed accreditation.

The *Carers + Employers* project was overseen by a project management group which was established in June 2018 and comprised of a number of employer

and employee representatives, including large corporations, governing bodies, government, non-government organisations and carer representatives.

“Every little bit helps. Initiatives don’t have to cost much but can make a significant difference. There are great resources to help organisations become carer inclusive such as the Carers + Employers accreditation program and other resources from Carers NSW. ”

CARER PEER CONNECT

Funded by the NSW Government, *Carer Peer Connect* utilises the online assets of the *together* program to provide opportunities for carers and carer support groups in NSW to connect with each other and receive peer support.

Through the *Carer Peer Connect* website, carers are able to share information and develop social connections that can be maintained regardless of geographical location. An online discussion forum provides support for carers in addressing disability and illness specific issues as well as more general topics, such as health and wellbeing.

During 2018-2019, 5,264 unique users accessed the *Carer Peer Connect* website, with the carer support group database being the most visited page with 3,530 views. To date, the carer support group database lists 656 carer support groups across NSW.

ONLINE LEARNING ENVIRONMENT

In 2018 the program established an integrated online learning environment to provide a space for carers to complete a range of learning modules on health and wellbeing topics, with ten modules available for carers to explore.

EDUCATION AND TRAINING

The Carers NSW Education and Training team continue to develop and deliver quality education aimed at building the capacity of stakeholder groups to ensure that all carers in NSW have improved opportunities and access to services that meet their needs and that carers are provided with knowledge and skills-based development opportunities to enhance their caring role, strengthen resilience and improve overall health and wellbeing.

The team continue to revise and re-develop education modules to ensure carers and service providers have access to information that is current and relevant to supporting carers and that address emerging carer issues. These modules include NDIS workshops, understanding and navigating the aged care system and information on Carers NSW programs and services that reflect the changes currently being delivered, with the transition to the NDIS, and the introduction of new programs.

HIGHLIGHTS OF THE YEAR

The education and training team delivered education to **1,178 carers and service providers** on a range of topics including health and wellbeing, carer awareness, caring for someone who is ageing, future planning and transitional care. These sessions were delivered at carer support group meetings, specific carer events and forums, at professional development sessions and seminars for service providers, and at corporate events for carers in the workplace, including HSBC and the NSW Environment Protection Authority (EPA).

Carers NSW and carer awareness was promoted to over **6,000 carers, service providers and members of the public across 23 expos** over

the past financial year. These events included the NSW Seniors expo, disability expos in Newcastle and Penrith, Mental Health Symposium Northern Beaches, NDIS Self-Management expo and Dementia Awareness expo in Blacktown.

Understanding the Integrated Carer Support Service (ICSS) is a new module providing carers and service providers information on how carer support is changing, when and how the transition to the ICSS will occur, how to access new services and supports under the new national carer support system, and the role of the Regional Delivery Partners (RDPs). During May to June 2019, the Education and Training team delivered this information session on 19 separate occasions to carers and service providers across NSW. These sessions included information about the *Carer Peer Connect* program and online education resources available, and provided the opportunity for carers to meet and connect with other carers and service providers in their local area. The sessions attracted more than 335 carers and service providers, and attendees

reported a significant increase in their understanding and awareness of the ICSS. Feedback included:

"I found the session very informative and it increased my awareness of the services and supports that will be available. As a service provider I will use this information to help support clients and families."

Service Provider, Burwood session

"Thank you Carers NSW for running this session. Great to have an overview and heads up of the changes. Very supportive for carers."

Carer, Coffs Harbour session

ONLINE EDUCATION RESOURCES

A number of online education resources, developed by Carers NSW, were launched at the Carers NSW 2018 Biennial Conference in October 2018. The online education modules are designed to provide information, knowledge and skills for service providers and carers that will enhance the caring role, help strengthen resilience and improve overall health and wellbeing.



1,178 CARERS AND SERVICE PROVIDERS
ACCESSED EDUCATION AND TRAINING

CARERS NSW 2018 BIENNIAL CONFERENCE



The Carer Panel continues to be a highlight of the *Carers NSW Biennial Conference* consistently rating exceptionally well with delegates. The Carer Panel for 2018, *A Conversation with Carers*, was facilitated by Jean Kittson, commentator, actor, award winning comedian, author and regular panellist on ABC Radio Sydney drive time and *Thank God It's Friday*. The panel featured five carers of diverse backgrounds and caring experiences, providing their insights and perspectives on carer support.

Conference delegates were also provided the opportunity to hear about *Going Digital: Solutions for carer inclusion* from representatives of various digital platforms such as Infoxchange, YourLink and the Good Things Foundation. The panel was moderated by Fenella Kernebone, Head of Curation, TEDxSydney, and also featured the perspective of a young carer. The NSW Department of Family and Community Services also showcased a number of innovative initiatives through the *Carers Investment Program (CIP)* that are championing new ways of supporting carers.

Feedback received from delegates was overwhelmingly positive across all aspects of the conference and indicated the conference was successful in achieving its aims of providing attendees with the opportunity to interchange issues impacting on carers both locally and internationally, and to explore considerations and ideas for best practice in supporting carers. The opportunity to network with their peers and other professionals was also highly valued.

"Excellent - so polished and a great celebration of carers and all they do."
Greg Smitheram, Ministry of Health

CARING: YESTERDAY, TODAY, TOMORROW

The *Carers NSW 2018 Biennial Conference* was held on Thursday 11 and Friday 12 October 2018 at the Novotel Sydney Olympic Park. The conference was supported by funding from the NSW Government through its peak organisation funding. The conference welcomed 158 delegates across a broad spectrum of carer related fields to explore best practice and ideas, research and initiatives in carer support.

The Parliamentary Secretary to the Premier, Honourable Scott Glynn Farlow, MLC, officially opened the conference and delegates were also welcomed via video by the Secretary of NSW Government Department of Family and Community Services, Michael Coutts-Trotter.

The *2018 Biennial Conference* focused on the themes of:

Connectivity: developing and utilising technology and innovative practice in connecting carers to services and supports, information and importantly, to each other.

Inclusion: enhancing inclusion and promotion of choice and participation in education, employment, community and social activities.

Resilience: recognising and building the capabilities of carers and their networks to navigate complex service systems, and manage the financial and emotional challenges of caring.

A robust conference program was offered to delegates which included the launch of the *Carers + Employers* program, and the presentation of the *NSW Carers Awards* for 2018 at the conference dinner.

Forty-one abstracts were selected for presentation during concurrent sessions. These included papers, workshops, masterclasses and poster board displays representing a range of carer perspectives on research, programs and practice involving the NDIS, disability, dementia, mental health, employment, digital services, carer support groups and partnerships in supporting carers including the co-designing of services.

The conference program also featured both international and local speakers, with presentations from Carers Scotland, RMIT University, icare, Open University UK, University of Sydney Business School, NSW Ministry of Health and NSW Community and Disability Services.

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 made significant contributions in response to a range of opportunities. Training was conducted with nine new carers on 6 and 7 June 2019, and as at 30 June, there were a total of 93 active Carer Representatives. Some Carer Representatives opted to withdraw from the Carer Representation Program within the reporting period when contacted regarding transition to the new Customer Relationship Management (CRM) system.

An inquiry into the implementation of the National Disability Insurance Scheme (NDIS) in NSW provided a key opportunity for Carers NSW to highlight the gaps in the NDIS for carers, and in addition to a comprehensive written submission, Carers NSW was given the opportunity to present at a Committee hearing. The resulting report reflected improved understanding of the challenges carers in NSW are experiencing as a result of the NDIS transition.

Another key milestone within this period was the establishment of the NSW Ageing and Disability Commissioner, with Carers NSW engaged as a key stakeholder in the consultation process and the drafting of legislation.

HIGHLIGHTS AND ACHIEVEMENTS

In 2018-2019, the Policy team raised awareness of carers and promoted carer inclusiveness in 14 written submissions to a range of NSW and Commonwealth Government consultation opportunities. The Policy and Executive teams continued to build and maintain partnerships and alliances to advance carer issues via 41 regular committee and advisory group meetings with key government and non-government stakeholders. More than 100 Policy Advice Forms were completed by Carers NSW staff, carers and service providers during this period, collecting case studies for use in submissions.

NEW DEVELOPMENTS

In the lead up to the March 2019 NSW State Election, Carers NSW developed and promoted resources urging candidates to consider carers in their policy positions, and to assist carers and other stakeholders to approach their local candidates with our materials. Nearly 30 carers, most of whom were Carers NSW Carer Representatives, signed up to directly receive and use these materials.

The Policy team also contributed to the development of fact sheets, education modules and stakeholder presentations designed to inform carers and other stakeholders about the Integrated Carer Support Service (ICSS) and associated reforms.

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
Portfolio Committee No. 2 – Health and Community Services, Parliament of NSW	Inquiry into the implementation of the National Disability Insurance Scheme and the provision of disability services in New South Wales
Standing Committee on Law and Justice, Parliament House NSW	Review of the Dust Diseases Scheme
Standing Committee on Social Issues, Parliament of New South Wales	Provisions of the NSW Ageing and Disability Commissioner Bill 2019
NSW Ministry of Health	NSW Health End of Life and Palliative Care Strategic Framework 2019-2024
NSW Law Reform Commission	Access to digital assets upon death or incapacity
Transport NSW	Response to Timed Parking Discussion
Select Committee, Parliament of Australia	Inquiry into Intergenerational Welfare Dependence
Department of Social Services	Supported School Transport and transition to the National Disability Insurance Scheme Stronger Outcomes for Families Discussion Paper
Department of Veterans' Affairs	Veterans' Advocacy and Support Services Scoping Study Discussion Paper
Joint Standing Committee on the NDIS, Parliament of Australia	Inquiry into the provision of assistive technology
Joint Standing Committee on the NDIS, Parliament of Australia	Inquiry into the ICT infrastructure employed by the NDIA
Productivity Commission	A Better Way to Support Veterans Draft Report
Productivity Commission	Inquiry into the Social and Economic Benefits of Improving Mental Health

KEY ADVISORY GROUPS AND MEETINGS

AGENCY	COMMITTEES AND ADVISORY GROUPS
NSW Department of Family and Community Services	NSW Ministerial Carers Advisory Council Future Directions for Social Housing NSW Carers Strategy Aboriginal Working Group
Carers NSW	Strategic Carers Action Network (SCAN) Carer Respite Alliance (CRA) Carer Rights & Complaints Network (CRCN)
National Network of Carers Associations	National Policy Working Group (NPWG)
NSW Health	Disability Inclusion Action Plan Steering Committee End of Life Implementation Advisory Committee (EOLIAC) ILC Transition Project Reference Group Intellectual Disability Health Teams Advisory Committee Palliative Care NSW Volunteer Support Services Program Evaluation Steering Committee
South East Sydney Local Health District (SESLHD)	Implementation Committee for the Disability and Carers Plans Diverse Carers Network Meeting Research Steering Committee Meeting: Carer Information Needs and Technology Preferences
Sydney Local Health District (SLHD)	Carer Committee
NSW Ombudsman	Disability Roundtable
NSW Electoral Commission	Equal Access to Democracy Disability Reference Group
NSW Agency for Clinical Innovation (ACI)	Neurodegenerative and Neuromuscular Conditions Governance Group NDIS Clinical Advisory Group
TAFE NSW	Upskilling Carers Advisory Group
Transport for NSW	Accessible Transport Advisory Committee
Justice NSW	Victims of Crime Interagency

AGENCY

COMMITTEES AND ADVISORY GROUPS

Australian Aged Care Quality Agency	NSW Agency Liaison Group
Federal Department of Health	Aged Care Liaison Group
Central and Eastern Sydney Primary Health Network (CESPHN)	Disability Network
University of Technology, Sydney (UTS), Institute for Public Policy and Governance (IPPG)	Centre for Carers Research: Research Working Committee
University of South Australia (UniSA)	Carers in the Balance Advisory Group
NSW Council of Social Service (NCOSS)	Assistive Technology Community Alliance NSW Health Equity Alliance Transport Policy Advisory Group (TPAG) NGO Research Forum
Council of the Ageing (COTA)	NSW Ageing Alliance
Aged and Community Services Australia (ACSA)	NSW Community Care Forum
ACON	LGBTI Metro NSW Interagency
Nurses and Midwives' Association – NSW Branch	Aged Care Roundtable
Ethnic Communities' Council of NSW	Speak My Language Advisory Group 'Our Journey' - creating pathways to build a safer, stronger, resilient and connected community for CALD people with disabilities
Mental Health Carers NSW (MHCN)	Peak Advisory Committee
Everymind	Carers Online Project Steering Group
National Disability Practitioners	Disability Workforce Education Reference Group (NSW)

RESEARCH

THROUGHOUT 2018-2019, 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. The *2018 Carer Survey* was launched on 1 May 2018 and closed on 30 June 2018 and was promoted widely to carers across NSW. More than 2,000 responses were received, resulting in a total valid sample of 1,830 responses.

In June to August 2018, five volunteers and two university interns assisted the Research team with data entry and preliminary analysis. The *Carers NSW 2018 Carer Survey: Summary Report* was launched on the final day of the *Carers NSW 2018 Biennial Conference* on Friday 12 October 2019.

CONFERENCES

All staff from the Policy and Research teams attended and presented at the *Carers NSW 2018 Biennial Conference* in October 2018. The Policy and Research teams contributed to eight presentations at the conference, seven of which were co-authored with representatives from other organisations.

Throughout the year, the Policy and Research teams submitted 23 conference abstracts, 17 of which



Carers NSW 2018 Biennial Conference

(74%) were accepted. 17 abstracts were co-authored with representatives from other organisations. They also contributed to a total of 17 delivered conference papers, presenting 13, developing three as posters and co-authoring two presentations that were delivered by representatives from other organisations. Most of these opportunities (nine) were interstate, with three being within NSW and one overseas:

- Australian Institute of Family Studies 2018 Conference, Melbourne, 25-27 July 2018
- 9th Annual National Disability Summit, Melbourne, 20-21 August 2018
- National Employment Solutions Conference, Tweed Heads, 8-9 October 2018
- Carers NSW Biennial Conference, Sydney, 11-12 October 2018
- Non-Government Organisation Research Forum, Sydney, 24 October 2018
- Australian Association of Gerontology Conference 2018, Melbourne, 21-23 November 2018

- Community-led research symposium, Sydney, 5 June 2019
- Ageing in a Foreign Land Conference, Adelaide, 19-20 June 2019
- Transforming care symposium, Copenhagen, 24-26 June 2019

PARTNERSHIPS

Carers NSW has continued to develop key research partnerships, most notably with academics from the University of New South Wales, University of Wollongong, University of Sydney, University of Technology, Sydney, Western Sydney University and Macquarie University. These relationships resulted in several collaborative project ideas including co-authored conference presentations. Carers NSW also participated in steering committees for six research projects, including the Research Working Committee for the newly established Centre for Carers Research, funded by the NSW Department of Family and Community Services.

A COLLABORATIVE PEAK ORGANISATION



CARERS NSW STAFF CONFERENCE

In February 2019, Carers NSW staff from across the state met in North Sydney for the 11th annual Carers NSW staff conference. The conference theme, *What's Next?*, encouraged staff to explore the changes, challenges and opportunities that come with the fast-changing landscape of the carer support sector, with a particular focus on the changes presented by the soon-to-be-implemented Integrated Carer Support Service (ICSS) model.

The conference commenced with a Welcome to Country by Uncle Allan Murray, followed by an introduction from Carers NSW CEO Elena Katrakis, and an address from Carers NSW President, Stephen Bowles.

During the conference, staff were given the opportunity to hear

more about the progress of some of Carers NSW new initiatives including *Carers + Employers*, a carer friendly workplace accreditation program, and *YC Drive*, a learner driver mentoring program.

There were a number of informative presentations throughout the day,

but one of the many highlights was hearing from a panel of staff from the Coffs Harbour, Dubbo and Newcastle offices. The panel re-affirmed the important work Carers NSW does across the state in supporting carers on their caring journey.



A COLLABORATIVE PEAK ORGANISATION

WORK HEALTH AND SAFETY

The Work Health and Safety (WHS) committee have continued to manage safety for sites across Carers NSW throughout the year. Policies and procedures have been reviewed to ensure legislative compliance across all sites and to meet the range of services that are delivered. Carers NSW continue to make sure that staff are provided WHS training through their induction, training sessions and regular WHS alerts that are issued by the WHS Committee.

The WHS Committee continues to support and raise awareness of important campaigns such as R U OK? day, by bringing staff together and creating conversations within the workplace.

From the Carers NSW 2018 employee survey, safety continues to be an area of strength for the organisation, and is performing 10% above industry benchmarks in all areas surveyed. This result is reflective of the understanding of the importance of health and safety from Carers NSW management, employees and the WHS Committee.

QUALITY IMPROVEMENT

Carers NSW successfully achieved NDIS Accreditation as a provider of Assist-Life Stage, Transition (Support Coordination) services with the NDIS Quality and Safeguards Commission. The audit process, conducted by SAI Global, took into consideration the services and supports the Carers NSW team is providing across the North Sydney, Newcastle and Coffs

Harbour offices. In interviewing participants, the auditors commented on the resounding positive feedback, which is a testament to the great work employees within the *NDIS Support Coordination* team are providing.

Internally, the Quality Improvement Committee continues to meet on a regular basis to discuss the integration and capturing of continuous quality improvement activities throughout the organisation, to meet the QIC and NDIS accreditation standards.

HUMAN RESOURCES (HR)

In the past year, the HR team has been working to support employees through a changing internal and external environment, to not only retain existing talent, but attract new talent to the organisation.

To ensure that employees' voices are heard, an employee survey, administered by the Voice Project was conducted in November. In reviewing the responses, Carers NSW greatest strengths continue to be Teamwork, Mission and Values and Organisation Direction (awareness of values) all of which scored at or above 98%.

Carers NSW had some noticeable improvements since the last survey, relating to Leadership (+19%), Motivation & Initiative (+12%), Diversity (+11%) and Facilities (+10%).

RECOGNISING DIVERSITY

Carers NSW continues to acknowledge and value the diversity of carers and the contribution 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. This year Carers NSW began consultation on the development of a *CALD Engagement Framework* and translated *Young Carer Program Factsheets* and information about the Integrated Carer Support Service (ICSS) into community languages.

The Diversity Group continued to implement the Diversity Plan, including exploring ways to demonstrate that Carers NSW is an inclusive organisation, planned internal events and attended a range of external community events to acknowledge national and international recognition days such as Harmony Day and NAIDOC Week events.

INFORMATION TECHNOLOGY (IT)

The IT team works to provide reliable and up-to-date information technology solutions to staff at Carers NSW. During the year there was a strong focus on IT improvement and a number of enhancements were made. The installation of the new Customer Relationship Management (CRM) system was completed and was operational in mid-May 2019. The new Finance and HR systems were operational from the beginning of the financial year. These new systems, together with the upgrade of hardware that was completed during the 2017-2018 financial year, and with all Carers NSW sites being upgraded to fibre internet connections, will ensure that Carers NSW IT services continue to meet the changing needs of carers into the future.

FINANCIAL MANAGEMENT

A YEAR IN REVIEW

It was again a very challenging year for Carers NSW with decreasing interest rates and increasing competition for government funding. The net operating result for the 2018-2019 financial year was a net deficit of \$323,795, with a total revenue of \$6.948 million, a 25% reduction on the previous year.

REVENUE

The majority (92%) of revenue that was received by Carers NSW was derived from Federal and State government departments, with 2.85% of revenue earned from interest and 5.15% of revenue obtained from fee for service, memberships, donations and other sources.

EXPENDITURE

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

RESERVES AND ASSETS

During 2018-2019, 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 \$2.539 million.

FINANCIAL STRATEGY

Carers NSW has solid financial management, overseen by the Carers NSW Board's Finance, Audit and Risk Committee, which meets monthly. 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 tender for new services and explore opportunities as they become available.

RECONCILIATION ACTION PLAN (RAP)

Carers NSW values the vital contribution Aboriginal and Torres Strait Islander carers make to the person they care for, their families and their communities. The Reconciliation Action Plan (RAP) Working Group has continued to meet bi-monthly and this year has focused on the development of a culturally appropriate Engagement Tool to guide Carers NSW work with Aboriginal and Torres Strait Islander carers and communities. Carers NSW is a member of Supply Nation, and has continued to acknowledge Aboriginal and Torres Strait Islander people through meaningful Welcome to Country and Acknowledgement of Country at the beginning of all

events and meetings. Carers NSW has also organised internal events to acknowledge National Reconciliation Week, attended external NAIDOC Week events and developed new Young Carer Program resources tailored to support Aboriginal and Torres Strait Islander young carers.



CONNECTING CARER COMMUNITIES

NATIONAL CARERS WEEK

National Carers Week, an annual celebration of Australia's 2.7 million family and friend carers, ran from Sunday 14 to Saturday 20 October 2018, and recognised and celebrated the outstanding contribution carers make to Australia. 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 role.

The theme for National Carers Week 2018 was *Why We Care*, encouraging carers to share why they do what they do, and for non-carers or organisations to publicly acknowledge and celebrate family and friend carers.

In the lead up to, and during National Carers Week 2018, Carers NSW raised awareness of carers in print and digital publications, on social media and through the promotion of more than 400 National Carers Week events across NSW.



GRANTS TO CELEBRATE NATIONAL CARERS WEEK

Carers NSW is funded by the NSW Government to award grants of up to \$300, a \$50 increase from 2017, to organisations and carer support groups to plan events and activities during National Carers Week.

In 2018, 419 grants were awarded to carer support groups and organisations in NSW, with 38% of grants awarded going to culturally and linguistically diverse (CALD) carer support groups or organisations, and 1% to Aboriginal and/or Torres Strait Islander carer support groups or organisations.

Carers of people under 65 with a disability were awarded a large proportion of the funding with 22% of all grants supporting this cohort of carers, closely followed by carers of people living with mental illness at 16%.

National Carers Week events across the state were attended by carers,

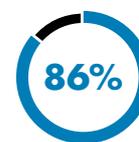
care recipients, staff members, facilitators and distinguished guests. It is estimated that over 200 hidden carers were linked with an existing carer support group, with 57% of respondents reporting that their National Carers Week event attracted new carers to their carer support group or organisation.



9 IN 10 CULTURALLY
AND LINGUISTICALLY
DIVERSE (CALD) CARERS
ARE THE PRIMARY CARER



96% OF
ABORIGINAL
AND TORRES STRAIT
ISLANDER CARERS ARE
THE PRIMARY CARER
COMPARED WITH



86% OF ALL CARERS

Carers NSW 2018 Carer Survey



CARERS DAY OUT

Carers Day Out, Carers NSW free annual event for carers, was held on Tuesday 16 October 2018 at the Redfern Community Centre from 10:00am to 2:00pm. Approximately 200 people attended Carers Day Out, with 180 registrations captured at the welcome desk, 161 event bags handed out and 471 burgers provided thanks to the generous support from the Rapid Relief Team.

Highlights of the day included free pamper and beauty treatments, live entertainment, barista coffee from icare, a BBQ lunch, lucky door prizes and neck and posture checks courtesy of Chiro H3. Carers NSW also welcomed 20 organisations on the day to offer free information and advice to carers.

Almost a quarter of respondents who shared feedback on the event stated they hadn't identified as a carer before Carers Day Out, which is a 6% increase from 2017 at 16%. This exemplifies that Carers Day Out continues to target and attract hidden carers.

Overall feedback from the event was positive with 77% of attendees rating the event as 'excellent', and 88% agreed the event helped to improve their general health and wellbeing. When asked what attendees enjoyed most about Carers Day Out, responders said:

"The massages, crafts, music and the food and meeting up with carers from all over. Very enjoyable day, thank you so much."

"Meeting other carers and pampering for the day. It felt so good to be looked after so beautifully."

Carers NSW thanks the City of Sydney, the Rapid Relief Team and icare for their support of Carers Day Out 2018.



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 2018-2019, the Tom Fink Library continued to expand its collection of books, films and other resources.

CARERS NEWS

Carers News is a 16-page print magazine that is distributed to members of Carers NSW on a bi-monthly basis. Six editions of Carers News were sent out to members, carers and organisations throughout the year. At the end of the 2018-2019 financial year, there were 7,518 members of Carers NSW.

CARERS NSW ENEWS

A new monthly e-newsletter, Carers NSW eNews, replaced the Carers NSW eBulletin in October 2018. The new format is more focused on Carers NSW activities and on developments in policy, research, and sector and employer best practice. At the end of the period, Carers NSW eNews had 1,977 subscribers, a 4% increase from the 2017-2018 financial year.

RESEARCH COMMUNITY

The Carers NSW Research Community continues to be the main channel through which carers are encouraged to engage and participate in research opportunities. Following the establishment of a new monthly newsletter, Research Community News, in April 2018 and a promotional push in late 2018, the number of subscribers increased 11% throughout 2018-2019, totalling 275 recipients by 30 June 2019.

YC E-NEWS

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 2,421 subscribers.

SOCIAL MEDIA

Carers NSW continued to grow its online presence with a growing social media following, most notably on Instagram and Facebook which saw a 101% and 16% increase in followers respectively. Twitter and LinkedIn both maintained their following.

WEBSITE

During the 2018-2019 financial year, Carers NSW websites continued to be a central source of information for carers, service providers and professionals.

The Carers NSW website saw more than 100,000 users visiting the site, which is a 19% increase on the previous reporting year. The reporting period saw nearly 300,000 page views on the website, sitting at a 7% increase on the previous year. This increase may be attributed to an increased number of Google Adwords promoting the work of Carers NSW, and directing Google users to the Carers NSW website for more information.

WEBSITE

PAGEVIEWS	299,574
USERS	104,255
NEW USERS	102,898
SESSIONS	140,475
BOUNCE RATE	66.08%
SESSION DURATION	1:42



3,337 FOLLOWERS

POSTS	244
IMPRESSIONS	194,654
ENGAGEMENTS	1,118
RETWEETS	244
COMMENTS	11
LIKES	447
URL CLICKS	279



4,411 FOLLOWERS
16% INCREASE
 ON PREVIOUS YEAR

POSTS	326
REACH	289,663
LIKES INCLUDING REACTIONS	5,437
COMMENTS	745
SHARES	1,781
URL CLICKS	2,418



965 FOLLOWERS
101% INCREASE
 ON PREVIOUS YEAR

POSTS	138
IMPRESSIONS	40,257
LIKES	1,220
COMMENTS	47
SAVES	41



477 FOLLOWERS

POSTS	232
IMPRESSIONS	22,993
LIKES	1,118
RETWEETS	537
COMMENTS	8
SHARES	80
URL CLICKS	557

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 for their commitment to carers across NSW.

Professor Tony Broe AM

Jennifer Bott

Lucy Brogden AM

David Carter

Associate Professor Michael Fine

Professor Ian Hickie

Paul Livingston

Julie McCrossin

Richard Ottley

Jim Warren

Professor Melanie Oppenheimer

John Berryman

Miriam Margoyles

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. Their support enables Carers NSW to achieve the best outcome for carers.

Jainul Nisha Khan

George Boffa

Moira Lloyd

Christine Gorman

Peter Gibbs

Jeaninne Bardell

Margot White

Multicultural Care Limited

VOLUNTEERS

Carers NSW greatly appreciates the generous support of volunteers who dedicate their time to support carers across NSW.

CONSULTANTS

Professional Advantage (PA) were engaged to implement a new Customer Relationship Management (CRM) system to streamline Carers NSW internal operations. The CRM was operational from May 2019, and Carers NSW continues to work with PA to deliver a flexible system that supports Carers NSW core work.

Carers NSW Limited

ABN 45 461 578 851

Financial Statements

For the Year Ended 30 June 2019

Carers NSW Limited

ABN 45 461 578 851

Contents

For the Year Ended 30 June 2019

	Page
Financial Statements	
Statement of Surplus or Deficit and Other Comprehensive Income	40
Statement of Financial Position	41
Statement of Changes in Equity	42
Statement of Cash Flows	43
Notes to the Financial Statements	44
Responsible Entities Declaration	63
Independent Audit Report	64

Carers NSW Limited

ABN 45 461 578 851

Statement of Surplus or Deficit and Other Comprehensive Income For the Year Ended 30 June 2019

		2019	2018
	Note	\$	\$
Revenue	5	6,547,301	9,117,946
Other income	5	401,004	142,368
Employee benefits expense	6	(4,691,402)	(5,223,472)
Depreciation and amortisation expense	6	(192,588)	(196,195)
Building occupancy expense		(470,481)	(466,981)
Professional fees		(1,099,017)	(2,650,993)
Printing and stationery expense		(88,510)	(108,385)
Other expenses		(730,102)	(750,108)
Deficit for the year		(323,795)	(135,820)
Other comprehensive income for the year		-	-
Total comprehensive income for the year		(323,795)	(135,820)

The Company has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Financial Position 30 June 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	625,999	650,965
Trade and other receivables	8	312,550	185,465
Other financial assets	9	6,961,985	7,976,146
Other assets	11	82,410	60,922
TOTAL CURRENT ASSETS		7,982,944	8,873,498
NON-CURRENT ASSETS			
Property, plant and equipment	10	962,343	730,362
TOTAL NON-CURRENT ASSETS		962,343	730,362
TOTAL ASSETS		8,945,287	9,603,860
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	595,450	631,402
Employee benefits	14	365,198	344,416
Other financial liabilities	13	5,264,872	5,596,638
TOTAL CURRENT LIABILITIES		6,225,520	6,572,456
NON-CURRENT LIABILITIES			
Employee benefits	14	180,448	168,290
TOTAL NON-CURRENT LIABILITIES		180,448	168,290
TOTAL LIABILITIES		6,405,968	6,740,746
NET ASSETS		2,539,319	2,863,114
EQUITY			
Retained earnings	15	2,539,319	2,863,114
TOTAL EQUITY		2,539,319	2,863,114

The Company has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

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 2019

2019

		Accumulated Surplus	Total
	Note	\$	\$
Balance at 1 July 2018	15	2,863,114	2,863,114
Deficit for the year	15	(323,795)	(323,795)
Balance at 30 June 2019		<u>2,539,319</u>	<u>2,539,319</u>

2018

		Accumulated Surplus	Total
	Note	\$	\$
Balance at 1 July 2017	15	2,998,934	2,998,934
Deficit for the year	15	(135,820)	(135,820)
Balance at 30 June 2018		<u>2,863,114</u>	<u>2,863,114</u>

The Company has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

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 2019

	2019	2018
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	6,116,627	8,530,556
Payments to suppliers and employees	(6,949,241)	(10,846,204)
Donations received	4,490	5,472
Interest received	197,714	243,986
Net cash provided by/(used in) operating activities	<u>(630,410)</u>	<u>(2,066,190)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	17,500	-
Proceeds / (purchases) from held to maturity investments	1,014,161	2,145,082
Purchase of property, plant and equipment	(426,217)	(324,872)
Net cash used by investing activities	<u>605,444</u>	<u>1,820,210</u>
Net increase/(decrease) in cash and cash equivalents held	(24,966)	(245,980)
Cash and cash equivalents at beginning of year	<u>650,965</u>	<u>896,945</u>
Cash and cash equivalents at end of financial year	7 <u><u>625,999</u></u>	<u><u>650,965</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 2019

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 2019 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 .

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 Change in Accounting Policy

Financial Instruments - Adoption of AASB 9

The Company has adopted AASB 9 *Financial Instruments* for the first time in the current year with a date of initial adoption of 1 July 2017.

As part of the adoption of AASB 9, the Company adopted consequential amendments to other accounting standards arising from the issue of AASB 9 as follows:

- AASB 101 *Presentation of Financial Statements* requires the impairment of financial assets to be presented in a separate line item in the statement of surplus or deficit and other comprehensive income. In the comparative year, this information was presented as part of other expenses.
- AASB 7 *Financial Instruments: Disclosures* requires amended disclosures due to changes arising from AASB 9, this disclosures have been provided for the current year.

The key changes to the Company's accounting policy and the impact on these financial statements from applying AASB 9 are described below.

Changes in accounting policies resulting from the adoption of AASB 9 have been applied retrospectively except the Company has not restated any amounts relating to classification and measurement requirements including impairment which have been applied from 1 July 2018.

Classification of financial assets

The financial assets of the Company have been reclassified into one of the following categories on adoption of AASB 9 based on primarily the business model in which a financial asset is managed and its contractual cash flow characteristics:

Notes to the Financial Statements For the Year Ended 30 June 2019

2 Change in Accounting Policy (cont'd)

Financial Instruments - Adoption of AASB 9 (cont'd)

Classification of financial assets (cont'd)

- Measured at amortised cost
- Fair value through profit or loss (FVTPL)
- Fair value through other comprehensive income - debt instruments (FVOCI - debt)
- Fair value through other comprehensive income - equity instruments (FVOCI - equity).

Impairment of financial assets

The incurred loss model from AASB 139 has been replaced with an expected credit loss model in AASB 9 for assets measured at amortised cost, contract assets and fair value through other comprehensive income.

Classification of financial assets and financial liabilities

The table below illustrates the classification and measurement of financial assets and liabilities under AASB 9 and AASB 139 at the date of initial application.

	Classification under AASB 139	Classification under AASB 9	Carrying amount under AASB 139	Reclassific- ation	Re- measur- e-nts	Carrying amount under AASB 9
Note			\$	\$	\$	\$
Financial assets						
Trade and other receivables	Loans and receivables	Amortised cost	185,465	-	-	185,465
Cash and cash equivalents	Loans and receivables	Amortised cost	650,965	-	-	650,965
Term deposits	Held to maturity	Amortised cost	7,976,146	-	-	7,976,146
Total financial assets			8,812,576	-	-	8,812,576
Financial liabilities						
Trade payables	Other financial liabilities	Other financial liabilities	59,028	-	-	59,028

3 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.

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(b) Leases (cont'd)

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.

Grant revenue

Grant revenue is recognised in the statement of surplus or deficit and other comprehensive income when the Company 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.

When grant revenue is received whereby the Company 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 2019 are listed in detail in Note 13(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.

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

Notes to the Financial Statements For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

- (d) **Goods and services tax (GST) (cont'd)**
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.

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 - 33.3%
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**

For comparative year

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.

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

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.

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

Notes to the Financial Statements For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(f) **Financial instruments (cont'd)**

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

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

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

For current year

Financial instruments are recognised initially 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

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Company classifies its financial assets into the following categories, those measured at:

- amortised cost

Financial assets are not reclassified subsequent to their initial recognition unless the Company changes its business model for managing financial assets.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Company's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

Financial assets (cont'd)

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost
- debt investments measured at FVOCI

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Company considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Company's historical experience and informed credit assessment and including forward looking information.

The Company uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Company uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Company in full, without recourse to the Company to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Company in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Company has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Company renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(f) Financial instruments (cont'd)

Financial assets (cont'd)

months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Financial liabilities

The Company measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Company comprise trade payables, bank and other loans and finance lease liabilities.

(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.

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(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.

(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.

(l) New Accounting Standards and Interpretations

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The Company has decided not to early adopt these Standards.

- AASB 15: Revenue from Contracts with Customers (applicable to annual reporting periods commencing on or after 1 January 2019).

When effective, this Standard will replace the current accounting requirements applicable to revenue with a single, principles-based model. Except for a limited number of exceptions, including leases, the new revenue model in AASB 15 will apply to all contracts with customers as well as non-monetary exchanges between entities in the same line of business to facilitate sales to customers and potential customers.

The core principle of the Standard is that an entity will recognise revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for the goods or services. To achieve this objective, AASB 15 provides the following five-step process:

- identify the contract(s) with a customer;
- identify the performance obligations in the contract(s);
- determine the transaction price;
- allocate the transaction price to the performance obligations in the contract(s); and
- recognise revenue when (or as) the performance obligations are satisfied.

This Standard will require retrospective restatement, as well as enhanced disclosures regarding revenue.

The directors anticipate that the adoption of AASB 15 will have minimal impact on the Company's financial statements.

- AASB 16: Leases (applicable to annual reporting periods beginning on or after 1 January 2019).

When effective, this Standard will replace the current accounting requirements applicable to leases in AASB 117: Leases and related Interpretations. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases.

Notes to the Financial Statements

For the Year Ended 30 June 2019

3 Summary of Significant Accounting Policies (cont'd)

(I) New Accounting Standards and Interpretations (cont'd)

The main changes introduced by the new Standard include:

- recognition of a right-to-use asset and liability for all leases (excluding short-term leases with less than 12 months of tenure and leases relating to low-value assets);
- depreciation of right-to-use assets in line with AASB 116: Property, Plant and Equipment in profit or loss and unwinding of the liability in principal and interest components;
- variable lease payments that depend on an index or a rate are included in the initial measurement of the lease liability using the index or rate at the commencement date;
- by applying a practical expedient, a lessee is permitted to elect not to separate non-lease components and instead account for all components as a lease; and
- additional disclosure requirements.

The transitional provisions of AASB 16 allow a lessee to either retrospectively apply the Standard to comparatives in line with AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors or recognise the cumulative effect of retrospective application as an adjustment to opening equity on the date of initial application.

Although the directors anticipate that the adoption of AASB16 may have an impact on the Company's financial statements, it is impracticable at this stage to provide a reasonable estimate of such impact.

- AASB 1058: Income of Not-for-Profit Entities (applicable to annual reporting periods beginning on or after 1 January 2019).

A core change is that focus shifts from a reciprocal / non-reciprocal basis to a basis of assessment that considers the enforceability of a contract and the specificity of performance obligations. For grant contracts that are not enforceable or the performance obligations are not sufficiently specific, this will result in immediate income recognition under AASB 1058.

Additionally, AASB 1058 is applicable when the company receives volunteer services or enters into other transactions where the consideration to acquire the asset is significantly less than the fair value of the asset principally to enable the company to further its objectives. This adoption is mandatory for Local governments, government departments, general government sectors (GGs) and whole of governments.

The directors anticipate that the adoption of AASB 1058 will have minimal impact on the Company's financial statements.

4 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.

Notes to the Financial Statements
For the Year Ended 30 June 2019

4 Critical Accounting Estimates and Judgments (cont'd)

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.

5 Revenue and Other Income

Revenue from continuing operations

	2019	2018
	\$	\$
Finance income		
- other interest received	197,714	243,986
Other revenue		
- government grant revenue	6,349,587	8,873,960
Total Revenue	6,547,301	9,117,946
Other Income		
- membership subscriptions	9,041	7,380
- grants for the acquisition of fixed assets	1,533	29,458
- other income	385,940	100,058
- donations	4,490	5,472
	401,004	142,368

6 Result for the Year

The result for the year includes the following specific expenses:

	2019	2018
	\$	\$
Other expenses:		
Employee benefits expense	4,691,402	5,223,472
Depreciation expense	192,588	196,195
Superannuation contributions	376,516	421,001
Rental expense on operating leases:		
- Minimum lease payments	260,638	247,277

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2019

7 Cash and Cash Equivalents

	2019	2018
	\$	\$
Cash at bank and in hand	<u>625,999</u>	650,965
	<u>625,999</u>	<u>650,965</u>

8 Trade and Other Receivables

	2019	2018
	\$	\$
CURRENT		
Trade receivables	<u>218,277</u>	95,655
	<u>218,277</u>	<u>95,655</u>
Other receivables	<u>94,273</u>	89,810
Total current trade and other receivables	<u>312,550</u>	<u>185,465</u>

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

9 Other Financial Assets

Held-to-maturity investments

	2019	2018
	\$	\$
CURRENT		
Other financial assets	<u>6,961,985</u>	7,976,146
	<u>6,961,985</u>	<u>7,976,146</u>

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2019

10 Property, plant and equipment

	2019	2018
	\$	\$
PLANT AND EQUIPMENT		
Motor vehicles		
At cost	252,731	282,536
Accumulated depreciation	(226,304)	(230,642)
Total motor vehicles	<u>26,427</u>	<u>51,894</u>
Office equipment		
At cost	1,484,450	1,058,233
Accumulated depreciation	(719,225)	(635,797)
Total office equipment	<u>765,225</u>	<u>422,436</u>
Leasehold Improvements		
At cost	426,708	426,708
Accumulated amortisation	(256,017)	(170,676)
Total leasehold improvements	<u>170,691</u>	<u>256,032</u>
Total plant and equipment	<u>962,343</u>	<u>730,362</u>
Total property, plant and equipment	<u>962,343</u>	<u>730,362</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 2019				
Balance at the beginning of year	51,894	422,436	256,032	730,362
Additions	-	426,217	-	426,217
Disposals - written down value	(1,648)	-	-	(1,648)
Depreciation expense	(23,819)	(83,428)	(85,341)	(192,588)
Balance at the end of the year	<u>26,427</u>	<u>765,225</u>	<u>170,691</u>	<u>962,343</u>

11 Other Assets

	2019	2018
	\$	\$
CURRENT		
Prepayments	82,410	60,922

Notes to the Financial Statements

For the Year Ended 30 June 2019

12 Trade and Other Payables

	2019	2018
Note	\$	\$
Current		
Trade payables	143,801	59,028
GST payable	67,729	29,256
Sundry payables and accrued expenses	383,920	543,118
	<u>595,450</u>	<u>631,402</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.

13 Other Financial Liabilities

	2019	2018
	\$	\$
CURRENT		
Funds on hold	158,772	157,146
Grants received in advance	(b) 5,106,100	5,439,492
	<u>5,264,872</u>	<u>5,596,638</u>

(a) Financial guarantees

Carers NSW Limited has issued the following guarantees:

- Westpac Banking Corporation holds a rental guarantee in relation to the Company's current registered office of \$255,919.89 (2018: \$260,572.73).

(b) Grants received in advance comprise the following:

	2019	2018
	\$	\$
NSW Department of Family and Community Services - Statewide Peak Activities	43,303	18,593
NSW Department of Family and Community Services - Training & Development	-	66,108
NSW Department of Family and Community Services - State-wide Information & Referral Service	-	54,892
NSW Department of Family and Community Services – Carers Representation Program	-	19,711
Ageing, Disability & Home Care - Carers NSW (Carers under 65)	12,285	12,285
Department of Social Services – Commonwealth Home Support Program (CHSP)	117,343	86,150
Ageing, Disability & Home Care - Older Parent Carer Program	1,742,638	1,742,638
NSW Department of Family and Community Services - Young Carers Program	63,652	45,594
Carers Australia - DSS Young Carers Program	17,261	12,878

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2019

13 Other Financial Liabilities (cont'd)

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

	2019	2018
	\$	\$
NSW Department of Family and Community Services - Carers Strategy	379,746	805,746
NSW Department of Family and Community Services - Hidden Carer Outreach project	64,065	64,065
Carers Australia - Carer Information Support Service (CISS)	8,670	2,526
Carers Australia - National Carer Counselling Program (NCCP)	32,151	-
Carers Australia - Mental Health Carer Counselling	16,568	-
Carers Australia - Better Start for Children with Disability	334	40,779
Department of Social Services - Mental Health Respite: Carer Support	164,860	164,860
Department of Social Services - NDIS Transition Mental Health Respite: Carer Support	15,074	240,743
NSW Department of Family and Community Services - Carers Week	161,489	200,000
NSW Department of Family and Community Services - Carers Support Group (together program)	1,601	1,601
Ageing, Disability & Home Care - My Plan My Choice	505,549	505,549
Ageing, Disability & Home Care - Supported Living Fund	45,151	45,151
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)	96,671	92,671
Carers Australia - Carer Recognition Program	612	612
NSW Department of Family and Community Services - Young Carers Drive	2,289	-
Carers Australia - IT Upgrade One-Off	3,194	3,194
Carers Australia - Special Infrastructure Project	24	24
Ageing, Disability & Home Care - Older Parent Carer Tool Kit Project	37,640	37,640
Ageing, Disability & Home Care - CALD Project	45,136	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
NSW Ministry of Health - Developing Resources for Carers of Palliative Patients	80,000	-
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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2019

13 Other Financial Liabilities (cont'd)

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

	2019	2018
	\$	\$
Ageing, Disability & Home Care - Working with Carers Orientation Workshops	18,038	18,038
NSW Department of Family and Community Services - Carers Advisory Council Project Officer	20,000	-
Carers Australia - Moving Forward Workshops	32,414	33,914
Department of Education and Communities - Youth Opportunities Program	31,982	87
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	207,381
Insurance and Care NSW - wecare	35	-
Department of Social Services - Carer Achievement Pathway Project - Try, Test and Learn	64,793	66,016
Ageing, Disability & Home Care - OPC Diagnostic Project	40,164	40,164
Ageing, Disability & Home Care - OPC NDIS Transition Project	18,886	18,886
NSW Department of Family and Community Services - Carer Peer Connect	32,234	-
Ageing, Disability & Home Care - Walking Together with Mirri Mirri (BCAP) Project	6,979	6,979
Ageing, Disability & Home Care - Specific Carers Projects	524,840	346,410
NSW Department of Family and Community Services – Carers and Employers Network (NSW Carers Strategy)	232,681	174,104
Total grants received in advance	5,106,100	5,439,492

14 Employee Benefits

	2019	2018
	\$	\$
CURRENT		
Long service leave	115,076	80,858
Annual leave	250,122	263,558
	365,198	344,416
NON-CURRENT		
Long service leave	180,448	168,290
	180,448	168,290

Notes to the Financial Statements For the Year Ended 30 June 2019

15 Accumulated Surplus

	2019	2018
	\$	\$
Accumulated surplus (accumulated deficits) at the beginning of the financial year	2,863,114	2,998,934
Surplus (deficit) for the year	(323,795)	(135,820)
Accumulated surplus (accumulated deficit) at end of financial year	<u>2,539,319</u>	<u>2,863,114</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 2019 the number of members was 7,518 (2018: 7,305)

16 Leasing Commitments

Operating leases

	2019	2018
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	302,033	284,115
- between one year and five years	290,092	516,353
	<u>592,125</u>	<u>800,468</u>

17 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
- Trade and other payables

Notes to the Financial Statements

For the Year Ended 30 June 2019

17 Financial Risk Management (cont'd)

	2019	2018
	\$	\$
Financial assets		
Held-to-maturity financial assets	-	7,976,146
Loans and receivables	-	836,430
Held at amortised cost		
Cash and cash equivalents	625,999	-
Trade and other receivables	312,550	-
Other financial assets	6,961,985	-
Total financial assets	7,900,534	8,812,576
Financial liabilities		
Financial liabilities at amortised cost	595,450	631,402
Total financial liabilities	595,450	631,402
Total	7,305,084	8,181,174

The Company has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

18 Key Management Personnel Remuneration

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

	2019	2018
	\$	\$
Short-term employee benefits	447,903	343,829
Post-employment benefits	41,706	31,786
	489,609	375,615

The total remuneration paid to key management personnel of the Company is \$ 489,609 (2018: \$ 375,615).

19 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2019 (30 June 2018:None).

20 Events after the end of the Reporting Period

The financial report was authorised for issue on 12 September 2019 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.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2019

21 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 12 September 2019

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 2019, 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 2019 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 3(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 the responsible persons 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
12 September 2019

CARERS NSW OFFICES

SYDNEY – HEAD OFFICE

Level 10 / 213 Miller Street, North Sydney NSW 2060

T: 02 9280 4744

F: 02 9280 4755

COFFS HARBOUR

2 / 2 Lyster Street, Coffs Harbour NSW 2450

T: 02 6650 0512

F: 02 6651 5114

DUBBO

6 / 46 Wingerwarra Street, Dubbo NSW 2830

T: 02 6884 7200

F: 02 6881 6080

NEWCASTLE

50 Crebert Street, Mayfield NSW 2304

T: 02 9289 4280

TWEED HEADS

The Family Centre, 1 / 14 Amber Road,

Tweed Heads South NSW 2486

T: 07 5524 8711

HOW CAN YOU HELP?

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

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

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

 @CarersNewSouthWales

 @CarersNSW

 @CarersNSW

