

2021-2022

ANNUAL
REPORT





AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS

Carers NSW acknowledges the Traditional Custodians of the land,
Elders past and present and all Aboriginal and Torres Strait Islander people.

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 contributions and work to maximise opportunities for carers and for our staff



Accountable

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

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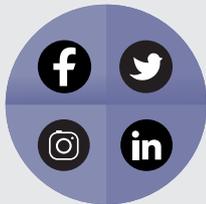
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OUR YEAR IN REVIEW



273,360 website page views



10,400+ engagements across Carers NSW social media platforms



1,556 carers and service providers accessed education and training across 148 sessions



121 carer case studies were collected by the Policy team via the Policy Advice Form, which were used to inform advocacy activities on behalf of carers



400+ National Carers Week Grants were awarded thanks to ongoing funding from the NSW Government's Department of Communities and Justice (DCJ)



587 unique delegates attended the virtual Carers NSW Conference 2021: The Secret Life of Carers, which was funded by the NSW Government



3,809 carer referrals were made through Carer Gateway region NSW 4



14,117 calls were made to Carer Gateway in region NSW 4, with carers seeking information, support and referral

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, LGBTQIA+* communities, and throughout metropolitan, regional, rural and remote NSW.

Many people in caring roles do not identify as carers, and as such are often not linked to services and supports that can assist them.

These individuals are often referred to as 'hidden carers'.

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



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 Organisations. Our focus is on improving the lives of all carers.

Carers NSW works with all carers regardless of their age, location, life-stage or circumstances.

This includes those caring for individuals with support needs relating to ageing, disability, health and mental illness.

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

It is governed by a Board of Directors in accordance with the Corporations Act 2001 and the Australian Charities and Not-for-profit Commission Act 2012.

Carers NSW receives funding from a range of sources including the NSW Department of Communities and Justice (DCJ) and the Australian Government Department of Social Services (DSS).

The organisation is based in Sydney, with regional offices in Coffs Harbour, Newcastle and staff co-located in Tamworth 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.

PRESIDENT'S REPORT



The past 12 months has continued to raise challenges for many in the community. From the ongoing impacts of COVID-19 through to significant natural disasters, there has been no shortage of disruptions that New South Wales residents have had to face.

Carers have continued to be at the forefront

of these challenges, and I want to recognise the critical role they play in supporting vulnerable family and friends in times of heightened stress.

Despite the significant challenges and limitations faced in service delivery, the Carers NSW Board was pleased with the progress made by the organisation in the first full year of the Strategic Plan 2021-2024. The Strategic Plan has provided clear direction and leadership, which has informed the many tasks and actions that are needed to best support carers across NSW.

There were significant outcomes achieved right across the organisation, which we are pleased to be able to capture and present within this Annual Report 2021-22. One of our key objectives as a Board over the past 12 months has been ensuring we implement strategies for continual development as a Board, and regularly assess our progress and performance over time. Part of this assessment is the annual Board evaluation process which in part looked at the skill sets of our current Directors and requirements for the future.

The immediate outcomes of this process were a review of the constitution and a focused recruitment of new Directors. The constitution review was undertaken to ensure our governance processes were in line with current best practice and the resolution to be put to the Annual General Meeting in November 2022 to formalise the skill based recruitment of new Directors was a product of the review.

We were able to welcome two new Directors to the Board in June 2022. Liane Corocher and Barbara Iordanidis. Both bring great qualities and experience to the important role and we look forward to seeing the value of their contribution into the future.

I also want to recognise the entire Board of Directors for their ongoing commitment to providing sound governance and support to the direction of Carers NSW. The ongoing stability and maturity at Board and Committee level has been very important as we worked through the past two years in particular.

Towards the end of the financial year, the Carers NSW Board approved both the Business Plan 2022-2023 and the budget for the year ahead. Both provide clear objectives and expectations for the year ahead. We also supported recommended changes to the staffing structure, which includes two new Executive Managers; HR and Quality and a new position, Executive Manager, Carer Inclusion.

The Board was pleased that Carers NSW staff were able to get together for the first time in more than two years in May 2022 at the Staff Conference in Port Macquarie. These connection opportunities are so important in ensuring an organisation is able to thrive, particularly when we have staff based in various office locations across the State. The Board acknowledges the efforts of all staff throughout the reporting period, and praise their work in helping the organisation through the various challenges during this time.

Finally, I must commend the work of Chief Executive Officer, Elena Katrakis and the broader Carers NSW executive management team. Elena has worked tirelessly to ensure Carers NSW achieves its vision and uphold its strong values as an organisation. Having such a committed management team leading the way has been key to achieving such great outcomes for carers in NSW.

My current term as a director will conclude at this year's AGM and I will be stepping down after 13 years on the Board in various roles. It has been a privilege to work with and on behalf of an organisation like Carers NSW. My overriding objectives during this time on the Board were for Carers NSW to be a sustainable, resilient and relevant organisation, with the capacity to work for carers in the best possible way. I am sure that my colleagues and successors will continue to do this into the future.

A handwritten signature in blue ink, appearing to read 'Stephen Bowles'. The signature is fluid and cursive, written on a white background.

Stephen Bowles
President

CEO'S REPORT



The past 12 months commenced with our new Strategic Plan 2021-2024 guiding our work, our deliverables and our focus as an organisation to improve the recognition, support, inclusion and wellbeing of all carers living in NSW. The year was full of promise and just when we thought that maybe COVID

was going, slowly, new strains impacted all of us, and we had to adapt, readapt, innovate, and refocus our efforts in different and constantly changing ways.

Alongside the COVID impacts, NSW has also been impacted by natural disasters. The impact of floods on carers across the state and particularly within the Northern Rivers area of NSW has created so much need and devastation across the community. As the Carer Gateway service provider in region NSW 4 (Central Coast, Hunter New England and North Coast), our Outreach team were on the ground during the flood response, connecting carers with Carer Gateway services and supports and working together with many other services to get to hard to reach families and to do whatever was needed to connect and support them.

Carers NSW prioritised engagement and consultation with carers over the past 12 months, as it was fundamental to ensuring that we reflected their lived experiences in our policy work, our education and training and in our work with all levels of government.

Our resources were also impacted during this period. Our face-to-face service delivery was once again limited for a large portion of the year due to COVID-19, while many of our staff spent time off work with COVID-19 or influenza. Despite these challenges, we were still able to achieve many positives outcomes for carers in NSW, which we have outlined in detail in this report.

In addition to these outcomes, we also achieved a number of workplace achievements. In January 2022, our application for Level 1 accreditation for the Carers + Employers Program was approved. This was an important step in ensuring that we support carers in our own workplace. Carers NSW was also recognised as a Voice Project *Best Workplace* in 2021 for exceptional levels of employee engagement and satisfaction.

During May 2022, we were able to bring together all staff in the organisation at our Staff Conference in Port Macquarie. It was an excellent opportunity for our team to connect in-person for the first time in over two years, share insights with one another and truly "come together" – which was fittingly the conference theme.

The Annual Report 2021-22 highlights the commitment and responsiveness of the Carers NSW team across the organisation to support the changing needs of carers over the past 12 months across all areas of our work. Their achievements in the context of all that has been experienced in the past 12 months is recognised and supported.

I would like to extend a huge thank you to all of the amazing Carers NSW staff for their outstanding efforts this year, to our stakeholders, partners and funders for their ongoing support and engagement, and to the Carers NSW Board for their continued work advancing the interests of carers.

I would also personally like to thank Stephen Bowles, Board Director and Chair, for his leadership, responsiveness and huge support and encouragement over recent years. His contribution, style and focus will be greatly missed as he stands down from the Board later in 2022 following the Annual General Meeting.

I look forward to the next 12 months and to progressing new opportunities to support carers across NSW.

A handwritten signature in black ink, appearing to read 'Elena Katrakis'.

Elena Katrakis
Chief Executive Officer

BOARD OF DIRECTORS

As at 30 June 2022, there were 10 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, NSW JP
Vice President*

Michele is a current carer whose adult son lives with intellectual disability and vision impairment. Michele works as a Team Leader for a national peak body in dementia care. With a background in aged care and disability service provision of more than 18 years, she has a strong passion for advocacy and for the rights of older people living with dementia, families and carers and particularly people living with disability.



Bruce Howle

*BEc, CA, Dip FP
Honorary Treasurer / Carers NSW Nominee to the Carers Australia Board (Honorary Treasurer and Chair of the Finance, Audit and Risk Committee, Member Board Executive)*

Bruce Howle joined the Board of Carers NSW in 2014 as a co-opted member. He is the Managing Principal at KSG with a career in accounting, taxation and assurance spanning a period of more than 25 years. Bruce is a registered tax agent, registered auditor under the Fair Work (Registered Organisations) Act 2009, registered company auditor and is a registered SMSF auditor, advising on all matters financial to the SME market, not-for-profit organisations and financial service providers. Bruce has a Bachelor of Economics

from Macquarie University, and is a member of Australia and New Zealand Chartered Accountants and the Australian Institute of Company Directors. He has been actively involved in the governance of a number of local community organisations in various capacities including Treasurer. Bruce has previously held the position of Secretary and was elected as Honorary Treasurer in November 2016.



Reid Johnson

*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.



Liane Corocher

*BAppSc, MEnvEd, AdvDip Conservation and Land Management
Director*

Liane is a mother of four children and a carer for one of her sons who has Autism Spectrum Disorder. Living on a small farm near Gloucester with her husband and children, Liane understands the challenges of accessing services in a rural areas and the social isolation that can be experienced by rural carers. Liane has a background in leadership, community development and agriculture.

Liane was appointed to the Carers NSW Board in June 2022.



Barbara Iordanidis

*BLAS
Director*

Barbara is a public sector professional with a background in strategy and policy. Barbara has managed state and national government projects, some of which have achieved international recognition for the contribution to sustainable and conscientious use of technology.

Barbara is a spokesperson in public sector innovation and digital transformation. She is a Standards Australia NextGen Graduate and Smart Cities Certified Practitioner.

Barbara was also a young carer and worked closely with Carers NSW to advocate for and raise awareness of carers under the age of 25. Barbara was appointed to the Carers NSW Board in June 2022.

CARER GATEWAY

Carer Gateway is an Australian Government initiative providing free services dedicated to supporting Australia's 2.65 million carers. Carer Gateway draws on the experience of local organisations like Carers NSW to deliver carer-focused support across Australia.

Carers NSW is the dedicated Carer Gateway provider for carers living in region NSW 4 which covers the Central Coast, Hunter New England and North Coast regions of NSW.

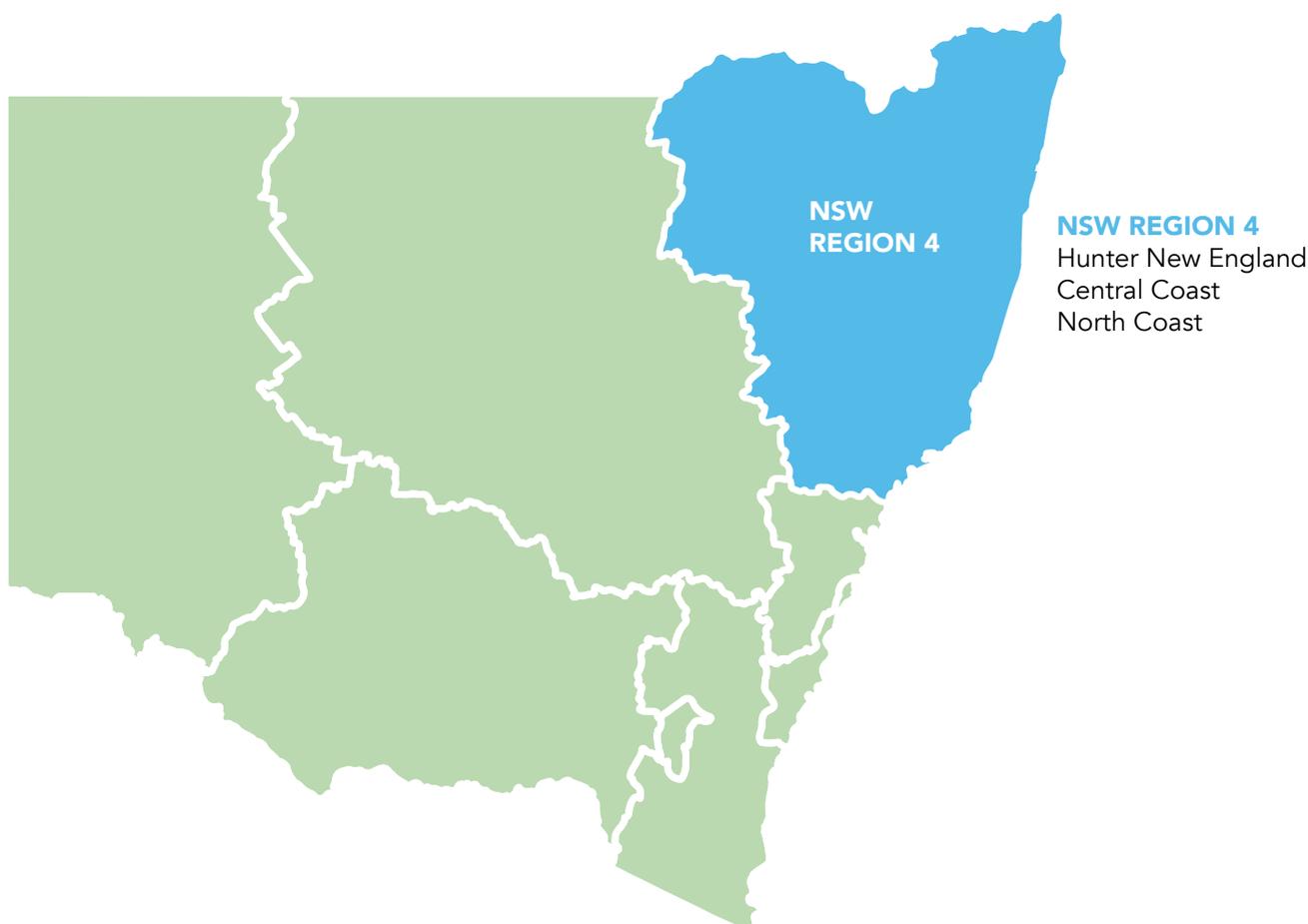
The suite of services offered under the Carer Gateway includes coaching, counselling, emergency respite, peer support, online skills courses and tailored support packages.

The 2021-22 financial year was another challenging period for Carer Gateway region NSW 4. Services were affected by COVID-19 restrictions for close to the first six months of the period, impacting the availability of residential respite placements, planned in-home support services due to workforce challenges and face to face service delivery. Following this, through late February and early March 2022, the Northern Rivers region of NSW experienced one of the most catastrophic flood events on record, with the impact of this still being felt by those communities.

Despite these challenges, the Carer Gateway service delivery continued to grow. From the 2021-22 financial year, there were approximately 14,117 calls to Carer Gateway, resulting in 4,109 referrals. Of these referrals, 3,809 were for Carer Gateway services, 72 were referrals for other Carers NSW services and 228 were referrals to external agencies.

The 3,809 Carer Gateway referrals are summarised below:

- 158 – Emergency Respite
- 2809 – Carer Directed Support Packages
- 403 – In-Person Counselling
- 207 – In-Person Peer Support
- 210 – Facilitated Coaching
- 22 – Digital Literacy



CARER GATEWAY GOES ABOVE AND BEYOND

Mel lives in NSW with her husband and three daughters. Her middle daughter Ivy, aged eight, is on the autism spectrum and has been diagnosed as level 3 (level 3 usually means people are more severely affected and require very substantial support*).

"About two years ago I went to a disability expo, you know, just to find out what was available for Ivy," said Mel. "And it was there that I first heard about Carer Gateway."

Mel rang Carer Gateway on 1800 422 737 and was connected to her local Carer Gateway service provider, Carers NSW, to register. Not long after this, Mel was connected to the young carer team within Carer Gateway. "I cannot tell you how fantastic Carer Gateway has been for all my three children. You've got to remember that her sisters also have caring responsibilities," explained Mel.

Much of the support for Ivy is either online or via a computer so Mel was able to access some technology to help self-manage Ivy's NDIS package and utilise a new app that allows Ivy to communicate better.

Both Mel and her husband work full-time. They were also able to access a package through Carer Gateway to get some help with cleaning the house.

"It doesn't sound like much but when someone can come in and clean the bathrooms and mop the floor - well, it makes the world of difference and allows us to have meaningful family time when we get home."

Mel's other two daughters aged eleven and aged seven have been able to get support through Carer Gateway as well.

"Through the assistance of Carer Gateway, it has allowed our entire family to feel supported in challenging and difficult times," said Mel.

The 11-year-old was falling behind at school so she was able to access some tutoring and Mel credits this with her remarkable turnaround in her academic record and her new-found confidence.

Both girls were having some challenges at school and there was a lack of understanding about autism within the school community.

"So, Carer Gateway helped organise a presentation on autism that could then be sent as a link to parents to increase understanding particularly from the perspective of siblings who act as young carers," said Mel.

Both girls were also able to access some technological assistance to help them with their school work and to allow them to communicate with Ivy as well.

"Really, I can't say enough. I have been so impressed and grateful for what we as a family have been able to access. Carer Gateway goes above and beyond to help carers."

** More information regarding Autism spectrum disorder (ASD) is available on the Health Direct website.*



CARER GATEWAY

Out and About with Outreach

The Carers NSW Carer Gateway Outreach Team are continuously on the road visiting local communities in the Central Coast, Hunter New England and North Coast regions of NSW. The Outreach Team connect with family and friend carers, stakeholders and service providers to assist in raising awareness and understanding the support available for carers through Carer Gateway.

Some key highlights across the 2021-22 financial year have been:

Service NSW partnership

Carers NSW partnered with Service NSW in co-locating outreach across region NSW 4, bringing Carer Gateway services and support to regional and remote communities.

Since the partnership began in late 2021, Carers NSW has visited 29 locations across the Central Coast, Hunter New England and North Coast regions and co-located with the mobile Service NSW service.

Support for flood affected carers

To assist carers in getting back on their feet, the Carers NSW Carer Gateway Outreach Team visited flood affected regions in NSW to offer carers additional practical and emotional support.

During the reporting period, the Outreach Team visited Mullumbimby, Ballina, Gloucester, Lismore, Evans Head, Wingham, Grafton, Casino, Murwillumbah, Banora Point, Byron Bay, Spencer, Wollombi, Whittingham and Broke. The Outreach Team continue to make connection with communities as and when they need it.

Headspace partnership

Carers NSW and Headspace Grafton partnered in 2022 to bring digital services and support to family and friend carers in the area, through the establishment of a Digital Access Point (DAP).

The DAP is part of a wider collaboration between Carers NSW and Headspace, who will work towards creating an environment where both the young person and family and friend carer can access services and support simultaneously.

Carers NSW also currently has DAPs located in PCYC centres across region NSW 4 including, Kempsey, Tamworth, Armidale, Moree, Muswellbrook, Grafton and Tweed Heads.



CARERS NSW CALD CARERS OF PALLIATIVE PATIENTS PROJECT

The Carers NSW CALD Carers of Palliative Patients 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 were developed in 2021 to increase carers' knowledge of palliative care and their confidence in using these services.

These resources were made available in late 2021 on the Carers NSW website, and 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.

Carers NSW would like to thank the many carers and service providers who contributed to this project.



LGBTQIA+ PROJECT

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

During the 2021-22 financial year, a suite of co-developed resources to support Lesbian, Gay, Bisexual, Trans and Gender Diverse, Queer, Intersex or Asexual (LGBTQIA+) carers were finalised and launched. The resources, a set of seven downloadable information sheets, were developed in consultation with an expert working group including sexuality and gender diverse carers.

Launched in May 2022, the following factsheets are available from the Carers NSW website from a new page with resources for diverse groups of carers:

- Are you sexuality or gender diverse and caring for someone?
- Common experiences of sexuality and gender diverse carers
- Aged care experiences for sexuality and gender diverse carers
- Sexuality and gender diverse young carers: Part 1
- Sexuality and gender diverse young carers: Part 2
- Referral information for sexuality and gender diverse carers
- Information for service providers

Carers NSW would like to thank the many carers and service providers for their contribution to this project. The hidden LGBTQIA+ carers project was funded by the NSW Government's Department of Communities and Justice (DCJ).



CARER STORY - MICHELLE

In 2016 my gentle, astute, and dearly loved son was hospitalised with acute psychosis. He has been treated through inpatient and community care since then, living with a primary diagnosis of schizophrenia. It was the beginning of new and often frightening journey for us both. Despite other caring experiences, I will talk here about my primary role as a parent carer in mental health. I am grateful for my son's permission to share this story.

Caring in mental health is similar but also different to other caring roles. There is greater variability between approaches to both carer and consumer, privacy issues, stigma, and fear of the unknown. Caring and planning are less often shared. Basic human needs such as empathy, connection and belonging are often forgotten at times of highest need. Serious issues can accrue, and treatment can traumatise the patient. Few visit patients in adult psychiatric units, relationships may be lost, and the recovery journey is non-linear, episodic, and unpredictable. Through this I have learnt the value of peers and engagement with carer programs, education, and the system at a wider level. A peer worker helped me through a critical period, not only with my own bumpy journey but to shift into systemic advocacy.

My son and I speak openly about many aspects of his experience. From the start I felt it was better for him to have a safe space to express and work through what he feels and thinks. He took up rapping and writing, which was an outlet for him and a window for me into things more difficult to articulate in conversation. Art is great therapy, as are animals. Both have helped us through some tough times.

There is an old saying that 'a mother is only ever as happy as her youngest child'. It feels 'true', though problematic. 'A youngest child is only ever as happy as their mother' also carries deep emotional resonance. We want the best for those we love, and when stakes are high it is easy to forget your own needs. A friend says, flight attendants tell us to put on our



own oxygen mask before fitting one on our child is because it goes against our instincts not to give the oxygen to our children first, though it's obvious that if we can't breathe, we can't help ourselves or anyone else. Carer programs drill us on self-care, and that the 'oxygen mask' is usually seen as things you just do for yourself; a hobby or passion, a walk or ride through the park, meeting a friend, reaching out for help, or just taking time to be and breathe.

For me, the oxygen mask also includes the good times shared with my son. Just like life, parenting and caring are learning experiences that bring challenges and rewards. There are times to step up and times to step back. The reward may be a small step or wonder and pleasure over moments shared as you both grow. When you care for someone experiencing troubled times a smile can light the world, a happy tone can fill you with warmth, comfort and the strength of love and hope.

YOUNG CARER PROGRAM

The Carers NSW Young Carer Program provides information and referral support to young carers aged five to 25 years in NSW and the professionals, educators and community members who support them. The Young Carer team has a strong focus on raising awareness of young carers in the community and systemic advocacy, including the delivery of awareness training and developing resources for professionals, young carers and the broader community across NSW.

Between July 2021 and June 2022, approximately 93 new young carers were signed up to the Carers NSW Young Carer Program. Ongoing support was also provided to 161 previously signed up young carers and their families. Over 1,500 individual instances of support or information was delivered by the team to new and previously engaged young carers in this time.

Young carers continue to be able to access practical supports through Carer Gateway as awareness of these services and supports continue to increase.

The Carers NSW Young Carer team has received a number of comments and feedback over the reporting period which have shown the provision of information, referral assistance and other support through Carers NSW continues to be of benefit to young carers and their families across NSW.

“... You were just the right person to talk to and it made an enormous difference to [the young carer] to speak to you.”

– Educator, 2022

To continue to raise awareness about young carers, the team also delivered a number of new resources in the period. These included a short video series highlighting the importance of young carers accessing support and some of the strengths that young carers display, short videos for an international presentation featuring the voices of young carers from culturally and linguistically diverse backgrounds, and the early development of a podcast series.

A number of ‘Young Carer Awareness Training’ sessions were also delivered, as the team returned to face-to-face delivery. Notable presentations were to frontline staff from Youth Justice NSW and Mission Australia, the delivery of ‘Young Carer Awareness Training’ in webinar format for a broad range of educators from Sydney Catholic Schools, and a personalised information

session for the sitting members of the 2022 NSW Youth Advisory Council. Positive feedback was received on these sessions.

A highlight of this period has been the recruitment, training and facilitation of the Carers NSW Young Carer Advisory Group. The Young Carer Advisory Group is made up of six diverse young carers from across NSW. It has been established by Carers NSW in response to an identified need for a regular, formal channel for seeking feedback from young carers on issues affecting young carers. Between July 2021 and June 2022, the group provided feedback on the appropriateness and effectiveness of Carers NSW services and resources for reaching young carers. The final meeting of the year will be held in September 2022, before reviewing the Terms of Reference for the Young Carer Advisory Group and the recruitment of new members as required.

The Carers NSW Young Carer team is looking forward to achieving more with the Young Carer Advisory Group over the coming 12 months, as well as expanding its reach with different resource development and awareness-raising opportunities across the state.

“The letters [of support] were greatly appreciated and received well by different organisations... It has brought awareness to a number of people, schools and businesses that young people... legitimately fulfil the role of a carer unpaid and unrecognised.”

– Parent, 2022

YOUNG CARER STORY

My name is Vivien and I'm 23 years old. I care for my 93-year-old grandmother, who is mostly blind, with advanced macular degeneration, is mostly deaf and has limited mobility.

I have been a young carer since I was a teenager, though my caring responsibilities have changed over the years. In the past, my grandma was a little more independent, and I would help with home duties and chat with her each day. More recently I have also helped with booking, driving and accompanying her to doctors' appointments, and communicating with health professionals – as she is hard of hearing and requires help to translate – and with other admin tasks. I also buy and check that she takes her medication regularly, assist her with her walker or wheelchair, and take her out for social activities.

However, I wasn't aware that my caring responsibilities were considered different from other young people, so never thought much of it or sought formal support. In fact, I had only learnt of the term 'young carer' in October last year while researching a university psychology assignment – which was also when I decided to join the Young Carer Program at Carers NSW. Previously, I had always assumed that my responsibilities as a granddaughter meant that the caring duties I undertook were a given. Especially in Chinese culture, it's common for families to take care of grandparents at home, and for the children to help out with domestic chores.

Since joining the Carers NSW Young Carer Program in October, I've appreciated the team touching base, showing support and checking in on me. I've also been grateful to engage with the community in a variety

of activities. I shared my carer story for the February 2022 edition of the YC eNews and as part of an online 'Young Carer Awareness Training' session to a regional high school in May. I also submitted audio content for the development of four video resources, which will be shared online and with client groups in the coming months. In June, I also participated in a recorded Zoom interview for a presentation to international researchers on how gender and culture impact young carers' caring role. In the few months I've engaged with the Carers NSW Young Carer Program, I definitely feel lucky and grateful to be able to learn from these opportunities and help spread awareness of young carers.

Through my involvement, I've also learnt and realised the importance of recognising young carers and their challenges. On top of the already tumultuous time of growing up, carers have to do so quickly, by balancing different aspects of their life – personal, work, study, and caring responsibilities. And, at least personally, it requires time management skills and diligence that can get overwhelming. Therefore, it's important for young carers to realise the support that is available for them, either from school, mentors, or formal services and programs; and also for those around them to also realise the ways that they can help out too.

But ultimately, despite the challenges, I think life is about the people I love and surround myself with; being a young carer means I, and my family, have shared many experiences – whether difficult, sad, or happy. Having each other, and sharing laughter and good memories, has strengthened my relationships with my grandma and the rest of my family. I'm lucky to have them and am so grateful that I can be there for them when I can.



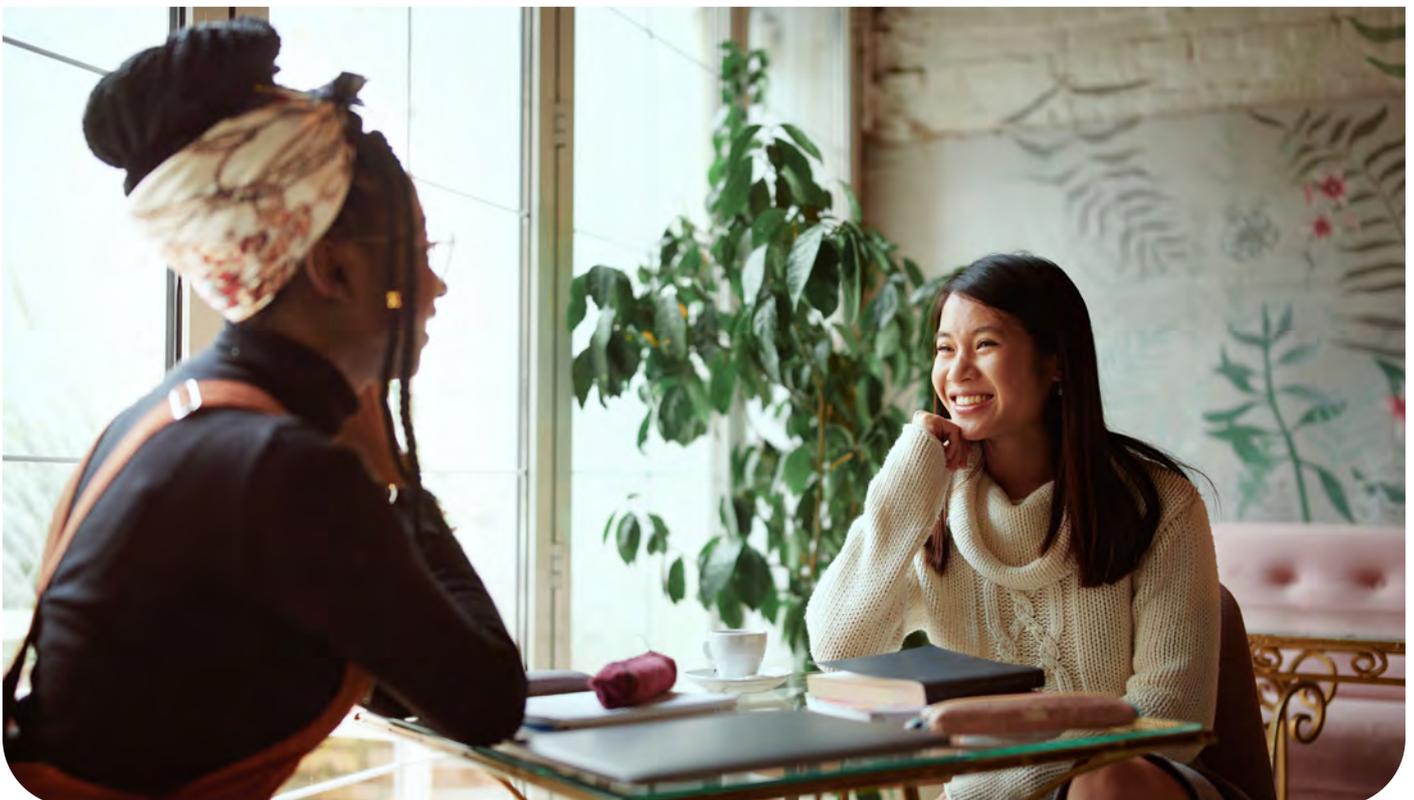
CARER REPRESENTATIVE PROGRAM

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

Throughout the 2021-22 financial year, Carer Representatives made significant contributions in response to more than 20 representation activities both internal and external, ranging from media opportunities, to policy and advisory work and research.

Training was conducted with 14 new Carer Representatives in two online sessions held in November 2021 and May 2022 due to the ongoing impacts of COVID-19. As of 30 June 2022, there were a total of 113 Carer Representatives.

Notable advocacy opportunities that carers took part in during the year included a feature article in the April 2022 edition of Women's Health Magazine and attending the Garden Party Reception at Government House in the presence of Her Royal Highness, The Princess Royal and Vice Admiral Sir Tim Laurence. Members of the Carer Representative Program also participated in various Carers NSW opportunities such as participating in carer panels at the Carers NSW Conference 2021 and the Carer Knowledge Exchange Incubator.



CARE2WORK

Care2Work provided holistic, employment-focused support to carers based on assessed need. The project aimed to provide:

- Support to carers to recognise the skills and expertise they bring to employment by utilising the existing SkillsLink2Work toolkit and other methods to ensure that carers can best communicate and demonstrate their skills in applying for jobs
- Link with Carers + Employers network to connect with carer friendly employers, utilise employee toolkit and other tailor-made resources for carers in the workplace
- Increase workforce participation, educational attainment and overall job readiness of carers who participate
- Improve carers' overall health and wellbeing, reducing social isolation, improving financial outcomes

- Contribute towards increasing awareness of the needs and rights of carers and support mechanisms in the workforce at a broader community level
- Enhance the evidence base regarding best practice principles for supporting carers to re-enter the workforce.

Following on from a six-month extension through until 31 December 2021, the Care2Work project was completed during the 2021-22 financial year. The focus during this time was on final reporting and evaluation activities, while also capturing key learnings from the project in the resource: 'From caring to employment: A toolkit for carers'. This resource is now available on the Carers NSW website.

In light of the positive outcomes from the project, a number of opportunities to continue or expand the Care2Work model were also explored. The Carer Career Guidance Project, an application of the Care2Work support model in partnership with TAFE NSW, was successful and commenced in June 2022.

YC DRIVE

The YC-Drive program was a NSW Learner Driver Mentoring Program (LDMP) for young carers funded by the NSW Government through the Carer Investment Program. This program concluded in December 2021 after operating for three years and six months.

YC-Drive operated from the Canterbury-Bankstown area, however young carers throughout NSW were provided driving support through this program.

From June 2021 through to December 2021, nine additional young carers joined the program. This took the total number of participants to 53 young carers. Of those 53, 23 gained their P1 licence, three acquired their required driving hours and six have acquired over 100 driving hours.

Highlights from participants of the YC-Drive program included:

- 67% reported increased engagement with employment
- 75% reported increased engagement with educational activities
- 100% reported that their sense of independence had increased
- 100% reported that their ability to get around freely and easily had increased

The volunteers have been thanked and also provided with other information on other local programs in case they would like to continue with this type of volunteering.

At the conclusion of the program, a driving resource was developed, amalgamating all the information learned from YC Drive. This resource has been distributed to the young carers at Carers NSW team and Carer Gateway, who provide ongoing driving support to young carers.

Carers NSW would like to thank all YC-Drive volunteer driving mentors for their time, commitment and flexibility. 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.

WECARE PROJECT

Carers NSW continued to deliver the wecare Mentoring Program in partnership with icare during the 2021-22 financial year. The program was originally developed to support the important role family carers play following the serious injury or diagnosis of a loved one.

Due to the continuing impact of the COVID-19 pandemic, the program was delivered either online or by telephone for the majority of this reporting period. In-person mentoring sessions were re-introduced as restrictions allowed. In addition to facilitating individual mentoring sessions, small group mentoring sessions and the monthly peer support group, two additional peer support groups were also introduced.

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

Carer Mentoring Program

The Carer Mentoring Program is for adult family members who are caring for a participant of icare’s Lifetime Care (LTC), Workers Care (WC), Dust Diseases Care (DDC) or Workers Insurance (WI). The aim of the program is to improve carer health and wellbeing by providing information, strategies, tools and resources through educational modules facilitated by a mentor.

During the 2021-22 financial year, a peer support group was established for family carers of Dust Diseases Care in response to carers wanting to connect with other carers who are on a similar journey to themselves. The sessions are delivered through video conferencing and provide a safe space for carers to express themselves with confidence that they will be understood and accepted by other carers living in similar situations.

During 2021-22 financial year, the following sessions were delivered:

- 233 individual mentoring sessions to 52 carers
- Between 4 and 6 carers attended the monthly peer support group
- 3 carers attended the monthly Dust Disease Care peer support group
- Between 2 and 4 carers accessed the monthly small group mentoring sessions

The Children and Young People’s Mentoring Program

The Children and Young People’s Mentoring Program is for young people between the ages of 5-25 years and are siblings, children or grandchildren of a participant of LTC, WC, DDC or WI. It aims to offer support to young people facing the impact of injury/illness on a family member, and explores coping strategies. It is a flexible carer led program where topics are explored through age appropriate and interactive activities. The frequency of the sessions are suitable to the young person’s needs through a mix of face to face and online support.

During the 2021-22 financial year, a monthly peer support group specifically for young carers between the ages of 18-25 years was established in response to a specific set of needs from this age group.

The following sessions were delivered by the CYP Mentoring Program:

- 54 individual mentoring sessions to 19 carers
- 2 carers attended the monthly peer support group



CARERS + EMPLOYERS

The Carers + Employers program, developed by Carers NSW and available nationally, engages with organisations to implement carer friendly workplaces. It offers employers nationally the opportunity to gain formal recognition as a carer friendly employer, through an accreditation program that defines best practice standards across five key focus areas. The accreditation program is offered at three levels: Level 1 Activate, Level 2 Commit, and Level 3 Excel.

During the 2021-22 financial year, a number of workplaces received accreditation or gained a new level of accreditation.

Three employers have now attained Level 2 Commit accreditation, with Sydney Local Health District being the first employer in Australia to be awarded this achievement in September 2021.

The following organisations progressed accreditations during the reporting period:

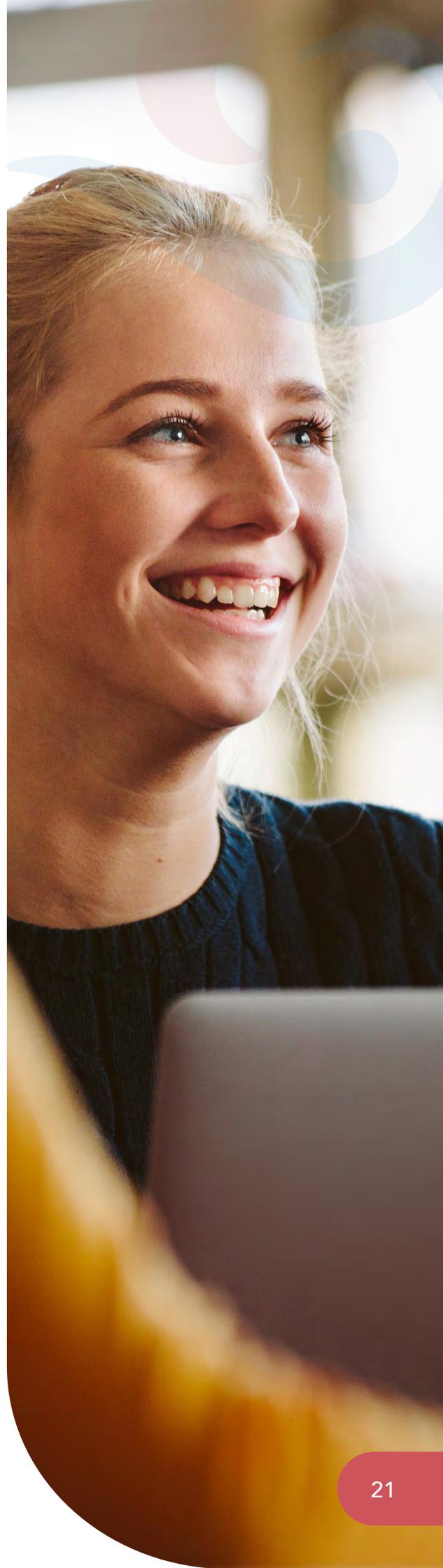
- Sydney Local Health District achieved Level 2 Commit accreditation
- Macquarie Group achieved Level 2 Commit accreditation
- The NSW Government's Department of Communities and Justice (DCJ) achieved Level 2 Commit accreditation
- Suncorp achieved Level 2 Commit accreditation
- The NSW Government's Department of Customer Service (DCS) achieved Level 1 Activate accreditation
- Volunteering WA achieved Level 1 Activate accreditation
- Carers NSW received Level 1 Activate accreditation
- Carers WA received Level 1 Activate accreditation
- Uniting LAC renewed Level 1 Activate accreditation

In late January 2022, Carers NSW received the welcome news that it had achieved Level 1 accreditation. While the program was developed by Carers NSW, the application for accreditation by Carers NSW included all required materials and evidence and was submitted to be assessed independently by Carers WA.

The response from Carers WA commended Carers NSW on its ongoing commitment for workplace recognition and support of carers. This was an important step for Carers NSW in ensuring it leads by example in supporting carers in the workplace, while advocating for other organisations to do the same.

A number of other employers are actively working towards Level 1 accreditation in the next reporting period, while others work towards higher levels of accreditation – including being the first employer to achieve Level 3 Excel accreditation.

In February 2022, the Carers + Employers Network online workshop was conducted. The workshop provided an opportunity for members of the network to connect, share ideas and learn about new research and practices to support carers in the workplace.



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. This is to ensure all carers in NSW have improved opportunities and access to information and services that meet their needs.

Highlights and Achievements

During the 2021-22 financial year, the Education and Training team delivered 148 education sessions to 1566 carers and service providers on a range of topics including:

- Health and Wellbeing
- Understanding and Supporting Carers
- Navigating My Aged Care
- Future Matters: The importance of carer planning ahead
- Carer Gateway Services and Supports
- 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. The sessions 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.

Despite the continued impacts of COVID-19 on large events in 2021 and early 2022, the Education and Training team exhibited and promoted carer awareness, Carers NSW and Carer Gateway to an estimated 1,026 carers, service providers, members of the general public and other industry professionals across six events. Some of these events included the NSW Seniors Festival and expo, Seniors Day at the Royal Easter Show and seniors events hosted by Northern Beaches and Ku-ring-gai Councils.

Online Resources

Carers NSW also offers carers and service providers a number of online resources such as interactive courses, handbooks, guides and videos on a number of different topics including:

- Carer skills in caring for an older person
- Manual Handling
- Disaster Planning
- Hidden carers
- Drug and Alcohol
- Caring for someone with a life limiting illness
- Health and Wellbeing.

Approximately 15,556 carers and service providers have accessed and/or downloaded Carers NSW online resources.

During 2021-22 financial year, a number of new online resources for carers were developed and added to the Education and Training suite of resources.

Building Resilient Brains – An interactive course developed in partnership with Lifeline and launched during Carers Week 2021. The course provides carers with an understanding of why they may be responding to stress the way they do and offers strategies and tools to manage difficult emotions as they arise.

Three 60-minute videos providing an overview of Disaster Planning, Carer Skills and Carer Gateway Supports.

Two videos featuring Jess, a carer and RFS volunteer, and Helen, a social worker with trauma experience sharing their lived experiences with the 2020/2021 bushfires.

The Navigating My Aged Care handbook provides information on accessing aged care services: where to start, who is eligible, the assessment process and services available, both at home and residential aged care facilities. The handbook can be used as a starting point, when the caring needs of your family member or friend change, and the links included keep carers updated on the current aged care reforms.

Resources can be accessed through the Carers NSW website and the Carers NSW YouTube channel.

EDUCATION AND TRAINING

Health and Wellbeing workshops

During December 2021 to April 2022, Carers NSW hosted a series of health and wellbeing workshops for carers. These sessions were delivered online by qualified instructors and included:

- Exercise for Strength and Balance
- Mindfulness Meditation
- Art and Write for Wellbeing
- Laughter Yoga
- Dance Moves

Two hundred and twelve (212) carers attended these sessions with 97% of attendees agreeing that the session/s they participated in had helped to improve their wellbeing.

“Taking the time to stop and relax, clear my thoughts and be in my body for that 40 mins or so was very therapeutic. I felt the tension I carry in my body and mind slowly melt and gave space for a calmness to arise. That calmness gives me space to regenerate my compassion for the person I care for and for myself, allowing me to be the carer I need and want to be.”

NSW Seniors Festival 2022

Carers NSW hosted a program of online webinars and workshops as part of NSW Seniors Festival (25 March – 3 April 2022). Senior carers were offered an opportunity to:

- attend webinars on getting legal representation right (Power of Attorney and Enduring Guardianship) and Advance Care Planning
- attend a workshop on grief and loss in the caring role
- share their experiences in navigating aged care services as part of a consultation which included the launch of the Navigating My Aged Care Handbook developed by Carers NSW
- hear from Ngaire Hobbins APD, Dietician, Author and Nutrition Consultant on eating myths and misconceptions for seniors.

“I now have a wealth of information to help me prepare my advance care plan. I will feel satisfied in my caring role knowing that should I become unwell I will have plans in place so that my wishes for my health care are known and in place. I can also help the person I care for prepare a plan also.”

Recordings of sessions from these events are available on the Carers NSW YouTube channel.



CARER PEER CONNECT

Funded to the end December 2021 by the NSW Government's Department of Communities and Justice (DCJ), Carer Peer Connect utilised the online environment 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 were able to access information and online educational modules to build on addressing their disability and illness specific issues, as well as general carer related topics.

From July 2021 to December 2021, 3,164 unique users accessed the Carer Peer Connect website, with the carer support group database being the most visited page with 1,024 views. Carer Peer Connect also ran an online 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 provided a safe space to make new connections whilst breaking down social isolation.

During this period, carers accessed a range of carer-related online modules. Topics explored were specific carer related issues, including barriers to care, impacts of caring, strengthening connections, taking a break, understanding caring and the challenges it brings, and other topics. From July 2021 to December 2021, online education modules were accessed 788 times.

Carer Peer Connect was funded to run online workshops that focused on setting up a carer peer support group and facilitating these sessions. During the six-month period, Carer Peer Connect ran one Carer Support Group: a workshop for facilitators (8 attendees).

CONNECTING CARERS ONLINE (PARTNERSHIP WITH YOURLINK)

In 2021, Carers NSW partnered with YourLink to create the 'Connecting Carers Online' digital project as part of Carer Gateway service offerings in the Central Coast, Hunter New England and North Coast regions of NSW.

'Connecting Carers Online' is a digital education project to help carers gain access to smart devices and learn the essential basics of online skills. The program supports carers who lack the confidence, skills or resources to engage with others in an online environment.

The project aims to improve overall wellbeing, reducing feelings of isolation by connecting carers with friends, family and support services without needing to leave home.

Participants were provided with:

- An iPad with a data plan
- A personal one-to-one 'welcome session'
- Three one-hour online training sessions in small groups
- Post training follow-up
- 12 months support with a YourLink digital coach

A total of 104 carers have received iPads through the YourLink program.



POLICY AND ADVOCACY

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

Highlights and achievements

During the 2021-22 financial year, the Policy team raised awareness of carers and promoted carer inclusiveness in 52 written submissions and participation in 13 virtual consultations in response to a range of NSW and Australian Government consultation opportunities. The Policy and Executive teams continued to build and maintain partnerships to advance carer issues via 28 regular committee and advisory group meetings with key government and non-government stakeholders. A number of prior committees and advisory groups were discontinued or paused due to ongoing impacts of the COVID-19 pandemic.

During this period, 121 carer case studies were collected via the Policy Advice Form (PAF). The PAF was also re-developed with input from Carers NSW staff, with the improved version launched in early 2022 to improve uptake and data quality.

Throughout the 2021-22 financial year, additional COVID-19 lockdowns across New South Wales along with significant flooding in northern NSW and Greater Sydney continued to create significant disruptions and distress for carers. In response to the increase in community transmission during the Omicron strain of COVID-19 in January 2022, the Policy team developed and launched the Guide to managing COVID-19 at home for carers to centralise analysis of NSW Government advice for carers exposed to COVID-19. The Policy team also worked closely with Carers NSW staff, such as the Carers NSW Carer Gateway Outreach Team as they supported carers in flood-affected areas to ensure that systemic advocacy accurately reflect carers' experiences.

The Policy team sent 18 policy related letters to key State and Federal Ministers regarding policy issues affecting carers during this reporting period. These focused on COVID-19 issues impacting carers, the NSW flood response and recovery, improving health services for people living with intellectual disability and welcoming new Federal Ministers.

New developments

In spite of challenges associated with COVID-19 and natural disasters within the reporting period, Carers NSW continued to progress key NSW Carers Strategy: Action Plan 2020-2022 projects. Carers NSW co-

facilitated the remaining three monthly 'Know your rights' webinars and hosted a consultation in National Carers Week 2021 to plan for the next phase of the Carer Rights Education project. Carers NSW also completed the consultation draft of the carer Financial Literacy Strategy and initiated consultation with stakeholders from the finance sector and Carers NSW Carer Representatives.

Carers NSW also progressed collaborative work relating to Supported Decision Making and elder abuse prevention in partnership with other like-minded organisations through joint publications, presentations and the development of a pilot project. Abuse prevention work also continued through Carers NSW involvement in the NSW Ageing and Disability Commission Carers Research Project in partnership with UNSW.

The Policy team established a number of new stakeholder relationships in 2021-22 and provided substantial input into two successful grant applications, both developed in partnership with other organisations with service delivery to commence in the next reporting period. The Carer Career Guidance project, in partnership with TAFE NSW, will focus on education and employment support for female carers, and Care2Prepare will support the expansion of inclusive emergency preparedness approaches across regional NSW.



POLICY AND ADVOCACY

Key submissions and consultations

AGENCY	TOPIC
Parliament of NSW	Draft Disability Inclusion Action Plan (DIAP)
NSW Health	Draft NSW Framework for Forensic Patients with Cognitive Impairment
NSW Office of the Children's Guardian	The review of the Children's Guardian's voluntary out-of-home care (VOOHC) registration and monitoring functions Proposed Mandatory Prescriptive Requirements for Voluntary Out-of-home Care (VOOHC) providers
NSW Standing Committee on Law and Justice	Regular review of the Dust Diseases Scheme
NSW Government	2022 Flood inquiry
NSW Standing Committee on Social Issues	Homelessness amongst older people aged over 55 in New South Wales
NSW Legislative Assembly Committee on Community Services	Improving crisis communications to culturally and linguistically diverse communities
NSW Department of Premier and Cabinet	NSW Women's Strategy
NSW Select Committee	Response to major flooding across New South Wales in 2022
NSW Treasury	Women's Economic Opportunities Review
Liverpool City Council	Liverpool City Council DIAP review
Central Coast Council	Central Coast Draft DIAP
Parramatta City Council	Disability Inclusion Action Plan (DIAP) review
Georges River Council	Disability Inclusion Action Plan (DIAP) review
Senate Standing Committee on Community Affairs	Purpose, intent and adequacy of the Disability Support Pension
Senate Standing Committee on Community Affairs	Social Services Legislation Amendment (Consistent Waiting Periods for New Migrants) Bill 2021 Aged Care and Other Legislation Amendment (Royal Commission Response No. 2) Bill 2021 Social Security Amendment (Improved Child to Adult Transfer for Carer Payment and Carer Allowance) Bill 2022 Social Services Legislation Amendment (Workforce Incentive) Bill 2022

Department of Social Services	<p>Review of the Disability Support Pension (DSP) Impairment Tables</p> <p>NDIS Act Amendment</p> <p>Reporting income under the Paid Income Model, compared to the previous Earned Income Model</p> <p>New Disability Employment Support model</p> <p>National plan to end violence against women and children</p> <p>National Disability Advocacy Framework 2022-2025</p> <p>NDIS National Workforce Plan 2021-25 Consultations</p>
Department of Social Services in partnership with the Office for Women	<p>Developing the next National Plan to Reduce Violence against Women and their Children</p>
Department of Health	<p>Serious Incident Response Scheme for in-home aged care services</p> <p>Aged Care Approvals Round (ACAR) reform</p> <p>Care and Support Sector Code of Conduct Consultation</p> <p>Aligning Regulation across Care and Support Sector</p> <p>New residential aged care design standards</p> <p>Communicating with the home support sector</p> <p>Service list - In-home care</p>
PWC (Commissioned by Department of Health)	<p>Development of quality indicators for in-home aged care</p> <p>Expansion of quality indicators for residential aged care</p>
University of Queensland (Commissioned by Department of Health)	<p>Star Ratings for aged care homes in Australia</p>
Joint Standing Committee on the National Disability Insurance Scheme	<p>NDIS Workforce</p> <p>Inquiry into current scheme implementation and forecasting for the NDIS</p>
National Disability Insurance Agency	<p>Home and Living consultation</p> <p>Support for Decision Making</p> <p>Annual pricing review</p>
Australian Commission on Quality and Safety in Health Care	<p>Review of national quality use of medicines publications</p>
Council of the Ageing (COTA)	<p>Draft industry code for residential aged care facility visitation</p> <p>Care Finder Competency Framework</p>
Department of Prime Minister and Cabinet	<p>Workplace Gender Equality Act 2012 review</p>
Standing Committee on Indigenous Affairs	<p>Better engagement with Aboriginal and Torres Strait Islander consumers</p>
Australian Institute of Health and Welfare	<p>Exploring future data and information needs for aged care</p>
Productivity Commission	<p>National Housing and Homelessness Agreement</p> <p>Aged Care Employment</p>
Disability Royal Commission	<p>Impacts of Omicron on people with disability</p>

POLICY AND ADVOCACY

Virtual consultations

AGENCY	TOPIC
Department of Health	Improving regulation across the care sector
Parramatta City Council	Disability Inclusion Action Plan (DIAP) review
University of Technology Sydney (Commissioned by Aged Care Quality and Safety Commission)	Communication in regards to care at home
North Sydney Council	North Sydney Disability Inclusion Action Plan (DIAP) review
	Lane Cove Disability Inclusion Action Plan (DIAP) review
La Trobe University (Commissioned by Disability Royal Commission)	Supported Decision Making
NSW Accessible Transport Advisory Committee (ATAC)	End-to-end journeys
NSW Government	NSW Women's Strategy
CaPPRe (Commissioned by University of Sydney's Institute of Transport and Logistics Studies (ITLS) and Transport for New South Wales)	Regional Town and Rural Hinterland (RTRH) Mobility as a Service (MaaS)
NSW Health	NSW Regional Health Plan
Productivity Commission	Inquiry into Carer's Leave
Service NSW	Digital identity and credentials
NSW Electoral Commission	Inclusivity Workshop



POLICY AND ADVOCACY

Key advisory groups and meetings

AGENCY	COMMITTEES AND ADVISORY GROUPS
NSW Department of Communities and Justice (DCJ)	NSW Carers Ministerial Advisory Council
National Carer Network	National Policy Advisory Group (NPAG)
NSW Health	Disability Inclusion Action Plan Steering Committee
	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
Sydney Local Health District (SLHD)	Carer Committee
	Sydney Children & Family CALD Disability Working Group
TAFE NSW	Upskilling Carers Advisory Group
Transport for NSW	Accessible Transport Advisory Committee
Victims Services, NSW Department of Communities and Justice	Victims of Crime Interagency
NSW Council for Social Service (NCOSS)	Health Equity Alliance
	NGO Research Forum
Nurses and Midwives' Association – NSW Branch	Aged Care Roundtable
NSW Energy and Water Ombudsman	Joint Outreach Initiatives Network (JOIN)
NSW Electoral Commission	Disability Reference Group
Central and Eastern Sydney Primary Health Network (CESPHN)	Disability Network
Australian Aged Care Quality Agency	NSW Agency Liaison Group
Aged and Community Services Australia (ACSA)	NSW Community Aged Care Forum
Everymind	Carers Online Project Steering Group
	'Carers of those who attempt suicide' Project Steering Group
Inner Sydney Voice	City of Sydney and Eastern Sydney Abuse of Older People Collaborative
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
	My Care Passport project working party
Physical Disability Council of NSW and Health Consumers NSW	

RESEARCH, CARER KNOWLEDGE EXCHANGE

The highlights for the Research team in the 2021-22 financial year were the development of the 2022 National Carer Survey and the launch of the Carer Knowledge Exchange. In addition, the Carers NSW Research team provided ongoing support for data analysis and research to the Policy team, as well as support with evaluation and reporting for service programs delivered by Carers NSW.

2022 National Carer Survey

Following the success of the 2020 National Carer Survey, Carers NSW and the State and Territory Carer Organisations again collaborated to conduct a nationwide survey in 2022. The planning process started in November 2021, with assembling the Academic Advisory Committee, safeguarding the scientific rigour of the project.

Operations and logistics were managed by a working group of delegates from the State and Territory Carer Organisations. The questionnaire design was finalised and submitted to the Macquarie University Human Research Ethics Committee for approval in March 2022. Production, distribution and mail-out of 20,000 paper questionnaires took place through April and May, with the online version of the survey then launching in June. Data collection will be finalised at the end of July 2022, with analysis and reporting occurring in the next period.

Typically, the 2022 National Carer Survey continues to track the service experiences of carers and the people they care for, as well as indicators for carers' mental health, wellbeing and their financial situations. For the first time in 2022, the Survey contains a group of respondents who opted to have their responses from 2020 linked to their 2022 responses, providing the ability to better track changes in their circumstances over time. This longitudinal subset significantly increases the scientific quality of the Survey and will allow for new and unique insights to be gathered from the data.

Conferences and publications

Throughout the 2021-2022 financial year, the Policy and Research team submitted 24 conference abstracts, 21 of which (87.5%) were accepted, and three rejected (3.6%). Five abstracts were co-authored with academics or representatives from other organisations. Carers NSW presented at 14 conferences and forums during the year,

including the Australian Association of Gerontology conference, the conference of the Australian Institute for Family Studies and the Australian Social Policy Research Conference. On four occasions the Research team presented together with academics or representatives from other organisations.

In collaboration with university academics, the Research team further contributed to the publication of three journal articles, with two more forthcoming, on the topics of informal care in Australia during the COVID-19 pandemic, endings of care relationships, the service needs of young carers, carer's mental health, and the use of qualitative data generated through open questions in surveys.

Carer Knowledge Exchange

Carers NSW was pleased to officially launch the Carer Knowledge Exchange during National Carers Week in October 2022, in partnership with the Institute for Public Policy and Governance (IPPG) at the University of Technology Sydney. The partnership project was established in July 2022, with funding from the NSW Government's Department of Communities and Justice (DCJ). It aims to bring together carers, researchers, students, decision makers, professionals and service providers to share their knowledge about carers and learn from each other to improve outcomes for carers by connecting research to practice.

Framed in its first year by the NSW Carers Strategy priority theme, carers have improved financial well-being and economic opportunities, the project delivered a total of three webinars and a three-day interactive Research Incubator event during this initial reporting period. The digital platform and research library were also developed and soft-launched this period, with promotion and further development scheduled for the next period.



NATIONAL CARERS WEEK

National Carers Week was held from 10 to 16 October 2021. This week-long celebration provided the opportunity to recognise and celebrate the 2.65 million Australians who provide care and support to a family member or friend. The theme for National Carers Week 2021 was "Millions of Reasons to Care", aiming to raise community awareness among all Australians about the diversity of carers and their caring roles.

National Carers Week Grants

In celebration of National Carers Week, the NSW Government's Department of Communities and Justice (DCJ) funded more than 400 National Carers Week Grants of up to \$300, with a range of local events for carer groups held across New South Wales.

Unfortunately, a number of these planned events were impacted by the COVID-19 pandemic, with community groups and organisations exploring different ways to support and recognise carers. Some of these events were postponed or held virtually, while others opted to use funding to deliver care packages or gift cards.

Despite the challenges faced with COVID-19 restrictions, feedback from grant recipient evaluation was overwhelmingly positive, including comments such as: *"Having the Carers Week Grant this year made a considerable difference to carers locally, the opportunity for carers to be acknowledged directly for what they do is very much appreciated."*

Carers Day Out

As a result of COVID-19 restrictions, Carers Day Out 2021 was cancelled. The City of Sydney committed to funding the event for 2022 to be held at Redfern Community Centre.

Instead, a number of free wellbeing workshops and webinars were held during National Carers Week by Carers NSW.

Online Events

To celebrate carers and recognise the significant contribution they make each and every day, Carers NSW hosted a range of online wellbeing workshops and webinars during National Carers Week.

Workshops for health and wellbeing included:

- Stretch therapy
- New Moves dance
- Qigong gentle exercise
- Laughter yoga
- Creative wellbeing – art and writing
- Fun night of games for carers and their families
- Music with Matt Boylan-Smith

Webinar sessions included:

- Launch of Care 2 Employment toolkit
- Introduction to the Carer Knowledge Exchange
- Carers: Planning for your financial future - presented by Lali Wiratunga, National Manager Financial Education Specialists, Westpac's Davidson Institute.
- Introduction to Carer Skills resources
- Starting the future planning process with the person you care for
- Carer rights and complaints: Stakeholder workshop
- Launch of 'Building Resilient Brains' – online mental health resource for carers

Two young carer hangouts were also held. Young carers aged 16-25 years and under 16 years participated in online activities led by the Carers NSW Young Carer Team.

One hundred and ninety (190) carers, their family members and service providers attended sessions through the week.

CARERS NSW CONFERENCE 2021

The Carers NSW Conference 2021: The Secret Life of Carers was held virtually on Thursday, October 7, 2021.

The conference brought together a diversity of carers and caring experiences, and professionals from a broad range of areas including: health, disability, community and welfare services, transport, employment, education, research, policy, corporate and business both from Australia and overseas.

The event was free to attend, with 587 unique attendees logging into the EventsAIR virtual platform throughout the day.

The conference featured 35 different presentations – with an exciting group of speakers helping shine a light on the secret life of carers.

The program included three blocks of concurrent sessions, providing attendees with the ability to tailor the event to suit their own interests and needs.

In previous years, the Carers NSW Conference had been delivered in-person. However, due to COVID-19 restrictions, the event was moved online and received overwhelmingly positive feedback. 90% of responses in the feedback form stated that the online platform was good or excellent, while 97% stated that the overall organisation of the event was good or excellent. In addition to this, 84% of respondents agreed or strongly agreed that attending this conference increased their skills and knowledge.

Selected sessions from the conference can be viewed on the Carers NSW YouTube channel.

The Carers NSW Conference 2021 was proudly funded by the NSW Government.



STAFF CONFERENCE

In May 2022, Carers NSW staff from across the state met in Port Macquarie for the 14th annual Carers NSW Staff Conference. The conference is always a highlight for staff, as it enables everyone the opportunity to come together to create an environment for shared learning and understanding.

The theme of the conference was Come Together, as this was the first time all staff were able to do so in just over two years.

The first day of the conference provided staff the opportunity to connect and also reflect on the events and achievements of the prior two years. Day two of the conference commenced with a Welcome to Country by Uncle Bill O'Brien from the Birpai Local Aboriginal Land Council, followed by a message from the Carers NSW President, Stephen Bowles.

During the conference, staff were given the opportunity to hear more about the progress of some of Carers NSW programs. Staff were also able to hear from Carers NSW Quality Improvement; Work Health and Safety; and Research and Evaluation Committees, as well as the Diversity; and Reconciliation Action Plan working groups.

There were a number of informative presentations delivered throughout the conference, but one of the main highlights was an interactive presentation delivered by the Carer Gateway team on a carer journey through Carer Gateway.



WORK, HEALTH AND SAFETY

The Work, Health and Safety (WHS) Committee has continued to meet regularly and monitor government advice and revise WHS controls accordingly to ensure the health and safety of carers and employees. Throughout the year, Carers NSW employees have demonstrated their resilience and adaptability to work from the office or at home through various stages of the pandemic. Workplace inspections, Ergonomic Checklists and WHS External visit forms are a few of the documents that have guided and supported employees during this time, along with regular alerts distributed by the committee.

Feedback gained through the employee engagement survey to assess the continued impact of COVID-19 demonstrates the effectiveness of Carers NSW's commitment to the safety protocols in place. Overall, three result areas were 98% positive, including; Employees feeling safe in carrying out their role, Teams being able to work together effectively during the disruption caused by COVID-19 and Employees being given all necessary safety information and equipment to manage the risk of COVID-19.

QUALITY IMPROVEMENT AND ACCREDITATION

Following the successful achievement of Health and Community Standards accreditation in November 2021, the Carers NSW Quality Improvement Committee (QIC) has been implementing the actions within the improvement plan as a result of the audit process. Throughout the 2021-22 financial year, the QIC has made consistent progress to deliver these actions.

Carers NSW also achieved Level 1: Activate accreditation under the Carers + Employers Program, which recognises that as an organisation, Carers NSW is committed to being a carer friendly workplace. The organisation will work to progress to the next stage of the accreditation program, Level 2: Commit.

The QIC meets regularly to discuss and identify improvements to ensure the continued delivery of high-quality support and services to carers and ensure that the policies, procedures and documents that guide the organisation are reflective of best business practices and the constantly changing environment.

HUMAN RESOURCES

Throughout the 2021-22 financial year, Carers NSW has experienced significant growth as an organisation, and more specifically in staff responsible for the service delivery of Carer Gateway in region NSW 4. This growth has provided a great opportunity for internal movements, as well as new skills and experience, which has strengthened the diverse workforce that continues to deliver outstanding support and services to carers. Employees have continued to be versatile in their delivery of services and supports to carers through the pandemic and the Human Resources team has been committed to supporting the health and wellbeing of employees throughout the year.

Carers NSW has again been awarded the Voice Project's Best Workplace Awards for a second consecutive year, which recognises workplaces whose results depict excellent management practices and a highly-engaged workforce. This achievement, along with the accreditation achievement under the Carers + Employers program, demonstrates Carers NSW is striving to be an inclusive and diverse workplace, which will continue to bring innovation and adaptability to the services being delivered.

DIVERSITY AND INCLUSION AT CARERS NSW

Carers NSW is committed to providing a diverse and inclusive work environment. By creating a safe, respectful and inclusive workplace, the foundation is built for staff to actively contribute to Carers NSW business objectives, while also thriving and achieving their own professional goals.

Carers NSW recognises that the differences its people bring to the workplace add to its strength. Prioritising diversity and inclusion are essential to the success of Carers NSW to achieve its vision of an Australia that values and supports all carers.

During the 2021-22 financial year, Carers NSW recognised and participated in a number of events celebrating the diversity of carers including National Reconciliation Week (May 2022), NAIDOC Week (July 2021), Refugee Week (June 2022) and National Ageism Awareness Day (Oct 2021). Carers NSW also hosted a program of online events celebrating senior carers during the NSW Senior Festival (25 March – 3 April 2022) and staff also attended an overview of the CALD and Young Carer Engagement Toolkits developed by the Carers NSW Policy and Young Carer teams.



RECONCILIATION ACTION PLANNING COMMITTEE (RAP)

Carers NSW vision for reconciliation is equity between Aboriginal and Torres Strait Islander People and other Australians. The Reconciliation Action Planning Committee met regularly throughout the year to create a new Carers NSW Reconciliation Action Plan (RAP) under the framework of a Reflect RAP to continue our commitment to reconciliation.

Through the development of our RAP document, Carers NSW aims to identify areas within the organisation to better reflect our respect we have for the lands, waterways and enduring culture that our offices are located on. Carers NSW Reflect RAP will focus on identifying and providing the foundation for staff to build strong relationships with Aboriginal and Torres Strait Islander service providers and carers to bridge the gap between services and tailored support.

Carers NSW continues to acknowledge Aboriginal and Torres Strait Island people through Welcome to Country and Acknowledgement to Country at the beginning of all key meetings and events. Carers NSW encouraged staff to attend external events for NAIDOC Week and National Reconciliation Week both online and in the community.

Carers NSW is in the final stages of the development of its new Reconciliation Action Plan.

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 2021-22, the Tom Fink Library continued to be used by Carers NSW staff and members, with new resources being added to its collection. In each edition of Carers News, a book is reviewed and an additional copy is purchased to add to the Library.

Carers News

Carers News is a 16-page magazine that is published quarterly and sent to members of Carers NSW. The magazine is available in a hardcopy and digital version.

Four editions (Spring, Summer, Autumn and Winter) were sent to members, carers and organisations during the financial year. At the end of 2021-22 period, there were 7,057 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 the 2021-22 financial year, the number of subscribers increased by 6.9% to 2,585. Development of a new structure and look for eNews was finalised in this period, with the new design launched in September 2021. Following the launch of the new design, there has been a 38.4% increase in engagement.



SOCIAL MEDIA

Carers NSW experienced strong engagement and growth through its social media channels during the 2021-22 financial year.

Across the four major platforms, Carers NSW had a combined following of more than 13,300 and more than 10,400 engagements.

A number of targeted campaigns were activated throughout the year on Facebook and Instagram, including promotion of National Carers Week Grants, the 2022 National Carer Survey and Carer Gateway supports and services throughout region NSW 4.

FACEBOOK

Followers 6.3K
Posts 454
Engagement 5.6K



TWITTER

Followers 3.5K
Posts 135
Engagement 400



LINKEDIN

Followers 1.4K
Posts 436
Engagement 2.1K



INSTAGRAM

Followers 2.1K
Posts 274
Engagement 2.3K



MEDIA

Throughout the 2021-22 financial year, Carers NSW participated or facilitated a range of media opportunities.

During National Carers Week 2021, Carers NSW CEO Elena Katrakis and members of the Carer Representation Program took part in various community media opportunities focussed on celebrating and recognising carers.

Carers NSW also provided comment on various issues relating to the impacts of COVID-19 on carers, including advocating for priority distribution of Rapid Antigen Tests for carers during the initial Omicron outbreak.

Throughout Carer Gateway region NSW 4, Carers NSW worked with local media outlets to assist in advocating for additional support for carers in response to severe weather events, while also aiming to raise awareness of existing services provided through Carer Gateway.

A highlight of the Carer Representation Program media activities was a feature in the April 2022 edition of Women's Health Magazine, with Amanda sharing her story as part of the article titled *Inside the Lives of Carers*.



FINANCIAL MANAGEMENT

A Year in Review

The 2021/2022 financial year presented both opportunities and challenges for Carers NSW. COVID-19 continued to have some impact on the operations during the 2021/2022 year, however we were able to adapt to ensure that a variety of services were provided to carers as required from the Carer Gateway, together with the ongoing delivery of services from other programs.

Total revenue of \$10.530 million was an increase of 34.3% compared to the previous year. This was primarily due to the increase in services provided by Carers NSW from the Federal Government funding for the Carer Gateway region NSW 4. This Carer Gateway funding continues until June 2024.

The net operating result for the 2021/2022 financial year was a net surplus of \$404,405.

Revenue

The majority of revenue, being 98.3%, that was received by Carers NSW was derived from Federal and State Government departments, with the remaining 1.7% coming from interest earned, fee for service, memberships, donations and other sources.

Expenditure

The resources of Carers NSW are used primarily to support carers through Tailored Support 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 2021/2022 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 \$3.011 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, albeit in a very competitive environment.

Information Technology

The IT team provides technology solutions to staff at Carers NSW. During the year there continued to be a strong focus on IT improvement and making enhancements as required. The benefits from the installation of the Customer Relationship Management (CRM) system and the Finance and HR systems, together with the upgrade of the telephony system in prior years, ensure that Carers NSW IT services continue to meet the changing needs of carers and the organisation into the future.



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.

- » George Boffa
- » Charles Mendel
- » John Smith
- » Mary Lemmens
- » St Lucy's School



FINANCIAL REPORT 2021-22

Carers NSW Limited

ABN 45 461 578 851

Financial Statements

For the Year Ended 30 June 2022



Carers NSW Limited

ABN 45 461 578 851

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For the Year Ended 30 June 2022

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Carers NSW Limited

ABN 45 461 578 851

Directors' Report 30 June 2022

The directors present their report on Carers NSW Limited ("the Company") for the financial year ended 30 June 2022.

Directors

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

Names	Position	Appointed/Resigned
Stephen Bowles	President	
Michele Ferris	Vice President	
Bruce Howle	Treasurer	
Reid Johnson	Secretary	
Emeritus Professor Bettina Cass AO	Director	
Liane Corocher	Director	9 June 2022
Simon Dawes	Director	
Barbara Iordanidis	Director	9 June 2022
Felicity Purdy	Director	
Gregory Sam	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 result

The surplus of the Company for the financial year after providing for income tax amounted to \$404,405 (2021: deficit of \$5,119).

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 may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Carers NSW Limited

ABN 45 461 578 851

Directors' Report
30 June 2022

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 .

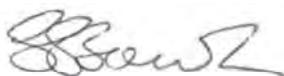
Proceedings on behalf of company

No person has applied for leave of court 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 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* for the year ended 30 June 2022 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:
Stephen Bowles



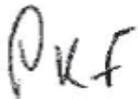
Director:
Bruce Howle

Dated 08 September 2022

Auditors' Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Directors of Carers NSW Limited.

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the under Section 60-40 of the 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

8 SEPTEMBER 2022
SYDNEY, NSW

PKF (NS) Audit & Assurance Limited Partnership
ABN 91 850 861 839

Liability limited by a scheme approved
under Professional Standards Legislation

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Newcastle
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f +61 2 4962 3245

PKF (NS) Audit & Assurance Limited Partnership is a member firm of the PKF International Limited family of separately owned firms and does not accept any responsibility or liability for the actions or inactions of any individual member or correspondent firm or firms.

For our office locations visit www.pkf.com.au

Carers NSW Limited

ABN 45 461 578 851

Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2022

		2022	2021
	Note	\$	\$
Revenue	4	10,348,317	7,575,860
Other income	4	181,746	267,087
Employee benefits expense		(5,759,488)	(4,676,263)
Depreciation and amortisation expense	5	(530,090)	(636,023)
Professional fees		(3,156,174)	(1,854,635)
Printing and stationery expense		(56,343)	(60,024)
Other expense		(585,484)	(601,876)
Finance expenses		(38,079)	(19,245)
Surplus/(deficit) before income tax		404,405	(5,119)
Income tax expense	2(a)	-	-
Surplus/(deficit) for the year		404,405	(5,119)
Total comprehensive income for the year		404,405	(5,119)

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 2022**

	2022	2021
Note	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6 459,678	700,652
Trade and other receivables	7 76,718	78,045
Other financial assets	8 16,135,047	12,172,538
Other assets	9 209,537	251,346
TOTAL CURRENT ASSETS	16,880,980	13,202,581
NON-CURRENT ASSETS		
Property, plant and equipment	11 144,345	106,677
Intangible assets	12 549,348	652,560
Right-of-use assets	13 969,764	1,305,672
TOTAL NON-CURRENT ASSETS	1,663,457	2,064,909
TOTAL ASSETS	18,544,437	15,267,490
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	14 408,617	303,916
Contract liabilities	10 13,169,435	10,268,781
Lease liabilities	13 372,597	347,691
Employee benefits	16 580,197	447,507
Other financial liabilities	15 159,522	160,032
TOTAL CURRENT LIABILITIES	14,690,368	11,527,927
NON-CURRENT LIABILITIES		
Lease liabilities	13 638,532	977,333
Employee benefits	16 204,497	155,595
TOTAL NON-CURRENT LIABILITIES	843,029	1,132,928
TOTAL LIABILITIES	15,533,397	12,660,855
NET ASSETS	3,011,040	2,606,635
EQUITY		
Retained earnings	3,011,040	2,606,635
TOTAL EQUITY	3,011,040	2,606,635

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 2022**

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2021	2,606,635	2,606,635
Surplus for the year	404,405	404,405
Balance at 30 June 2022	3,011,040	3,011,040
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

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 2022**

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	13,327,116	7,745,007
Payments to suppliers and employees	(9,229,387)	(4,222,635)
Donations received	31,498	7,245
Interest received	52,863	101,436
Interest paid	(38,079)	(19,245)
Net cash provided by operating activities	<u>4,144,011</u>	<u>3,611,808</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	20,056	-
Payment for held-to-maturity investments	(3,962,509)	(2,940,290)
Purchase of property, plant and equipment	(87,073)	(101,616)
Net cash used in investing activities	<u>(4,029,526)</u>	<u>(3,041,906)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(355,459)	(412,681)
Net cash used in financing activities	<u>(355,459)</u>	<u>(412,681)</u>
Net (decrease)/increase in cash and cash equivalents held	(240,974)	157,221
Cash and cash equivalents at beginning of year	700,652	543,431
Cash and cash equivalents at end of financial year	6 <u>459,678</u>	<u>700,652</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 2022

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 08 September 2022.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

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

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

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.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Specific revenue streams

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.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

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 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 asset's useful life to the Company, commencing when the asset is ready for use.

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

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



Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(d) Property, plant and equipment

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.

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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial assets

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

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

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

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

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

Trade receivables

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

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

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

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

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 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) Intangible assets

Amortisation

Amortisation is recognised in profit or loss on a straight-line basis over the estimated useful lives of intangible assets, from the date that they are available for use.

Amortisation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(h) Cash and cash equivalents

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

(i) 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.

Lease liability

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.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(i) Leases

Lease liability

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.

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.

(j) 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.

(k) 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.

(l) Economic dependence

Carers NSW Limited is dependent on the 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.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements
For the Year Ended 30 June 2022

3 Critical Accounting Estimates and Judgments

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.

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****4 Revenue and Other Income****Revenue from continuing operations**

	2022	2021
	\$	\$
- Government grant revenue	10,348,317	7,575,860
Other Income		
- Finance income	52,863	101,436
- Membership subscriptions	15,590	11,930
- Grants for the acquisition of fixed assets	-	75,684
- Other income	81,795	70,792
- Donations	31,498	7,245
	181,746	267,087

Disaggregation of revenue from contracts with customers

Revenue from contracts with customers refers to one single category, which is recognised over time. The following table shows this breakdown between revenue as:

Timing of revenue recognition

- At point in time	181,746	179,473
- Over time	10,116,717	7,663,474
	10,298,463	7,842,947

5 Result for the Year

The result for the year includes the following specific expenses:

Depreciation and amortisation expense

Amortisation - intangibles	103,212	103,212
Depreciation - plant and equipment	49,405	142,885
Depreciation - right-of-use assets	377,473	389,926
	530,090	636,023



Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2022

6 Cash and Cash Equivalents

	2022 \$	2021 \$
Cash at bank and in hand	<u>459,678</u>	<u>700,652</u>

7 Trade and Other Receivables

CURRENT

Trade receivables	76,718	66,045
Other receivables	-	12,000
	<u>76,718</u>	<u>78,045</u>

8 Other Financial Assets

CURRENT

Term Deposits - Held at amortised cost	<u>16,135,047</u>	<u>12,172,538</u>
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9 Other assets

CURRENT

Prepayments	<u>209,537</u>	<u>251,346</u>
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10 Contract liabilities

CURRENT

Contract liabilities	<u>13,169,435</u>	<u>10,268,781</u>
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Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****10 Contract liabilities**

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

	2022	2021
	\$	\$
Department of Social Services		
- Carer Gateway Service Provider Activities	8,916,554	6,007,204
- Mental Health Respite including setup	164,861	164,861
NSW Department of Communities and Justice		
- Carers Knowledge Exchange	620,490	842,998
- NSW Carers Strategy	352,374	352,374
- Carers Week	368,350	479,054
- Carers & Employers Network	327,499	440,270
- Carers Health & Wellbeing	216,649	299,402
- Young Carers	85,839	74,182
- Carers NSW Conference	83,730	93,568
- Hidden Carer Projects	64,065	64,065
- Statewide Peak Activities	43,883	45,427
- Working with Carers - Education Package	5,848	5,848
- Working with Carers - Orientation Workshops	18,038	18,038
- YC Drive	2,289	2,587
- Carer Peer Support	37,926	32,482
- Care2Work	4,026	6,644
Historic Grants in Advance		
- Ageing, Disability & Home Care	1,012,275	1,012,275
Carers Australia		
- Better Start RIS	162	58,063
- Moving Forward Workshops	46,177	43,677
- Other	59,815	59,815
Department of Industry, Science, Energy and Resources		
- Carer Career Guidance Project	146,596	-
- Care2Prepare	424,865	-
Department of Health		
- Commonwealth Home Support Program	9,066	19,237
- Palliative Care Project	10,787	21,114
Insurance and Care NSW		
- We Care Programs	93,568	71,891
National Disability Insurance Agency		
- National Community Connectors Program	29,335	29,335
Other		
- Multicultural Awareness Posters	4,314	4,314
- Miscellaneous Grants	20,054	20,056
Total contract liabilities	13,169,435	10,268,781

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****11 Property, plant and equipment**

PLANT AND EQUIPMENT

	2022	2021
	\$	\$
Motor vehicles		
At cost	186,167	202,993
Accumulated depreciation	(139,992)	(193,107)
Total motor vehicles	46,175	9,886
Office equipment		
At cost	493,077	448,704
Accumulated depreciation	(418,994)	(384,037)
Total office equipment	74,083	64,667
Leasehold Improvements		
At cost	466,853	466,853
Accumulated amortisation	(442,766)	(434,729)
Total leasehold improvements	24,087	32,124
Total property, plant and equipment	144,345	106,677

(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 2022				
Balance at the beginning of year	9,886	64,667	32,124	106,677
Additions	42,700	44,373	-	87,073
Depreciation expense	(6,411)	(34,957)	(8,037)	(49,405)
Balance at the end of the year	46,175	74,083	24,087	144,345

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****12 Intangible Assets**

	2022	2021
	\$	\$
Software customisation costs		
At cost	825,694	825,694
Accumulated amortisation	<u>(276,346)</u>	<u>(173,134)</u>
	<u>549,348</u>	<u>652,560</u>

(a) Movements in carrying amounts of intangible assets

	Software customisation costs	Total
	\$	\$
Year ended 30 June 2022		
Balance at the beginning of the year	652,560	652,560
Amortisation	<u>(103,212)</u>	<u>(103,212)</u>
Closing value at 30 June 2022	<u>549,348</u>	<u>549,348</u>

(b) Change in classification of intangible assets

Software customisation costs were previously classified in property plant and equipment, within office equipment. Software customisation costs were reclassified to intangible assets from 1 July 2021, with the comparative balances also reclassified for consistency in presentation.

13 Leases**Company as a lessee**

The Company has leases over a range of assets including land and 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.

Office Equipment

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

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****13 Leases****Right-of-use assets**

	Buildings \$	Office Equipment \$	Total \$
Year ended 30 June 2022			
Balance at beginning of year	1,305,672	-	1,305,672
Depreciation charge	(368,808)	(8,665)	(377,473)
Additions to right-of-use assets	-	41,565	41,565
Balance at end of year	936,864	32,900	969,764

Lease liabilities

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year \$	1 - 5 years \$	> 5 years \$	Total undiscounted lease liabilities \$	Lease liabilities included in this Statement Of Financial Position \$
2022					
Lease liabilities	398,393	658,366	-	1,056,759	1,011,129

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 its 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:

	2022 \$	2021 \$
Interest expense on lease liabilities	38,079	19,245
Depreciation of right-of-use assets	377,473	389,926
	415,552	409,171

Carers NSW Limited

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2022****14 Trade and Other Payables**

	2022	2021
	\$	\$
CURRENT		
Trade payables	243,577	249,162
GST refundable	(34,513)	(69,329)
Sundry payables and accrued expenses	199,553	124,083
	<u>408,617</u>	<u>303,916</u>

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

15 Other Financial Liabilities

CURRENT		
Funds on hold	<u>159,522</u>	<u>160,032</u>

Carers NSW Limited issued the following guarantees:

Westpac Banking Corporation holds a rental guarantee in relation to the Company's current registered office of \$229,945 (2021: \$270,495)

16 Employee Benefits

CURRENT		
Long service leave	155,520	134,705
Annual leave	424,677	312,802
	<u>580,197</u>	<u>447,507</u>
NON-CURRENT		
Long service leave	<u>204,497</u>	<u>155,595</u>

17 Members' Guarantee

The Company is registered with 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 outstanding obligations of the Company. At 30 June 2022 the number of members was 7,057 (2021: 6,878).

18 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 697,691 (2021: \$ 784,168).



Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2022

19 Financial Risk Management

	2022	2021
	\$	\$
Financial assets		
<i>Held at amortised cost</i>		
Cash and cash equivalents	459,678	700,652
Trade and other receivables	76,718	78,045
Other financial assets	16,135,047	12,172,538
Total financial assets	16,671,443	12,951,235
Financial liabilities		
<i>Held at amortised cost</i>		
Trade and other payables	408,617	303,916
Other financial liabilities	159,522	160,032
Lease liabilities	1,011,129	1,325,024
Total financial liabilities	1,579,268	1,788,972

20 Auditors' Remuneration

Remuneration of the auditor PKF, for:

- auditing or reviewing the financial statements	31,500	30,000
- other services	2,500	2,000
	34,000	32,000

21 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2022 (30 June 2021: None).

22 Events after the end of the Reporting Period

The financial report was authorised for issue on 08 September 2022 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

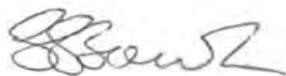
ABN 45 461 578 851

Responsible Persons' Declaration

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

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

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



Responsible person

Stephen Bowles



Responsible person

Bruce Howle

Dated 08 September 2022

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 Company), which comprises the statement of financial position as at 30 June 2022, 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 Company's financial position as at 30 June 2022 and of its financial performance for the year 30 June 2022 then ended; and
- b) complying with Australian Accounting Standards – Simplified 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 Company 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 Company's annual report for the year ended 30 June 2022, 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.

PKF (NS) Audit & Assurance Limited Partnership
ABN 91 850 861 839

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For our office locations visit www.pkf.com.au

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 Company 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 Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

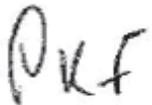
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a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

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 Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

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

8 SEPTEMBER 2022
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
- » Sign up for eNews or YC e-News
- » Follow Carers NSW on social media

Carers NSW Offices

SYDNEY – HEAD OFFICE

Level 10, 213 Miller Street,
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T: 02 9280 4744

COFFS HARBOUR

2 / 2 Lyster Street,
Coffs Harbour, NSW 2450
T: 02 6650 0512

NEWCASTLE

Suite 1, 24 Beaumont Street,
Hamilton, NSW 2303

TAMWORTH

(Office co-located with Tamworth PCYC)
2 Darling St, Tamworth NSW 2340

GUNNEDAH

(Office co-located with GOCO Community Care)
80 Marquis St Gunnedah NSW, 2380





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

