

ANNUAL REPORT 2020-2021

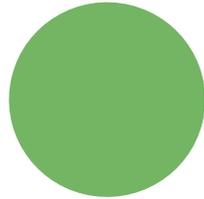


Carers NSW
Australia

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

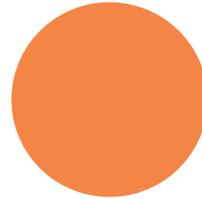
Our Values

Carers NSW lives its key values which are central to achieving its vision and goals to support all carers.



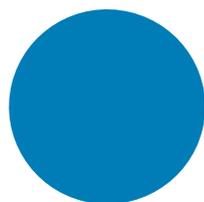
Carer-focused

- 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



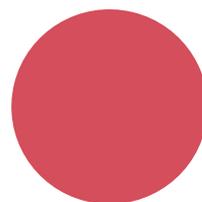
Open and Inclusive

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



Respectful

- Treat all people with respect
- Value all contribution 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





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About Carers

A carer is any individual who provides care and support to a family member or friend who has a disability, mental illness, alcohol and/or drug dependency, chronic condition, terminal illness or who is frail due to age. 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 854,300 carers, including 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, LGBTQI+* communities, and throughout metropolitan, regional, rural and remote NSW.

'I'm very, very impressed with Carers New South Wales as an organisation...The people I've had contact with are really skilful and committed.'

Carers NSW stakeholder interview 2021

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'.

*LGBTQI+ - Lesbian, Gay, Bisexual, Trans and Gender Diverse, Queer or Intersex.

Carers NSW

Carers NSW is the peak non-government organisation for carers in NSW, a part of the National Carer Network and a member of Carers Australia. Carers NSW works with the other state and territory Carer 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.

'I have just been exploring the new Carers NSW website and it is glorious. So inviting, so supportive, so beautifully user friendly.'

Carers NSW compliments register

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-profit Commission Act 2012.

Carers NSW receives funding from a range of sources including the NSW Department of Communities and Justice, NSW Health and the Australian Government Department of Social Services and Department of Health.

The organisation is based in Sydney, with regional offices in Coffs Harbour and Newcastle and provides a range of services to support all carers across NSW.

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

2020-21 Snapshot



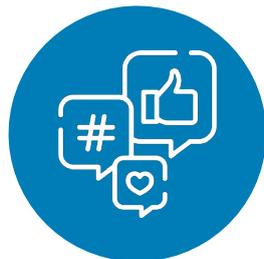
NEW

Carers NSW website launched for carers and service providers



1,495

carers and service providers accessed education and training across 138 sessions



10,000+

engagements across Carers NSW social media platforms



2136

carer referrals were made through Carer Gateway NSW Region 4



10,379

calls were made to Carer Gateway, with carers seeking information, support and referral



707

counselling sessions delivered to **167** carers through Carer Gateway



President's Report



This year continued to present challenges for everyone. Our community, our team, and especially carers, have all felt the impact of the COVID-19 pandemic.

The Carers NSW Board was pleased with the continuing progress and delivery of services in the first full year of Carer Gateway. This was despite the limitations to our in-person service delivery due to COVID-19 restrictions. Carers NSW has remained committed to their purpose of supporting carers right across NSW by collaborating across all levels of government, the community sector, the business sector and with individuals to achieve better outcomes for carers.

The major item on the Board program for 2020-21 was the development and finalisation of the 2021-24 Strategic Plan. The project was facilitated by ACUS Consulting, working with our executive and Board members. The Strategic Plan was approved at the June 2021 Board meeting and will provide direction and leadership, informing the tasks and actions that are needed to best support carers across NSW.

A Board evaluation review was also undertaken to assist the Carers NSW Board in determining how well it is carrying out its responsibilities and to identify strategies for Board development. This review has provided a benchmark against which the Board can assess its progress and performance over time, form a basis to establish agreed performance objectives, and inform future recruitment strategies.

With so much instability around us recently, it has been greatly beneficial to have continuity on the Board over the past financial year.

No in-person meetings of the Directors or committees were feasible, but the now common video technologies allowed us to fulfil the normal schedule without disruption. Our focus has been on sustainability and planning for the

future, but also ensuring our CEO and staff are supported.

The Carers NSW Board of Directors holds overall responsibility for the strategic direction and governance of the organisation. The Board is accountable for delivering corporate outcomes in line with Carers NSW organisational objectives. I thank all Directors for their dedication, commitment and expertise in continuing to provide guidance and leadership in this time of uncertainty. I am proud to work with each of you and I am confident in our ability as directors to continue to provide sound governance and support to the direction of Carers NSW.

I am grateful for the commitment and contribution of Bruce Howle, who leads the Finance Audit and Risk Committee, and Greg Sam who leads the Governance Committee. Thank you to the members of the Finance Audit and Risk Committee and the Governance Committee, who have helped us to achieve our goals and objectives.

The achievements laid out in this Annual Report would not have been possible without the dedication of our CEO, Elena Katrakis. Elena's strong leadership and dedication to Carers NSW ensures our vision is recognised and supported, as are our staff who work so hard to achieve the best outcomes for carers in NSW.

A handwritten signature in blue ink, which appears to read 'Stephen Bowles'. The signature is fluid and cursive.

Stephen Bowles
President

CEO's Report



This year has been a challenge, to say the least! As the whole community has experienced, the past 12 months for Carers NSW have been characterised by the impacts of COVID-19. The pandemic and associated restrictions have greatly affected carers, as well as Carers NSW staff, volunteers and Board members. It has also involved unprecedented and ongoing challenges for service provision, alongside new opportunities to innovate and respond to emerging need.

Throughout the year, Carers NSW continued to provide high quality, responsive and evidence-based support to carers across NSW through direct services, education and training and systemic advocacy. We have focused on our core goals and values, ensuring that carers remain at the centre of all we do. We have adapted to new service delivery modes, developed tailored support options and maintained ongoing communication with carers and service providers to understand how to best support them. Staff across the organisation have become resilient and adaptable and continued to meet challenges head on to ensure carers continue to receive timely information and support.

One of our key focus areas in the past 12 months has been to provide clear, regular communication to not only carers, but also to service providers and our staff about the changing environment that we are all living and working with.

To assist with this, and with the support of the Carers NSW Board, we redeveloped the Carers NSW website to improve engagement, ease of access and promotion of our resources and activities.

Carers NSW has continued to deliver on all our projects and commitments over the past 12 months and these achievements are highlighted throughout this report. We have a strong and committed management team who have continued to meet weekly to support

each other, progress our work, and guide the organisation to continue meeting our commitments and achieve great outcomes for carers.

In the periods of time that stay at home orders were not in place in NSW, I was able to travel to our regional Carer Gateway offices in Newcastle, Coffs Harbour and Tamworth and visit some of the PCYCs we partner with in the NSW 4 region. It was great to be able to catch up with staff, carers and stakeholders while there and to see the difference Carers NSW can make in engaging with local communities. I am hoping that things will open up again soon so that we can return to delivering face-to-face services and events in the region to support carers and raise awareness of Carer Gateway.

I have also been pleased to be part of a number of groups this year which have worked together to share information and work collaboratively to address some of the sector challenges facing carers in NSW and also nationwide. These have included the Carer Gateway CEO Community of Practice Group, the National Carer Network including state and territory Carer Associations and Carers Australia, the NSW Carers Advisory Council, and the NSW Ageing and Disability Advisory Board.

During the 12 months, we also finalised a new Strategic Plan for the coming three years. This was done through extensive consultation with the Board, staff and carers, all of whom have helped us set clear directions for the future.

As always, I truly thank all Carers NSW staff and the Carers NSW Board for their continued support and commitment.

A handwritten signature in black ink, appearing to read 'Elena Katrakis'. The signature is fluid and cursive.

Elena Katrakis
Chief Executive Officer



Carers NSW Board of Directors

As at 30 June 2021, 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
B Com CA

President

Stephen Bowles is a chartered accountant. He had a 35 year career with PricewaterhouseCoopers including 21 years as a partner, working in senior roles as Chief Financial Officer and in assurance and corporate advisory services. He has worked with not-for-profit organisations in audit, consultant and committee roles. He is currently the Chief Risk Officer of a growing Sydney accounting group. Stephen joined the Board of Carers NSW as a co-opted member in August 2009 and was appointed as Vice President in November 2016.



Michele Ferris
*Dip Bus Management
Cert IV Aged Care
Assoc. Degree in
Dementia Care*

Vice President

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.



Bruce Howle
B Ec, CA, Dip FP

Honorary Treasurer
Chair of the Finance,
Audit and Risk
Committee. Carers NSW
Nominee to the Carers
Australia Board

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 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. He 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 involved in the governance of numerous local community organisations in various capacities including Treasurer. Bruce previously held the position of Secretary and was elected as Honorary Treasurer in 2016.



Reid Johnson
BSc, MMan, JP, AICD

Honorary Secretary

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



Felicity Purdy
BA (Hons) Psychology

Director

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, Vice President and Carers NSW Nominee to the Carers Australia Board.



Greg Sam
*BAppSc, PGDipMic,
BAdmin, MPH*

Director

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's corporate governance experience includes state and national level health sector organisations. He is currently a Director for the Western NSW PHN and has previously been a Director for the Australian Nursing and Midwifery Council and Palliative Care Australia. Greg was appointed to the Carers NSW Board in December 2017.



Simon Dawes
MBA, BE, GAICD

Director

Simon is a former carer and consultant at Point Advisory. 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.



**Emeritus
Professor Bettina
Cass AO**
BA (Hons), PhD

Director

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 social security, youth and families, disabilities and ill-health, elder care services and the provision of care by family and friend carers and paid care workers. 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 policy 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.





Carer Gateway

Carer Gateway is the national network of support services for carers funded by the Commonwealth Government. Carer Gateway commenced in April 2020 and was designed as part of a reform to carer services. These changes provide carers with greater access to the support they need in a timely manner.

The suite of services offered under Carer Gateway includes access to information, advice and referral, counselling, peer support, as well as targeted financial packages that focus on employment, education, respite, in-home support and transport. Additionally, Carer Gateway will add Facilitated Coaching to its suite of services from July 2021.

Carers NSW has been delivering services under this model to carers living in NSW Region 4, which covers the Hunter, New England and Central Coast regions including Armidale, Newcastle and Tamworth; and the North Coast region including Coffs Harbour and Port Macquarie.

In 2020-21, approximately 10,379 calls were made to Carer Gateway. This resulted in 2,136 referrals, of these 1,829 were for Carer Gateway services, 127 were referrals for other Carers NSW services and 180 were referrals to external agencies.

The 1,829 Carer Gateway referrals included:

- 108 – Emergency Respite
- 1,081 – Carer Directed Support Packages
- 216 – In-person counselling
- 86 – In-person Peer Support
- 22 – Digital (telephone) counselling.

Carers NSW is the lead organisation for Carer Gateway delivery in NSW Region 4.



Carer Gateway Case Study

Leanne is a carer for her daughter and her aging parents. Leanne describes herself as the central coordinator of appointments, daily planning and practical tasks. She knows the importance of setting priorities, reaching out for support and managing relationships.

'I adapted to my multiple caring roles and thought this was the way life is, but I reached a place where I realised the impact caring was having on my life. I made a call to the Carer Gateway and found the conversation really helpful. I was able to schedule a time and they listened to my situation. By understanding my needs, I was able to access a package of practical support and engage with counselling. I have also been able to encourage other carers to contact the Carer Gateway too.'

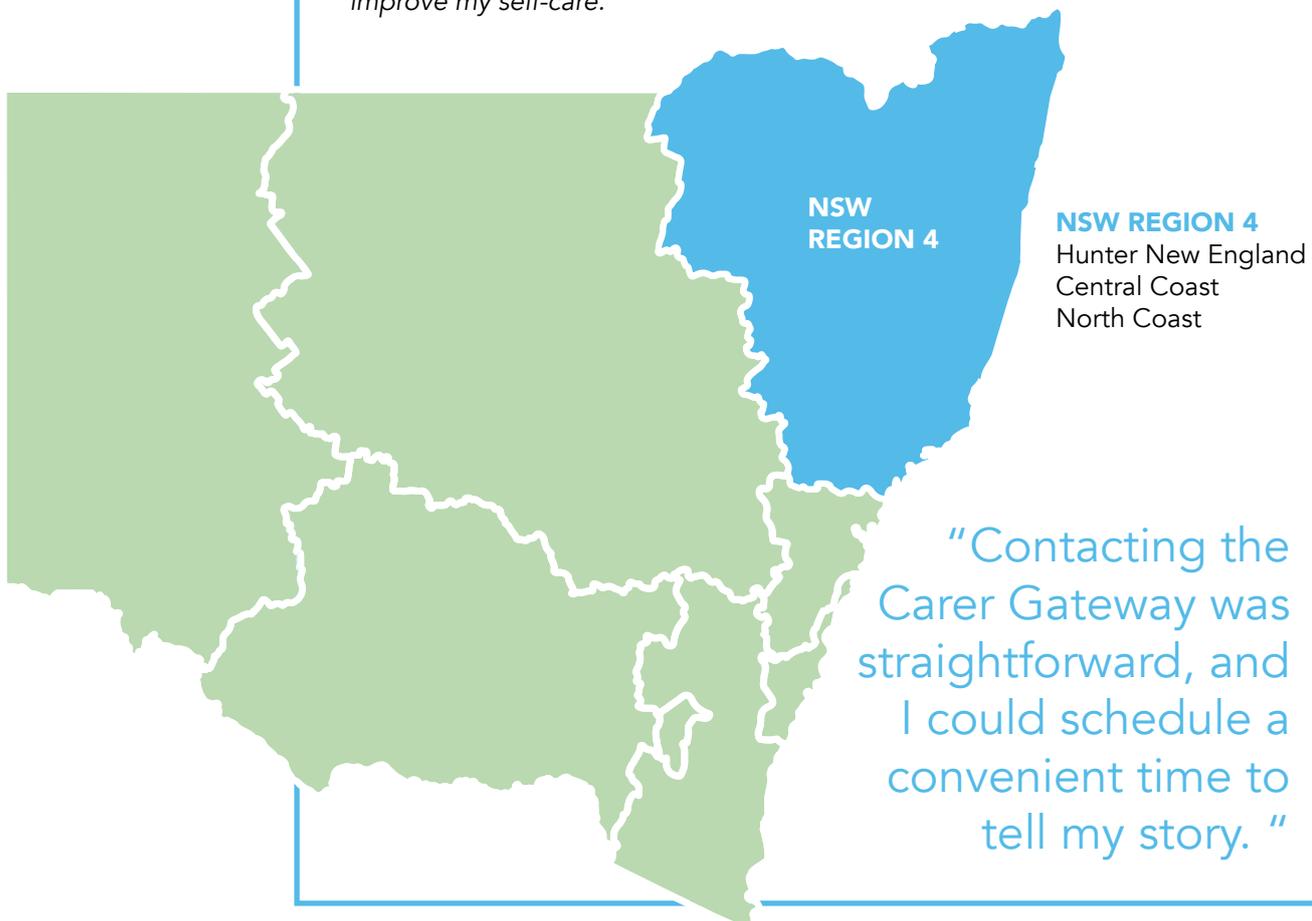
What does your caring role involve?

'I'm the coordinator of appointments, organise finances or legal matters. I also make sure everyone knows where they need to be and when.'

What was your experience in using Carer Gateway?

'Reaching out for myself wasn't something that I had considered. I was busy getting on with the day to day, getting stuff done. One day I realised the full impact of my caring roles and that I needed help to manage everything.'

'Managing time was easy but I hadn't made time for me. Now I have some practical support to help, and I've got assistance to figure out strategies to improve my self-care.'





CALD Palliative Care Project

The CALD Palliative Care Project provides carers from culturally and linguistically diverse (CALD) communities with culturally tailored resources to support them in their caring role.

Working in partnership with the Ethnic Communities Council of NSW, and in consultation with CALD carers and service providers, resources have been developed that aim to increase carers' knowledge of palliative care and their confidence in using these services.

Funding from NSW Health allowed the project to focus on three target groups; those who speak Chinese (mandarin), Arabic and Hindi.

The resources developed as part of this project include:

- Audio and written quotes from former CALD carers from each of the target groups
- A podcast titled "In our own voices" Conversations with culturally and linguistically diverse communities about Palliative care which has been recorded in English, Mandarin, Arabic and Hindi
- A series of information sheets in each language that share some of the content from the podcast series in a written format
- An online learning tool consisting of four modules aimed at providing those working with CALD carers some insight into the carers experience.

These resources will be available on the Carers NSW website in late 2021. Carers NSW would like to thank the many carers and service providers who contributed to this project.

LGBTQI+ Project – Sexuality and Gender Diverse Carers

The LGBTQI+ Project has been developed as part of the Carers NSW Hidden Carers series of resources.

A range of resources to support Lesbian, Gay, Bisexual, Trans and Gender Diverse, Queer or Intersex (LGBTQI+) carers have been created to provide these carers with the most relevant and specific information available. The resources were developed following discussions with carers and service providers, with the content largely drawn from the experiences of those interviewed.

The resources consist of seven double-sided information sheets developed under the series title of Sexuality and Gender Diverse Carers. These documents are available online and have also been printed for distribution. A short audio podcast featuring stories from sexuality and gender diverse carers was recorded, alongside an online learning tool consisting of four modules, which add to the collection already available through Carers NSW.

The resources will be completed and available on the Carers NSW website in 2021. Carers NSW would like to thank the many carers and service providers for their contribution to this project. The hidden LGBTQI+ carers projects were funded by the Department of Communities and Justice.



Carer Story

Karen's story

I never imagined myself as a carer. I have never married or had children and was quite happy in my own "irresponsible" world. In fact, I was just getting settled into Australia in a new city with a new job and studying for a master's degree part-time. Then my dad died. Very suddenly I had responsibilities; to help my mum (Jeanne) cope, act as Executor of the estate, finish building their new house; rent out my house, and all of this during the fallout of the GFC when I was trying to get to grips with my dad's finances. Little did I suspect that Jeanne was already living with dementia and my life had already swerved irrevocably from its anticipated course.

Initially I lost my job, my career, my income, and my self-esteem. I tried commuting but gave that up after cracking my ribs falling down the stairs one dark morning (rushing to get to the train). I settled for a series of part-time jobs during the 10 years of caring for my mum at home, and studied constantly in the search for a new identity in this new setting.

As time passed, I began to realise that I had also lost my social life. I had moved to a regional area, away from a city environment and my usual "things to do", and where I found it difficult to make friends, partly because I am a single woman over 50, and partly from being preoccupied with dementia, medical appointments, concern about my mum and the difficulties associated with social occasions. As dementia progresses and the behaviour of a person becomes variable, daily life becomes unpredictable, and it becomes impossible to plan for breaks and visitors, even family members. Family that visit for holidays assume they will be greeted with open arms, surprised that you are constantly on edge and worried. Long-term friends cannot understand why you are too tired to speak to them via video chat.



When Jeanne and I started this project, I expected a 12-month timeframe with solvable issues, attainable milestones, and minimal risk. Instead, it was a foray into the unknown where the scope of the project was continually changing, and expectations continually confounded. It has been the most stressful period of my life. But I would do it again for my mum, although I wish I knew then what I know now.

In 2021, there is so much more awareness of dementia, supportive care, and of carer stress, as well as more funding for home care packages and high-tech assistive technology to enable people stay in their own homes for as long as possible.

Jeanne now lives in residential care, but I still consider myself her carer. I visit most days to check on her wellbeing as the current understaffing in residential care facilities lends itself to poor communication and frequent errors.

Finally, do not underestimate the benefits of Austudy and Jobseeker. These payments helped me gain expert knowledge in a new area and I now work as a part-time support worker for Dementia Australia.

Better Start for Children with Disability

At the end of March 2021, funding for families under the Better Start for Children with Disability initiative finalised in NSW. Families who were identified as not having transitioned to the NDIS or for support from the Early Childhood Early Intervention (ECEI) pathway were contacted and provided with information, referral and support to help them navigate the transition. Eighteen families of children with disability aged 0-7 years were contacted and provided with information and linked to support services.

During 2020-21, the Carers NSW Education team and Better Start Registration and Information Services officer (RIS) delivered 10 NDIS information sessions to 26 families of children with disability or developmental delay aged 0-12 years. These sessions were offered online and provided information on how to implement their child's NDIS plan, how to make changes to the plan and review processes, plan management, early childhood intervention best practice and sourcing service providers.

In addition, five Moving Forward workshops were delivered to 31 carers during November – June 2021.

These workshops were delivered face-to-face in Campbelltown, Gymea, Liverpool and Ryde, with a workshop for Blacktown delivered online due to COVID restrictions. The workshops provided a 'meet and greet' opportunity for carers to connect with local representatives from:

- The Department of Education
- ECEI providers/partners
- Local Area Coordinators (LACs)
- Family or Disability Advocacy Services.

The workshops focused on transitioning children with disability 0-12 years to school and to NDIS supports. Families were also given information about carer-specific supports delivered by Carer Gateway and Carers NSW.

Feedback provided by carers included:

'It has helped our understanding of what support is out there for us. To have it all explained in detail.'

'It has been very reassuring! Hearing the guest speakers clarify processes and answer my questions. I've learnt so much.'

'Your session was so helpful and informative. I feel in a much better place to cope with managing with the NDIS. Thanks for your kind comments, too.'

'Thank you for your time and input the other day. And thank you for all the helpful information, I feel better equipped to self-manage my son's plan now.'

'Thank you, it was excellent as both a parent and teacher.'



Carers NSW

Young Carer Program

The Carers NSW Young Carer Program supports young carers aged from 5 to 25 years through registration, information provision and referral to local services. The Young Carer team also provides indirect support to young carers in the community through awareness-raising opportunities for schools and service providers.

In 2020-21, approximately 90 new young carers were registered, with ongoing support provided to 334 previously registered young carers and their families. The decrease in new registrations compared to the last financial year may be explained in part by the new young carer support provided through Carer Gateway. With COVID-19 continuing to impact communities in different ways, young carers have been accessing general support through other organisations and crisis services. An increase in the number of registered young carers seeking information and support from the Young Carer team does indicate, however, the ongoing importance and positive impact of the program for young carers and their families.

During this reporting period, the Young Carer team continued to promote and facilitate tri-weekly 'YC Hangouts' over Zoom to help reduce social isolation experienced by young carers as a result of COVID-19 restrictions. Engagement decreased over time as restrictions reduced, and a total of 13 sessions reaching 26 young carers were completed.

Online presentations continued to be requested and facilitated over the last 12 months, with the team conducting 18 Young Carer Awareness Training and other awareness-raising presentations to a wide range of stakeholders. These presentations reached approximately 300 young people and over 280 service providers, educational providers and members of the general public. One of these sessions was recorded for hospital social workers in Western Sydney who were unable to attend live. This extended the reach of Young Carer Awareness Training to include frontline staff from multiple hospitals across the region, increasing opportunities for young carers to be identified by health services.

Feedback from Young Carer Awareness Training participants included:

'That training was absolutely fantastic and so worthwhile for our Wellbeing Team.'

'I applaud the way the program builds up the confidence of the participants in the program and assists them to realise they are providing a valuable assistance to their family which is recognised and supported.'

The Young Carer team also partnered with Anti-Discrimination NSW to deliver an online session for young carers focusing on their legislated rights in NSW, and supported a number of young carers to participate in Carer Representative training and associated opportunities.

In addition to these achievements, the Young Carer team has also established a number of initiatives that will continue into the new Financial Year. These include the development of an Expression of Interest form for a Carers NSW Young Carer Advisory Group and the development and adaptation of online resources for carers and service providers.

Stories of 'Most Significant Change' have also been collected in order to better understand and report on the impact of the program on young carers in NSW in the past three years. Findings will be included in the next Annual Report.

Young Carer Story



Jenny's story

My name is Jenny and I am 24 years old. I'm a carer for my 10-year-old brother who has unilateral hearing loss and behavioural issues. I have also been a carer for my grandma who had dementia.

I have been a carer since Year 12 in high school. My caring role has evolved over time with transitions in my life. Initially, I was providing daily care and social support. This included school drop-offs and pick-ups, preparing food, bedtime routine and de-escalation during emotional moments. When I was in university, I also began coordinating appointments, coordinating services and NDIS. Now that I am working full-time, I continue to coordinate my brother's care, however, I am learning to negotiate boundaries and responsibilities within the family unit (particularly for daily cares).

I acknowledge that within Vietnamese culture, it is not unusual for the eldest child to take on caring responsibilities within the family. Additionally, my parents are first generation migrants and non-English speaking background so it was natural for me to assist with interpreting and translating at quite a young age – hence why I continue to be the primary point of contact for my brother's healthcare needs.

I first realised I was considered a "hidden carer" (young carer) at 22 – funnily enough, on student placement in my social work studies. It was a gradual process of supporting other carers at work and learning about services that I eventually applied the principles to myself and engaged with carer services which I found it to be incredibly validating – like a breath of fresh air – to know that I wasn't alone. And that's something I really want to share.

I feel a deep gratitude towards the emerging carer awareness and support available through Carers NSW and Carer Gateway. Specifically, through Carers NSW, I have participated in YC Hangouts, the LGBTQI+ Carers Project and focus groups. This has allowed me to connect with others and give voice to my lived experiences.

I have also been extended opportunities to engage in mentoring and leadership programs which I am looking forward to. With the support of Carers NSW, I feel empowered to advocate for positive change for carers.

Youth is often a time of coming of age where we explore who we are and our place in the world. As someone who is a person of colour and a part of the LGBTQI+ community, I've had my fair share of self-reflection and introspection. And I know it's been hard to do that whilst juggling caring responsibilities – we know that carers do not often prioritise themselves when they're so busy caring for others. Being a carer has been both rewarding and challenging; it fundamentally shapes who I am as a person. Connecting with supports has granted me the confidence and platform to share my story and advocate for carers – I hope other carers will find comfort and community for themselves too.



YC-Drive

YC-Drive is a NSW Learner Driver Mentoring Program (LDMP) for Young Carers funded by the NSW Government through the Carer Investment Program. YC-Drive operates from the Canterbury-Bankstown area and is in its third and final year of operation. Following a six-month funding extension, the project will conclude in December 2021.

Face-to-face driver mentoring was suspended until March 2021 due to COVID-19 restrictions, however, YC-Drive continued to support young carers by developing individual driving plans to help them achieve their required hours.

In 2020-21, 44 young carers registered with the program. Thirteen of those carers got their P1 licence and four have acquired their hours and are awaiting their test.

One young carer stated, 'I have overcome so much anxiety associated with driving and in general also. I feel like I can achieve anything now that I have attained my provisional licence.'

Feedback also indicated that the project has assisted young carers to access employment and volunteering opportunities.

Carers NSW thanks all YC-Drive volunteer driving mentors for their time, commitment and flexibility. Mentors reported that their knowledge of young carers increased as a result of their participation, with the role being described by one as 'Very satisfying and enjoyable' and one stating, 'I would not hesitate to volunteer again.'

Carers NSW would also like to acknowledge the Canterbury Hurlstone Park club for providing in-kind support to the project and to Youthsafe for their additional financial support.

A project evaluation report is being undertaken at the time of writing and will be completed by early October 2021.



Care2Work

Care2Work is a NSW Government founded project that provides individual employment support to assist carers in identifying career pathways and securing jobs that match their skills and make sense to their situation.

During the 2020-21 period, Care2Work has provided employment support to 76 carers and former carers across NSW. The project has reached over 15 different culturally and linguistically diverse backgrounds and ages ranging from 17 to 67 years.

Provision of support is carer-led and individually tailored, utilising a range of job coaching techniques to assist carers at different stages in their journey. This support ranges from exploring options and identifying skills, to sourcing, applying for and securing new work.

The project has successfully supported 29 carers into new gainful employment across Mental Health, Social Care, Small Business, Accounting, Allied Health, Policy, Disability Planning, Retail and Infrastructure industries. An additional two carers were successful in securing volunteer/work placement opportunities for community organisations assisted by project engagement activities.

In addition to individual support, the project has developed the resource 'From Caring to Employment – Tips to help you get a job' which includes activities, templates and examples to assist carers apply for advertised roles using their skills gained caring.

The project has also delivered 10 educational webinars in collaboration with the TAFE NSW Carer to Career program that are focused on practical pathways for carers to leverage their caring skills and achieve their education and employment goals. Each webinar showcased an interview with a working carer, providing firsthand strategies and tips for carers navigating work and caring roles.

'For me it has been really important because all my life I have focused on helping my son with his needs and reaching his potential. And I forget myself. I gave up my dreams of doing work and study. I felt something missing. I felt the people that are working are more valued, more respected.

When I found this program, it helped it a lot. Helped me to find myself, my identify. An opportunity to use my lived experience in a professional way. Now I can see how the skills I have been developing are valued. I feel like it's a bridge, a stepping stone to other things. Now I have taste of being employed, valued in this way. It has encouraged me to keep exploring and keep learning.'

Participant carer (48 yrs.) of son with complex needs.

Secured part-time work as a Bilingual Peer Facilitator (carer gateway provider).



wecare project

Carers NSW continued to deliver the wecare project in partnership with icare Insurance and Care NSW in 2020-21. The program was originally developed to support the critical role family carers play following the serious injury or diagnosis of a loved one.

Due to the impact of COVID-19, these services were delivered online for most of the period. Carers NSW focused on adapting the wecare program to meet needs of carers during this time introducing small group mentoring sessions, a virtual peer support group and continuing to deliver individual mentoring sessions via either telephone, Skype or Zoom.

The wecare project offers two programs – the Carer Mentoring program and the Children and Young People’s Mentoring program.

The Carer Mentoring program is for adult family members who are partners, parents, or adult children of Lifetime Care (LTC), Workers Care (WC), Dust Diseases Care (DDC) and Workers Insurance (WI) participants. The aim of the program is to improve carer health and wellbeing by providing education and resources through modules facilitated by a mentor.

During 2020-21, the following sessions were delivered:

- 214 individual mentoring sessions to 28 carers
- 6 carers attended monthly peer-support groups
- 6-8 carers accessed monthly small group mentoring sessions

‘The Peer Support Group is such a great lifeline for me to have a laugh or a cry at whatever life is dealing us, with some very supportive and trusted people who not only become a valuable support but also friends in this crazy caring journey. I crave that hour every month to have time to get together with them all. Loving that Zoom makes it so easy to join the group.’

A carer for her son on accessing the wecare peer support.

The Children and Young People’s Mentoring (CYP) program supports those who are aged between 5 and 18 and are siblings, children or grandchildren of a participant of LTC, WC, DDC or WI. The program works in partnership with the young person, their parents and family. It also aims to meet the needs and goals of the young person through a solution-based casework model that assists in identifying barriers and learning coping strategies to overcome challenges at home, school or in their social life.

During 2020-21, the CYP program developed a targeted program to support young people aged 18-25, as this demographic was identified as having specific needs not met in the Carer Mentoring program.

During 2020-21, the following sessions were delivered: 76 mentoring sessions provided to 17 young carers.

Carers NSW NDIS Coordination of Supports

Support Coordination is a support type delivered as part of National Disability Insurance Scheme (NDIS) to assist participants, their families and carers to understand and implement their NDIS plan.

Carers NSW continued to deliver ‘Support Coordination’ to 26 participants across Greater Sydney and the Mid North Coast of NSW during the 2020-21 period. This followed significantly reducing the delivery of Support Coordination at the end of the 2019-20 financial year. This reduction was due to a number of Carers NSW funded programs ceasing at the end of May 2020.

In order to continue service delivery in this area, Carers NSW successfully underwent the mid-term audit against the NDIS Quality and Safeguards in September 2020, thus maintaining registration as a Registered NDIS provider.





Carers + Employers

Carers + Employers, a project of Carers NSW, is building a national network of employers to champion better employment outcomes for carers. The program offers employers nationally an accreditation program to formally recognise carer-friendly workplaces. The accreditation process includes consultation and resources, and employers are guided to follow best practice across five key areas. Evidence of these practices are then submitted as against a set criteria. The program is tiered from Level 1 through to Level 3, allowing employers time to innovate new practices, build a solid culture and framework, and ultimately gain recognition as leading employers.

Accredited employers have access to resources through the members area of the Carers + Employers website. Managers and human resource teams are educated on the need to recognise and value carers in the workplace, as well having information on the best way to support employees in managing both their role at work and their role as a carer.

Nine, soon to be 10, employers have completed the accreditation for Level 1, with one employer close to attaining Level 2 accreditation. Accredited employers include those from government departments, health,

higher education and large corporates. During Carers Week 2020, employers joined a webinar to speak about some of the practices and strategies they had implemented to support carers. Examples included establishing a carers' 'hub' that recognised carers, separate to parents and other cohorts. The hub drew together relevant policies, resources, information and workplace support in one place on the company's intranet. Another example was the use of surveys and consultation with carers to assess current workplace supports and gaps, prior to undertaking changes.

During the COVID-19 crisis, Carers NSW co-authored three briefing papers with several academics to influence employers to use learnings from COVID-19 and research presented in the paper to support sustainable work for people who are in employment and caring for other/s.



Carer Peer Connect

Funded by the NSW Government, Carer Peer Connect utilises the online environments 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 access information and online educational modules to build on addressing their disability and illness specific issues as well as more general topics, such as health and wellbeing.

During 2020-21, 6,737 unique users accessed the Carer Peer Connect website, with the carer support group database being the most visited page with 3,328 views. To date, the carer support group database lists 687 carer support groups across NSW.

Carer Peer Connect also ran an online (video) drop-in centre for carers. Carer Hangout provided a space for carers to come together regardless of geographical location and develop social connections. Carer Hangouts was a safe space to make new connections whilst breaking down social isolation.

Carer Peer Connect ran online workshops focused on setting up a carer peer support group and facilitating these sessions. During 2020-21, Carer Peer Connect ran six Carer

Support Groups: a workshop for facilitators (58 attendees) and two Setting up Carer Support Groups (seven attendees) workshops.

What is the most significant change that has occurred for you due to participating in Carer Peer Connect?

- 'I learned some wonderful tips about how to use my Dad's carer package from a savvy carer. It really made a big difference.'
- 'The main support that I appreciate is being able to meet with others in similar situations around the state which reduces the isolation particularly during working from home and lockdown periods.'
- 'Looking after myself first and acknowledging that help and support for everyone is available if you know where to find it.'



Education and Training

The Education and Training team develops, promotes and delivers quality carer education and training designed to build the capacity of carers and other stakeholder groups. The education and training endeavours to ensure that all carers in NSW have improved opportunities, including access to information and services that meet their specific needs.

HIGHLIGHTS AND ACHIEVEMENTS

In 2020-21, the Education and Training team exhibited and promoted carer awareness, Carers NSW and Carer Gateway to an estimated 1,600 carers, service providers, members of the general public and other industry professionals at six events.

These events included:

- NSW Seniors Festival and expo
- Hunter Disability expo
- UNSW Psychology expo for students
- Disability schools expo in Campbelltown
- NSW Falls Prevention and Healthy Ageing Forum (delivered virtually)
- Future Options Transition expo for students with disability and their families and carers (delivered virtually).

Throughout periods impacted on by COVID-19, interrupting face-to-face learning, the Education and Training team delivered 138 education sessions to 1,495 carers and service providers on a range of topics including:

- Health and Wellbeing
- Understanding and Supporting Carers
- Navigating My Aged Care
- Planning for the future
- Carer Gateway Services and Supports
- NDIS and supports for families caring for children with disabilities aged 0-12 years.
- Caring through Crisis: COVID-19

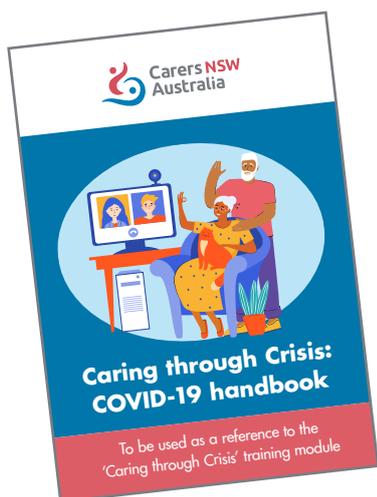
- Caring through Crisis: Disaster Planning
- Supported Decision Making
- Carer skills for carers of older people.

These sessions were offered as webinars scheduled by Carers NSW as part of their training calendar. They were also delivered on request to carer groups, at carer events and forums, at professional development sessions and seminars to service providers including health professionals and corporate groups.

A number of new resources have been developed and added to the Education and Training suite of resources namely:

Supported Decision Making (SDM) is built on the human rights belief that every person has the right to make their own decisions and recognises when people with disability require support with this. The session provides carers with an overview of the supported decision-making process and an understanding of their role, rights and responsibilities in supporting the person they care for to make decisions.

Future Matters: The importance of carers planning ahead acknowledges that planning for the future can be challenging for carers, many of whom avoid thinking about the future needs for themselves and the person they care for, until they are in crisis. This session provides an overview of the legal, medical, financial and other practical considerations in planning for the future. The session also provides information, tools and supports to help plan and prepare to transition someone to aged and/or end of life care and an opportunity to reflection the emotional impacts carers may experience at this time.



Caring through Crisis: COVID-19 handbook provides general information on staying safe, tips and resources for self-care, information when usual services and supports and discusses some new challenges carers and the person they care for may be facing at this time. The handbook is interactive and can be downloaded directly from the Carers NSW website.

Caring through Crisis: Disaster planning resources were developed following a Carers NSW literature review and consultation which identified the need for better disaster planning for carers, especially when caring for someone with complex needs. Key stakeholders, including carers with lived experiences, had input in creating a suite of resources for carers.

These resources include a two-hour workshop for carers to understand their risks, identify actions and be given the tools to plan ahead. There is an accompanying handbook with practical tips, advice and supports for carers (also available on the Carers NSW website).

The handbook includes the Carer Gateway Emergency Care Plan and a Carers NSW Evacuation Plan, Evacuation Checklist and Go Kit Checklist.

'Strength-focused and uplifting if one is feeling overwhelmed.'
Carer participant

'Knowing what you will do and mapping it out is so important. It's the difference between doing well and doing not so well.'
Carer and RFS volunteer.

Carer Skills Resources are resources for carers of older people. The resources provide an opportunity for carers to build their practical skills, knowledge and confidence in caring for an older person. There are six training modules and a series of instructional manual handling videos located on the Carers NSW website.

Carers can move through the online resources at their own pace, at any time, on any device. They may wish to attend a 90-minute workshop to walk through the resources or participate in a six-week course. Working carers and service providers may attend a 30-minute overview of the resources.

There have been a number of workshops offered this year, with two courses completed so far and over 4,900 YouTube views of the manual handling videos to date.

'The resources are intuitive, easy to follow, helpful, exactly what I need to know, just what I was looking for, inclusive and flexible, will make our lives easier.'
Carer Participant

For information about education sessions and resources, or to request a guest speaker, please contact the Carers NSW Education and Training team on 02 9280 4744 or email education@carersnsw.org.au

Information about scheduled education webinars can be accessed on the training calendar featured on the Carer NSW website.



Policy and Advocacy

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

CARER REPRESENTATIVES

Carer Representatives are specially trained carers who help Carers NSW give carers a voice in government, media and community settings. Throughout 2020-21, Carer Representatives responded to more than 20 representation activities both internal and external. Training was conducted with 15 new Carer Representatives in three online sessions held in August and November 2020 and May 2021 due to ongoing COVID-19 restrictions. As at 30 June 2021, there were a total of 114 Carer Representatives.

HIGHLIGHTS AND ACHIEVEMENTS

In 2020-21, the Policy team raised awareness of carers and promoted carer inclusiveness in 41 written submissions to a range of NSW and Commonwealth Government consultation opportunities. The Policy and Executive teams continued to build and maintain partnerships to advance carer issues via 42 regular committee and advisory group meetings with key government and non-government stakeholders. 165 carer case studies were also collected via the Policy Advice Form.

The 2020-21 period was one of significant upheaval, with two additional COVID-19 lockdowns in the Greater Sydney area along with significant flooding in northern NSW. Throughout this period, Carers NSW continued to analyse policies and data and collect carers' experiences of crisis response in order to inform ongoing systemic advocacy and capacity building activities.

The Policy team also delivered and contributed to a number of webinars, including a total of four online forums and panels.

In addition, and following the publication of eight 'Know your rights' fact sheets co-developed with the Carer Rights & Complaints Network during National Carers Week 2020, Carers NSW hosted five monthly 'Know your rights' webinars in partnership with key stakeholders from February to June 2021.

Another major highlight of the 2020-21 period for the Policy team was the launch of the policy paper, 'Repositioning respite within consumer-directed service systems', a joint initiative of the Carers NSW-led working group, the Carer Respite Alliance. The paper was very well received and attracted overseas attention, with a webinar delivered on the findings to carer researchers and policy makers across the northern hemisphere.

NEW DEVELOPMENTS

The publication of the final report from the Royal Commission into Aged Care Quality and Safety and subsequent Government response strongly reflected the input and recommendations made by Carers NSW. Government commitments to exploring expanded carers leave entitlements, better integrating My Aged Care and Carer Gateway, and improving carer identification and recognition in aged care assessment and support planning contexts were very promising developments.

The introduction of the new NSW Carers Strategy: Caring in NSW 2020-2030 was also significant, further raising the profile of carers in NSW. Carers NSW was pleased to be leading several projects in the first Action Plan, including two building on existing work by the Policy team:

- a Carer Rights Education initiative based on the CRCN project
- a Financial Literacy Project building on existing research and systemic advocacy activities

The Policy team also established a number of new stakeholder relationships to support the development of resources and training to support carers to plan for, and recover from, natural disasters.

KEY SUBMISSIONS AND INQUIRIES

AGENCY	TOPIC
NSW Government	A Housing Strategy for NSW Discussion Paper
NSW Productivity Commission	Productivity Commission Green Paper, Continuing the productivity conversation
Anti-Discrimination NSW	Disability Sector Stakeholder Survey
NSW Ageing and Disability Commission	Establishing a Standing Review to Monitor, Assess and Report on the implementation of the National Disability Strategy in NSW Position Paper
NSW Health	Draft NSW Oral Health Strategic Plan 2021 - 2030
NSW Department of Communities and Justice (DCJ)	Families, Communities and Disability Services Portfolio Miscellaneous Amendment Bill
	Persons with Disability (Regulation of Restrictive Practices) Bill 2021
Portfolio Committee No. 2 – Health, NSW Parliament	Inquiry into health outcomes and access to health and hospital services in rural, regional and remote New South Wales
Select Committee on the provisions of the Public Health Amendment (Registered Nurses in Nursing Homes) Bill 2020, NSW Parliament	Public Health Amendment (Registered Nurses in Nursing Homes) Bill 2020
Independent Pricing and Review Tribunal (IPART)	Review of Rural and Regional Bus Fares
	Competition, costs and pricing in the NSW Funeral Industry
Select Committee on Autism, Parliament of Australia	Inquiry into the services, support and life outcomes for autistic people in Australia and the associated need for a National Autism Strategy
	Emergency Planning and Response Issues Paper
	Restrictive Practices Issues Paper
Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability	First Nations People with disability Issues Paper
	Violence and abuse of people with disability at home Issues Paper
	Promoting inclusion Issues Paper
	The experiences of culturally and linguistically diverse people with disability Issues Paper
Royal Commission into Aged Care Quality and Safety	General submissions
	Impact of COVID-19 on aged care services
	Capital financing arrangements
	Counsel Assisting's Final submissions
	Support Coordination Discussion Paper
National Disability Insurance Agency (NDIA)	Consultation paper: Access and Eligibility Policy with independent assessments
	Consultation paper – Planning Policy for Personalised Budgets and Plan Flexibility
	Consultation Paper – Supporting young children and their families early to reach their full potential
	Consultation paper: Interventions for children on the autism spectrum



Australian Commission on Quality and Safety in Healthcare	Draft National Safety and Quality Health Service (NSQHS) Standards Guide for community health services
	National Safety and Quality Mental Health Standards for Community Managed Organisations – consultation paper
Department of Social Services (DSS)	National Disability Strategy Position Paper
	Improving outcomes for people with disability under the National Disability Strategy and the National Disability Insurance Scheme
	Assistance Animals – A nationally consistent approach
	National Disability Employment Strategy – Consultation Paper
Department of Industry, Science, Energy and Resources	Disability (Access to Premises – Building) Standards 2010 - Round 1
	Disability (Access to Premises – Building) Standards 2010 - Round 2
Department of Health	Productivity Commission Report on Mental Health
Senate Standing Committee on Community Affairs, Parliament of Australia	Social Services Legislation Amendment (Strengthening Income Support) Bill 2021
Joint Standing Committee on the National Disability Insurance Scheme, Parliament of Australia	Inquiry into Independent Assessments
Select Committee on Job Security, Parliament of Australia	Inquiry into the impact of insecure or precarious employment on the economy, wages, social cohesion and workplace rights and conditions
Department of Infrastructure, Transport, Regional Development and Communications	Reform of the Disability Standards for Accessible Public Transport: Consultation Regulation Impact Statement (Consultation RIS)
National Office for Child Safety	National Strategy to Prevent Child Sexual Abuse

KEY ADVISORY GROUPS AND MEETINGS

AGENCY	COMMITTEES AND ADVISORY GROUPS
NSW Department of Communities and Justice	NSW Carers Ministerial Advisory Council
	Strategic Carers Action Network (SCAN)
Carers NSW	Carer Respite Alliance (CRA)
	Carer Rights & Complaints Network (CRCN)
	Carer Finances Working Group
National Carer Network	National Policy Advisory Group (NPAG)
	Disability Inclusion Action Plan Steering Committee
	End of Life Implementation Advisory Committee (EOLIAC)
NSW Health	Intellectual Disability Health Teams Advisory Committee
	Disability Community of Practice
	Elevating the Human Experience Constellation
NSW Ageing and Disability Commission	Ageing Reference Group
	Disability Roundtable

South East Sydney Local Health District (SESLHD)	Implementation Committee for the Disability and Carers Plans Diverse Carers Network Meeting
Sydney Local Health District (SLHD)	Carer Committee Sydney Children & Family CALD Disability Working 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
Australian Aged Care Quality Agency	NSW Agency 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 for Social Service (NCOSS)	Health Equity Alliance NGO Research Forum
Council of the Ageing (COTA)	NSW Ageing Alliance
Aged and Community Services Australia (ACSA)	NSW Community Aged Care Forum
ACON	LGBTI Metro NSW Interagency
Nurses and Midwives' Association – NSW Branch	Aged Care Roundtable
Ethnic Communities' Council of NSW	'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 'Carers of those who attempt suicide' Project Steering Group
National Disability Practitioners	Disability Workforce Education Reference Group (NSW)
Inner Sydney Voice	City of Sydney and Eastern Sydney Abuse of Older People Collaborative
NSW Energy and Water Ombudsman	Joint Outreach Initiatives Network (JOIN)
ACON	LGBTQ and PLHIV Palliative Care and End of Life Planning Needs Steering Committee
UNSW	Intellectual Disability Mental Health Service Pathway Web-tool Project Advisory Group
Physical Disability Council of NSW and Health Consumers NSW	My Care Passport project working party



Research

Throughout 2020-21, the Research team focused on utilising research findings to give carers a voice.

2020 NATIONAL CARER SURVEY

Between April and June 2020, Carers NSW conducted its biennial Carer Survey nationally for the first time with the support of the other State and Territory Carer Associations. The 2020 National Carer Survey received a total of 7,735 valid responses from carers across Australia, including 1,714 from NSW. The increased sample size and national scope allowed for more rigorous analysis and greater national and international dissemination, enhancing Carers NSW research impact.

The first months of the 2020-21 period were focused on cleaning and analysing Survey data in preparation of the launch of the summary report during National Carers Week 2020. Following this, the emphasis was on dissemination of findings through publications and presentations.

Survey data then informed 17 policy submissions, six factsheets and two forthcoming journal articles, as well as 19 conference presentations and 26 submitted abstracts. Overall, 84 internal and external requests for Survey data were responded to by the Research team.

CONFERENCES

Restrictions relating to the COVID-19 pandemic had an ongoing impact on conferences and forums, many of which were postponed, reducing overall presentation outputs.

Throughout the 2020-2021 financial year, the Policy and Research teams submitted 26 conference abstracts, 22 of which (84%) were accepted as oral or poster presentation, one (4%) rejected, and three abstracts (12%) awaiting decision at the time of writing. Seven abstracts were co-authored with academics or other stakeholders. Carers NSW presented at 19 conferences and forums during the year, four of which were co-presented with other stakeholders.

Conferences with presentations by Carers NSW included:

- Australian Rural and Remote Mental Health Symposium
- Epilepsy Society of Australia 34th Annual Scientific Meeting
- 53rd Australian Association of Gerontology Conference
- Rural Innovations Changing Healthcare (RICH) Virtual Forum
- Australian Network of Alcohol and Drug Agencies (NADA) Conference
- Health in Difference Conference 2021 Aged & Community Services Australia (ACSA) Summit

COVID-19 restrictions also resulted in many conferences moving online, which provided the unique opportunity for the Policy and Research teams to participate in three international conferences, the American Society for Qualitative Inquiry in Psychology Virtual Event, the Sustainable Care International Conference 2020, held in the UK, and the 5th Transforming Care Conference, held in Italy.

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 and academic articles. Carers NSW also partnered in one National Health and Medical Research Council (NHMRC) and two Australian Research Council (ARC) grant applications, with one ARC application proceeding to the second round of review. The research team also participates in ongoing reference groups and/or steering committees for two funded research projects.

The Carers NSW Research Community continues to be the main channel through which carers are encouraged to engage and participate in research opportunities promoted by partner researchers. During 2019-20, the number of subscribers increased 3% to 316.

Work, Health & Safety

Over the past year, the Work Health & Safety Committee have continued to monitor government advice during the pandemic, revising and improving the WHS Controls to ensure the health and safety of Carers NSW staff. Two COVID Staff Check-In Surveys were conducted in 2020 which reflected over 92% of staff were satisfied with the response to COVID-19 and wellbeing was high with 84% of staff indicating they felt well.

The WHS Committee meet regularly and there have only been a small number of hazard and incident reports lodged over the last 12 months. Monthly workplace inspections are conducted at each office and any actions arising from these inspections are followed up in a timely manner. Carers NSW provides WHS training through the new staff induction program, training sessions and through regular WHS alerts sent out to staff.

Quality Improvement and Accreditation

In September 2020, Carers NSW successfully completed a mid-term NDIS Practice Standards Audit. In the category of provision of supports, Carers NSW received the highest rating of best practice, which is a credit to the Support Coordination team and the work that has been done to refine Carers NSW policies and procedures.

Carers NSW Quality Improvement Committee (QIC) Health & Community Standards Audit was conducted remotely in November. Board

members, staff, carers and stakeholders participated in the comprehensive assessment process. Carers NSW received positive feedback and successfully met the accreditation requirements.

The QIC continues to meet regularly to identify, create and review relevant policies, procedures and templates to assist in the delivery of high-quality support and services to carers.

Human Resources

The Human Resources team continued to support staff through the ongoing uncertainty of the pandemic by implementing changes required in WHS practices and service delivery. Growth within the Carer Gateway has provided opportunities for staff to develop and grow in their roles and there have been several internal leadership appointments.

The annual Employee Survey was conducted for the eighth year through the Voice Project.

The HR team were very pleased with the results as employees reported strong levels of engagement and satisfaction in the survey. The greatest strengths identified in the survey were Mission and Values, Safety and COVID-19 all of which scored 100%. Carers NSW qualified this year for Voice Project's Best Workplace Awards for 2021, which recognises workplaces whose results depict excellent management practices and a highly-engaged workforce.



Recognising Diversity

Carers NSW is committed to providing a diverse and inclusive work environment which is supportive of difference and encourages full participation of all employees in contributing to the achievement of business objectives. Carers NSW recognise that the differences its people bring to the workplace add to its strength.

Following consultations with staff, the Diversity Group developed a new Diversity & Inclusion Plan for 2020-2022. Work has commenced on the deliverables in the plan, including implementing a Diversity calendar to recognise a range of important dates in NSW, Australia and internationally. This annual calendar is

intended to capture events that celebrate aspects of diversity, including culture, religion, age, ability, mental health, gender and sexuality.

Prioritising diversity and inclusion is essential to supporting the success of Carers NSW to achieve its vision for an Australia that values and supports all carers in all their diversity. Creating a safe, respectful and inclusive place to work provides the foundation for staff to successfully contribute to meeting the Carers NSW objectives and an environment that enables staff to thrive and achieve their professional goals.

Reconciliation Action Plan (RAP)

Carers NSW vision for reconciliation is equity between Aboriginal and Torres Strait Islander peoples and other Australians.

The Carers NSW Reconciliation Action Plan (RAP) Working Group has met bi-monthly and continued to focus on developing a new Innovate RAP, which will continue the Carers NSW vision for reconciliation.

Carers NSW continues to acknowledge

Aboriginal and Torres Strait Islander people through Welcome to Country and Acknowledgement to Country at the beginning of all meetings and events. Carers NSW recognised and encouraged participation in online events to acknowledge National Reconciliation Week and NAIDOC Week.

Carers NSW look forward to implementing a new Reconciliation Action Plan in 2021.



Carers NSW Website Update

The Carers NSW Board identified the need for the development of a new website to better meet the needs of our broad diversity of stakeholders.

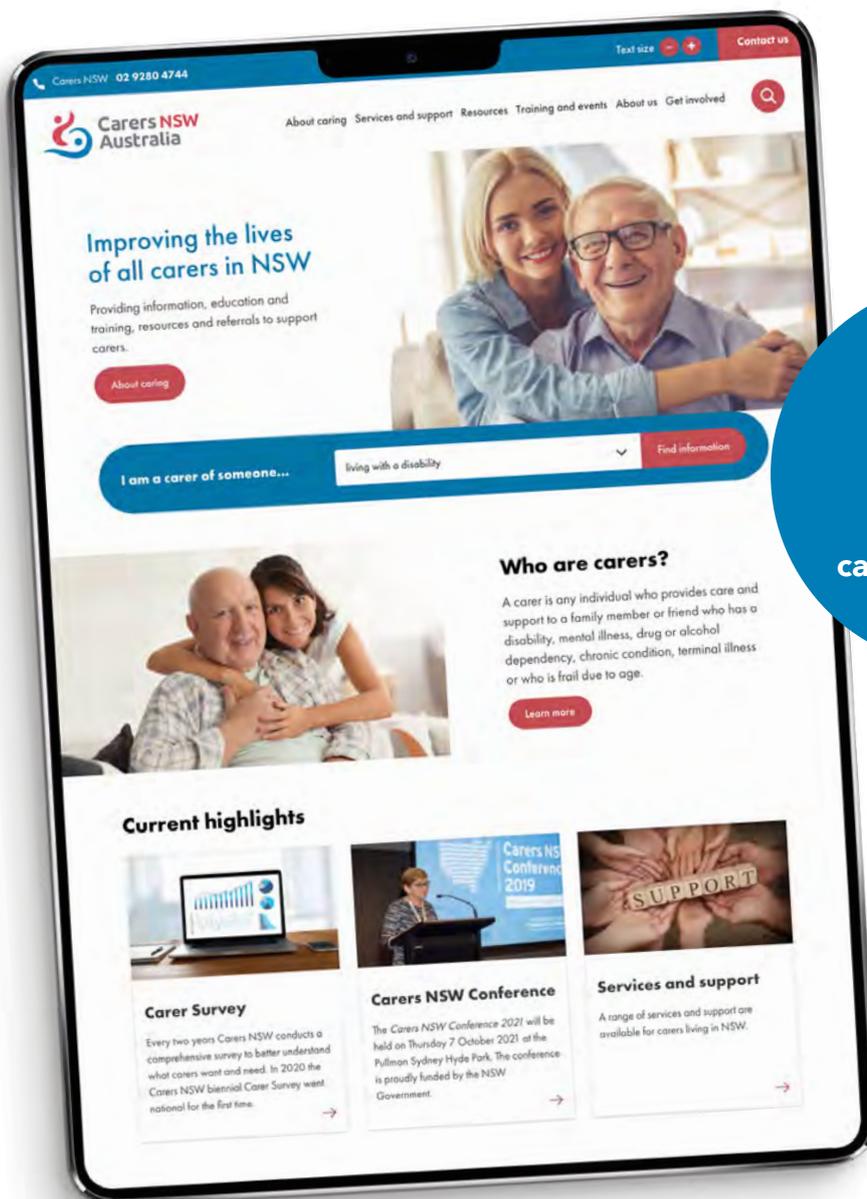
The primary focus of this project was to develop a website that was user-centric, highly visual, functional and accessible with an easy-to-use, flexible and customisable CMS (Content Management System) that supports the Carers NSW vision.

Some highlights of the new website include:

- Searchable resource portals for both carer and policy and research resources
- Searchable events portal for all Carers NSW upcoming events

Following a thorough user acceptance testing (UAT) process, this new website was launched on Monday, 31 May 2021.

As part of this process, the Carers NSW Young Carer website (<https://www.youngcarersnsw.org.au>) was transitioned to sit within the new website in order to consolidate the Carers NSW online presence.



Financial Management

A YEAR IN REVIEW

The 2020-21 financial year has presented some opportunities and significant challenges for Carers NSW. Total revenue of \$7.843 million was a small increase of 6.6% compared to the previous year.

Funding for a number of programs finished at June 2020, but this loss of funding was offset by Carers NSW receiving Federal Government funding for the Carer Gateway Region 4 in NSW. Carer Gateway funding will continue until June 2024.

COVID-19 has had a significant impact on Carers NSW during 2020-21, however the organisation has been able to adapt its operations to ensure the provision of a variety of services required under the Carer Gateway together with the ongoing delivery of services from other programs.

The environment of very low interest rates has continued all year, as has the increased competition for Government funding. The net operating result for the 2020-21 financial year was a net deficit of \$5,117.

REVENUE

The majority (96.4%) of revenue that was received by Carers NSW was derived from Federal and State government departments.

1.3% came from interest earned, and 2.3% of revenue was obtained from fee for service, memberships, donations and other sources.

EXPENDITURE

The resources of Carers NSW are used primarily to support carers through Carer Directed Packages, Emergency Respite, Counselling and Support, direct management of individualised program funds, carer and service provider education and policy development.

RESERVES AND ASSETS

During the 2020-21 financial year, Carers NSW has continued to maintain an appropriate level of reserves to meet current and future obligations. Reserves at the end of the financial year were \$2.607 million.

FINANCIAL STRATEGY

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

The organisation's financial management is driven by a sound strategic plan and is strengthened by strong compliance and financial controls, as well as prudent management of cash.

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

INFORMATION TECHNOLOGY

The IT team provides reliable and up-to-date information technology solutions to staff at Carers NSW.

During the year, there continued to be a strong focus on IT improvement and a number of enhancements were made.

The benefits from the installation of the Customer Relationship Management (CRM) system that was operational in mid-May 2019 and the Finance and HR systems that were operational in July 2018, together with the upgrade of the telephone system that was completed in March 2020, have been significant and will ensure that Carers NSW IT services continue to meet the changing needs of carers and the organisation into the future.



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 2020-21, the Tom Fink Library continued to be used by Carers NSW staff and members, with new resources being added to its collection.

CARERS NEWS

Carers News is a 16-page magazine that is published quarterly and sent to members of Carers NSW.

In 2020, Carers News expanded to include a digital version, accompanying the traditional printed copies.

Five editions of Carers News were sent to members, carers and organisations during the year. At the end of 2020-21 period there were 6,878 members of Carers NSW.

CARERS NSW ENEWS

Carers NSW eNews is a monthly e-newsletter for carers and the organisations and professionals that support them. In 2020-21, the number of subscribers increased by 7% to 2,418. In addition to the monthly editions, a number of special editions were distributed to highlight priority items, including new COVID-19 information. A revised structure and design is being explored for the new financial year.



Social Media

Carers NSW maintained its strong online and social presence throughout 2020-21, enjoying considerable success across the four major platforms.

Facebook, LinkedIn and Instagram all experienced significant growth in followers

during the 2020-21 period, while the audience on Twitter remained steady at the 3,400 mark.

At the end of 2019-20 period, Carers NSW had a combined following of more than 12,000 across these platforms and received more than 10,000 engagements.



Followers 5.9K
Posts 372
Engagement 5.9K



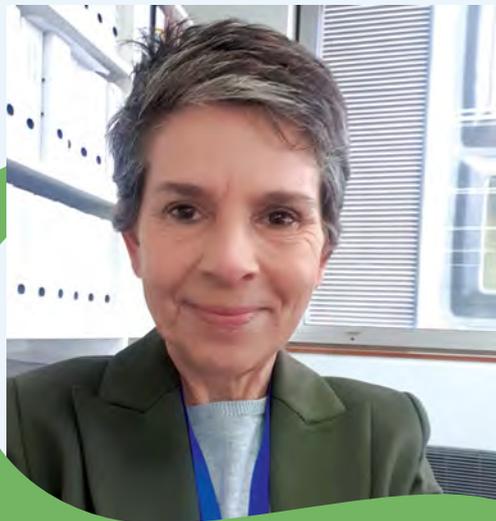
Followers 3.4K
Posts 162
Engagement 347



Followers 2K
Posts 325
Engagement 2.6K



Followers 926
Posts 358
Engagement 1.5k



Media

Carers NSW continued to have a strong presence in the media throughout the 2020-21 period.

Carers NSW CEO Elena Katrakis was involved in several media opportunities throughout Carers Week 2020 and engaged with local media cross NSW Region 4 in relation to the delivery of Carer Gateway.

Members of the Carer Representative Program also contributed to this media presence, highlighted by an article focussing on the challenges that carers can have in accruing superannuation.



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.

Charles Mendel

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.

Helen Campbell

Christine Gorman

Elizabeth Wild

Nicholas Kringas



2020-21 Financial Statements – Carers NSW Limited



Carers NSW Limited

ABN 45 461 578 851

Directors' Report

30 June 2021

The directors present their report on Carers NSW Limited for the financial year ended 30 June 2021.

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position
Stephen Bowles	President
Michele Ferris	Vice President
Bruce Howle	Honorary Treasurer
Reid Johnson	Honorary Secretary
Emeritus Professor Bettina Cass AO	Director
Felicity Purdy	Director
Greg Sam	Director
Simon Dawes	Director

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activity of Carers NSW Limited during the financial year 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.

No significant changes in the nature of the Company's activity occurred during the financial year.

Dividends paid or recommended

No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.

Operating results

The deficit of the Company for the financial year amounted to \$5,119 (2020: surplus of \$72,435).

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Company during the year.

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or could 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

Directors' Report
30 June 2021

Indemnification and insurance of officers and auditors

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of Carers NSW Limited.

Proceedings on behalf of company

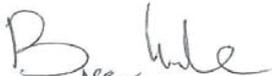
No person has applied for leave of court under Section 237 of the *Corporations Act 2001* to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.

Auditor's independence declaration

The auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001* for the year ended 30 June 2021 has been received and can be found on page 3 of the financial report.

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

Director:


Director:


Dated 14 September 2021



Carers NSW Limited
ABN 45 461 578 851

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Carers NSW Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

PKF

KYM REILLY
PARTNER

14 SEPTEMBER 2021
SYDNEY, NSW

Carers NSW Limited

ABN 45 461 578 851

Statement of Surplus or Deficit and Other Comprehensive Income For the Year Ended 30 June 2021

		2021	2020
	Note	\$	\$
Revenue	4	7,575,860	6,736,137
Other income	4	267,087	621,060
Employee benefits expense	5	(4,676,263)	(4,565,382)
Depreciation and amortisation expense	5	(636,023)	(550,416)
Building occupancy expense		-	(79,346)
Professional fees		(1,854,635)	(1,226,832)
Printing and stationery expense		(60,024)	(77,497)
Other expense		(601,876)	(763,174)
Finance expenses		(19,245)	(22,115)
(Deficit)/Surplus before income tax expense		(5,119)	72,435
Income tax expense		-	-
(Deficit)/surplus for the year		(5,119)	72,435
Total comprehensive income for the year		(5,119)	72,435

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Financial Position

As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	700,652	543,431
Trade and other receivables	7	78,045	83,848
Other financial assets	8	12,172,538	9,232,248
Other assets	11	251,346	235,305
TOTAL CURRENT ASSETS		13,202,581	10,094,832
NON-CURRENT ASSETS			
Property, plant and equipment	10	759,237	903,718
Right-of-use assets	12	1,305,672	634,269
TOTAL NON-CURRENT ASSETS		2,064,909	1,537,987
TOTAL ASSETS		15,267,490	11,632,819
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	303,916	688,907
Contract liabilities	9	10,268,781	6,992,522
Lease liabilities	12	347,691	410,609
Employee benefits	15	447,507	349,038
Other financial liabilities	14	160,032	160,182
TOTAL CURRENT LIABILITIES		11,527,927	8,601,258
NON-CURRENT LIABILITIES			
Lease liabilities	12	977,333	261,453
Employee benefits	15	155,595	158,354
TOTAL NON-CURRENT LIABILITIES		1,132,928	419,807
TOTAL LIABILITIES		12,660,855	9,021,065
NET ASSETS		2,606,635	2,611,754
EQUITY			
Retained earnings	16	2,606,635	2,611,754
TOTAL EQUITY		2,606,635	2,611,754

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 2021

	Accumulated surplus	Total
	\$	\$
Balance at 1 July 2020	2,611,754	2,611,754
Deficit for the year	(5,119)	(5,119)
Balance at 30 June 2021	2,606,635	2,606,635
Balance at 1 July 2019	2,539,319	2,539,319
Surplus for the year	72,435	72,435
Balance at 30 June 2020	2,611,754	2,611,754

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 2021

	2021	2020
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	7,745,007	8,784,751
Payments to suppliers and employees	(4,222,635)	(6,306,980)
Donations received	7,245	10,771
Interest received	101,436	146,081
Interest paid	(19,245)	(22,116)
Net cash (used in)/provided by operating activities	<u>3,611,808</u>	<u>2,612,507</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	-	15,545
Proceeds/(purchases) from held to maturity investments	(2,940,290)	(2,256,624)
Purchase of property, plant and equipment	(101,616)	(169,017)
Net cash provided by/(used in) investing activities	<u>(3,041,906)</u>	<u>(2,410,096)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(412,681)	(284,979)
Net cash provided by/(used in) financing activities	<u>(412,681)</u>	<u>(284,979)</u>
Net increase/(decrease) in cash and cash equivalents held	157,221	(82,568)
Cash and cash equivalents at beginning of year	<u>543,431</u>	<u>625,999</u>
Cash and cash equivalents at end of financial year	6 <u>700,652</u>	<u>543,431</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 2021

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

The financial report was authorised for issue by the Responsible persons on 14 September 2021.

Comparatives are consistent with prior years, unless otherwise stated.

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

1 Basis of Preparation

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

2 Summary of Significant Accounting Policies

(a) Income Tax

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

(b) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Revenue from contracts with customers

AASB 1058 - Income of Not-for-Profit Entities

The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where:

1. An asset is received in a transaction, such as by way of grant, bequest or donation;
2. There has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and
3. Where the intention is to principally enable the entity to further its objectives.

For transfers of financial assets to the entity which enable it to acquire or construct a recognisable non-financial asset, the entity must recognise a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. The liability is brought to account as income over the period in which the entity satisfies its performance obligation. If the transaction does not enable the entity to acquire or construct a recognisable non-financial asset to be controlled by the entity, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income immediately.

The revenue recognition policies for the principal revenue streams of the Company are:

Grant revenue

Government grants that contain specific conditions on the use of those funds are recognised as and when the Company satisfies its performance obligations by providing those goods and services. A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the Company are recognised as income when the Company obtains control of those funds, which is usually on receipt.

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

Statement of financial position balances relating to revenue recognition

Contract assets and liabilities

Where the amounts billed to customers are based on the achievement of various milestones established in the contract, the amounts recognised as revenue in a given period do not necessarily coincide with the amounts billed to or certified by the customer.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Statement of financial position balances relating to revenue recognition

When a performance obligation is satisfied by transferring a promised good or service to the customer before the customer pays consideration or the before payment is due, the Company presents the contract as a contract asset, unless the Company's rights to that amount of consideration are unconditional, in which case the Company recognises a receivable.

When an amount of consideration is received from a customer prior to the entity transferring a good or service to the customer, the Company presents the contract as a contract liability.

Other income

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

(c) Goods and services tax (GST)

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

Receivables and payable are stated inclusive of GST.

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

(d) 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 significantly less than fair value 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.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(d) Property, plant and equipment

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.

(e) Financial instruments

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.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial assets

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.

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

When determining whether the credit risk of a financial assets has increased significantly 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.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial assets

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 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, lease liabilities and funds on hold.

(f) Impairment of non-financial assets

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

Where an indicator exists and regardless for 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.

(g) 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.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(h) Leases

At inception of a contract, the Company assesses whether a lease exists - i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- The contract involves the use of an identified asset - this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right then there is no identified asset.
- The Company has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.
- The Company has the right to direct the use of the asset i.e. decision making rights in relation to changing how and for what purpose the asset is used.

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

Right-of-use asset

At the lease commencement, the Company recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Company believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Company's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Company's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(h) Leases

Exceptions to lease accounting

The Company has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Company recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(i) Employee benefits

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

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

(j) Provisions

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

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

(k) Economic dependence

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

3 Critical Accounting Estimates and Judgments

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

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

The significant estimates and judgements made have been described below.

Key estimates - employee benefits

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

Notes to the Financial Statements For the Year Ended 30 June 2021

4 Revenue and Other Income

Revenue from contracts with customers

	2021	2020
	\$	\$
- Government grant revenue	7,575,860	6,736,137
Total Revenue	7,575,860	6,736,137
Other income		
- Finance Income	101,436	146,081
- Membership subscriptions	11,930	10,870
- Grants for the acquisition of fixed assets	75,684	121,871
- Other income	70,792	331,467
- Donations	7,245	10,771
	267,087	621,060

5 Result for the Year

The result for the year includes the following specific expenses:

	2021	2020
	\$	\$
Other expenses:		
Depreciation and amortisation expense - plant and equipment	246,097	227,642
Depreciation and amortisation expense - right-of-use assets	389,926	322,773
	636,023	550,415

6 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash at bank and in hand	700,652	543,431

7 Trade and other receivables

	2021	2020
	\$	\$
CURRENT		
Trade receivables	66,045	70,471
Other receivables	12,000	13,377
Total current trade and other receivables	78,045	83,848

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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2021

8 Other Financial Assets

	2021	2020
	\$	\$
CURRENT		
Held at amortised cost		
Term Deposits	<u>12,172,538</u>	<u>9,232,248</u>

9 Contract Liabilities

	2021	2020
	\$	\$
CURRENT		
Contract liabilities	<u>10,268,781</u>	<u>6,992,522</u>

The Company has recognised the following contract liabilities from contracts with customers:

	2021	2020
	\$	\$
NSW Department of Communities and Justice - Statewide Peak Activities	45,427	47,145
Department of Social Services - Carer Gateway Service Providers Activities	6,007,204	1,861,388
Insurance and Care NSW - wecare	71,891	15,468
Department of Health -Commonwealth Home Support Program (CHSP)	19,237	39,947
NSW Department of Communities and Justice - YC Drive	2,587	4,609
Historic Grants in Advance - Ageing, Disability & Home Care - Older Parent Carers Programs	-	1,782,800
National Disability Insurance Scheme	-	183,891
NSW Department of Communities and Justice -Carer Peer Connect	32,482	35,311
NSW Department of Communities and Justice - Carers Week	479,054	29,054
NSW Department of Communities and Justice - Carers & Employers Network	440,270	5,983
NSW Department of Communities and Justice - Carers Health & Wellbeing	299,402	-
NSW Department of Communities and Justice - Young Carers	74,182	89,236
Carers Australia - Moving Forward Workshops	43,677	32,414
Historic Grants in Advance - Ageing, Disability & Home Care	1,012,275	162,454
Historic Grants in Advance - Ageing, Disability & Home Care - Supported Living Fund	-	44,853
Carers Australia - Better Start RIS	58,063	27,949
NSW Department of Communities and Justice - Care2Work	6,644	732

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2021

9 Contract Liabilities

	2021	2020
	\$	\$
NSW Department of Communities and Justice - Hidden Carer Projects	64,065	112,919
Carers Australia - National Carer Counselling Program (NCCP)	1,468	252,051
Department of Health - CHSP Carer, Consumer and Coaching Program	-	28,052
Department of Social Services - Try Test & Learn	-	40,773
Historic Grants in Advance - Ageing, Disability & Home Care - CALD Project	-	45,137
Historic Grants in Advance - Ageing, Disability & Home Care - Older Parent Carer Tool kit	-	37,640
NSW Department of Communities and Justice - Working with Carers Education Package	5,848	5,848
Historic Grants in Advance - Ageing, Disability & Home Care - Together Program	-	1,602
NSW Department of Communities and Justice - NSW Carer Research and Practice Exchange	842,998	-
Historic Grants in Advance - Ageing, Disability & Home Care - Carers under 65 years	-	12,285
Historic Grants in Advance - Ageing, Disability & Home Care - Walking Together with Mirri Mirri (BCAP) Project	-	6,979
Historic Grants in Advance - Ageing, Disability & Home Care - My Plan My Choice	-	505,549
Ministry of Health - Palliative Care Project	21,114	64,715
NSW Department of Communities and Justice - Working with Carers Orientation Workshops	18,038	18,038
Historic Grants in Advance - Ageing, Disability & Home Care - Specific Carers Project	-	346,411
Historic Grants in Advance - Ageing, Disability & Home Care - Decision Making Capacity Building Project	-	207,381
Carers NSW Conference	93,568	72,585
Carers Australia - Carer Information Support Service (CISS)	1,788	26,690
Carers Australia - IT Upgrade One-off	3,194	3,194
Carers Australia - Mental Health Carer Counselling	841	52,557
Carers Australia - Drought Assistance Packages	34,468	34,468
Department of Social Services - Mental Health Respite Including Setup	164,861	164,861
Multicultural Awareness Posters	4,314	4,314
Carers Australia - DSS Young Carers Program	18,056	18,056
NSW Department of Communities and Justice - NSW Carers Strategy	352,374	352,374
National Disability Insurance Agency - National Community Connectors Program	29,335	195,017
Miscellaneous Grants	20,056	19,792
Total grants received in advance	10,268,781	6,992,522

Carers NSW Limited

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Notes to the Financial Statements For the Year Ended 30 June 2021

10 Property, plant and equipment

PLANT AND EQUIPMENT

	2021	2020
	\$	\$
Motor vehicles		
At cost	202,993	222,476
Accumulated depreciation	(193,107)	(206,775)
Total motor vehicles	9,886	15,701
Office equipment		
At cost	1,274,398	1,613,322
Accumulated depreciation	(557,171)	(850,799)
Total office equipment	717,227	762,523
Leasehold Improvements		
At cost	466,853	466,853
Accumulated amortisation	(434,729)	(341,359)
Total leasehold improvements	32,124	125,494
Total property, plant and equipment	759,237	903,718

(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 2021				
Balance at the beginning of year	15,701	762,523	125,494	903,718
Additions	-	101,616	-	101,616
Depreciation expense	(5,815)	(146,912)	(93,370)	(246,097)
Balance at the end of the year	9,886	717,227	32,124	759,237

11 Other Assets

	2021	2020
	\$	\$
CURRENT		
Prepayments	251,346	235,305

Notes to the Financial Statements For the Year Ended 30 June 2021

12 Leases

Company as a lessee

The Company has leases over a range of assets including buildings, motor vehicles and office equipment.

Information relating to the leases in place and associated balances and transactions are provided below.

Terms and conditions of leases

Buildings

The Company leases buildings for their offices, the lease have a term of 3-5 years, including a renewal option to allow the Company to renew for up to 3 years.

The leases contain an annual pricing mechanism based on CPI movements at each anniversary of the lease inception.

Motor Vehicles & Office Equipment

The Company leases a vehicle and photocopiers with lease term of 4 - 5 years, the lease payments are fixed during the lease term.

Right-of-use assets

	Buildings	Motor Vehicles	Office Equipment	Total
	\$	\$	\$	\$
Year ended 30 June 2021				
Balance at beginning of year	615,671	8,224	10,374	634,269
Depreciation charge	(372,608)	(6,944)	(10,374)	(389,926)
Additions to right-of-use assets	1,064,773	-	-	1,064,773
Reductions in right-of-use assets due to changes in lease liability	(2,164)	(1,280)	-	(3,444)
Balance at end of year	1,305,672	-	-	1,305,672

Lease liabilities

	2021	2020
	\$	\$
Current	347,691	410,609
Non-current	977,333	261,453
Total	1,325,024	672,062

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2021

12 Leases

Extension options

A number of the building leases contain extension options which allow the Company to extend the lease term by 1 - 3 years, depending on the lease agreement, once the original non-cancellable period of the lease expires. The Company has not included any of the extension options in the lease calculation as it is not reasonably certain that extension options will be taken up.

Statement of Surplus or Deficit and Other Comprehensive Income

The amounts recognised in the statement of surplus or deficit and other comprehensive income relating to leases where the Company is a lessee are shown below:

	2021	2020
	\$	\$
Interest expense on lease liabilities	19,245	22,116
Expenses relating to short-term leases	-	23,297
Depreciation of right-of-use assets	389,926	322,773
	409,171	368,186

13 Trade and Other Payables

	2021	2020
	\$	\$
CURRENT		
Trade payables	249,162	191,364
GST(refundable)/ payable	(69,329)	201,024
Sundry payables and accrued expenses	124,083	296,519
	303,916	688,907

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.

14 Other Financial Liabilities

	2021	2020
	\$	\$
CURRENT		
Funds on hold	160,032	160,182

(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 \$270,495 (2020: \$270,495).

Carers NSW Limited

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Notes to the Financial Statements For the Year Ended 30 June 2021

15 Employee Benefits

	2021	2020
	\$	\$
CURRENT		
Long service leave	134,705	92,284
Annual leave	312,802	256,754
	<u>447,507</u>	<u>349,038</u>
NON-CURRENT		
Long service leave	155,595	158,354
	<u>155,595</u>	<u>158,354</u>

16 Accumulated surplus

	2021	2020
	\$	\$
Accumulated surplus at the beginning of the financial year	2,611,754	2,539,319
(Deficit)/surplus for the year	(5,119)	72,435
Accumulated surplus at the end of the financial year	<u>2,606,635</u>	<u>2,611,754</u>

17 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 2021 the number of members was 6,878 (2020: 6,778).

18 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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2021

18 Financial Risk Management

Financial instruments used

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

- Trade receivables
- Cash at bank
- Other Financial Assets
- Trade and other payables
- Lease liabilities
- Other Financial Liabilities

	2021	2020
	\$	\$
Financial assets		
<i>Held at amortised cost</i>		
Cash and cash equivalents	700,652	543,431
Trade and other receivables	78,045	83,848
Other financial assets	12,172,538	9,232,248
Total financial assets	12,951,235	9,859,527
Financial liabilities		
<i>Held at amortised cost</i>		
Trade and other payables	303,916	688,909
Lease liabilities	1,325,024	672,062
Other financial liabilities	160,032	160,182
Total financial liabilities	1,788,972	1,521,153

19 Key Management Personnel Remuneration

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

	2021	2020
	\$	\$
Short-term employee benefits	709,080	466,875
Post-employment benefits	75,088	41,813
	784,168	508,688

Notes to the Financial Statements

For the Year Ended 30 June 2021

20 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2021 (30 June 2020: None).

21 Coronavirus (COVID-19) Impact

Within Australia and globally, unprecedented measures have been introduced to control the spread of the COVID-19 outbreak, including travel and trade restrictions, restrictions on public gatherings and temporary business closures. These significant measures have had a sudden and substantial negative impact on global economic activity, with certain industry sectors experiencing unforeseen financial difficulties. Consequently, the functioning of global capital markets has been impaired by increased volatility and negative investor sentiment.

The expected duration and magnitude of the COVID-19 global pandemic and its potential implications on the global economy and financial markets remains unclear. Should these circumstances become severe or prolonged, it is expected to have a material adverse impact on the global and Australian economies, which in turn may have a material adverse impact on the Company's financial performance and position.

22 Events after the end of the Reporting Period

The financial report was authorised for issue on 14 September 2021 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.

23 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

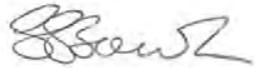
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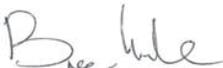
Responsible Persons' Declaration

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

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

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

Responsible person 
Stephen Bowles

Responsible person 
Bruce Howle

Dated 14 September 2021

INDEPENDENT AUDITOR'S 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 (the Organisation), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' 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:

- a) giving a true and fair view of the Organisation's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- b) 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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Organisation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (including Independence Standard) (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.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the Organisation's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

Other Information (cont'd)

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Report

The directors of the Organisation are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*. The directors' responsibility also includes such internal control as the directors determine 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, directors are responsible for assessing the Organisation'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 the directors either intend to liquidate the Organisation or to cease operations, or has no realistic alternative but to do so.

The directors are responsible for overseeing the Organisation's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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

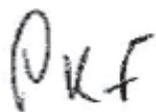
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organisation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

Auditor's Responsibilities for the Audit of the Financial Report (cont'd)

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organisation'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 Organisation to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, action taken to eliminate threats or safeguards applied.



PKF



KYM REILLY
PARTNER

14 SEPTEMBER 2021
SYDNEY, NSW

How can you help?

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

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

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

 @CarersNSW

 @CarersNSW

 @CarersNewSouthWales

 @carers-nsw



Carers NSW Offices

SYDNEY – HEAD OFFICE

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NEWCASTLE

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AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS