

ANNUAL REPORT 2022 - 2023

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

OUR VALUES

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



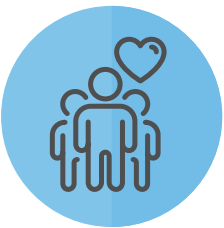
Carer-focused

- » Carers are at the centre of all that we do
 - » Actively listen to and involve carers in all our activities
 - » Act with empathy and aim to improve carers' wellbeing
 - » Support carers' rights to make their own choices and direct their own lives
-



Open and Inclusive

- » Advocate for and practise fairness and equity
 - » Recognise the diversity of carers and the need to be responsive to differences in their caring responsibilities, circumstances and cultural backgrounds
 - » Value forward thinking, innovation and new ways of working
 - » Encourage collaborations and partnerships that provide solutions
 - » Adopt open communication
-



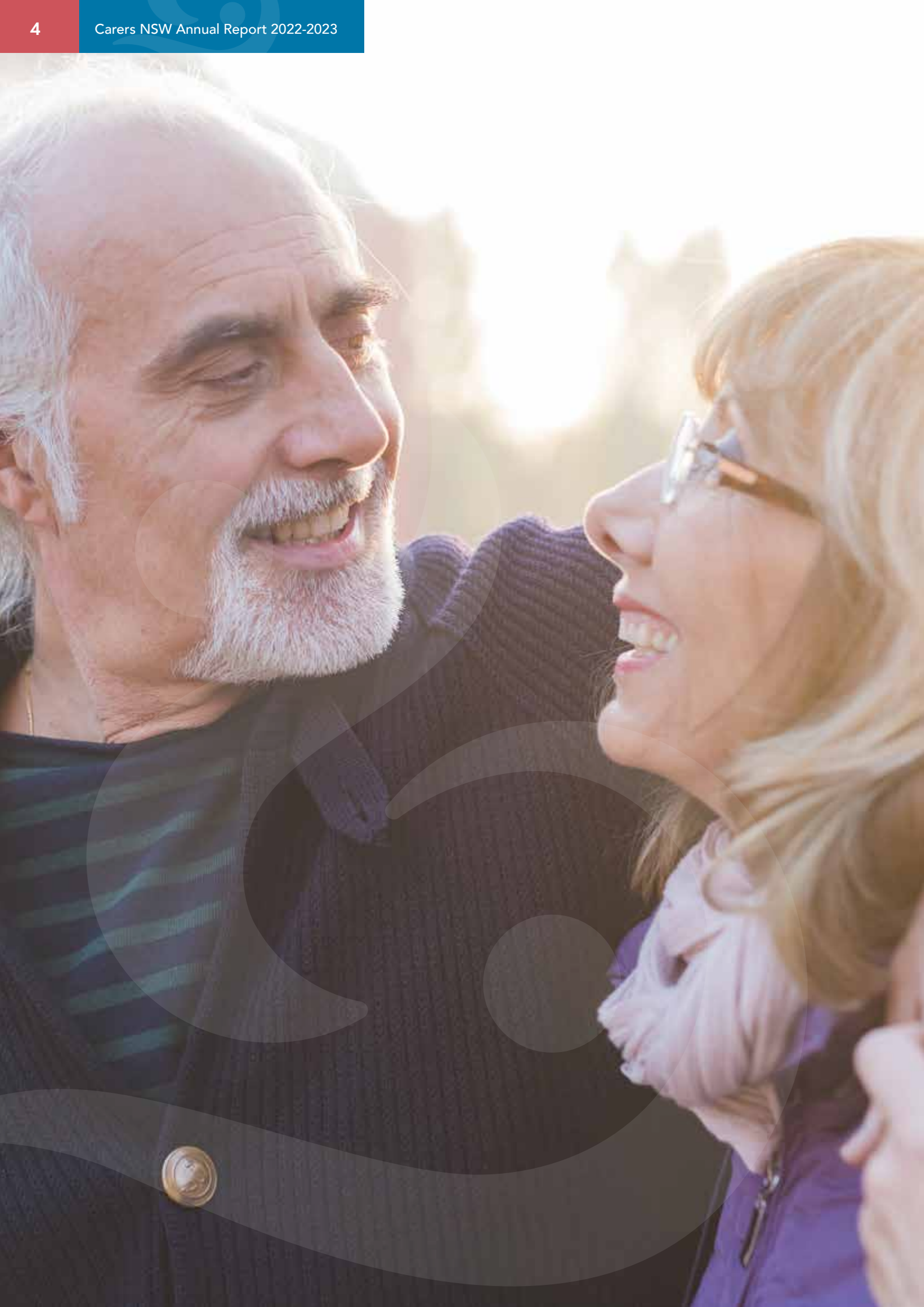
Respectful

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



Accountable

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



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ABOUT CARERS

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

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

Across NSW, there are approximately 854,300 carers, including individuals as young as eight years of age through to the very elderly.

Carers exist in all communities, including Aboriginal communities, those of culturally and linguistically diverse backgrounds, 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).

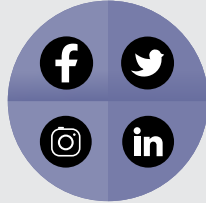
The organisation is based in Sydney, with regional offices in Coffs Harbour, Newcastle, North Coast and staff co-located in Tamworth and provides a range of services to support all carers across NSW.

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

OUR YEAR IN REVIEW



280,081 Website
Page Views



10,500+
engagements
across Carers
NSW social
media platforms



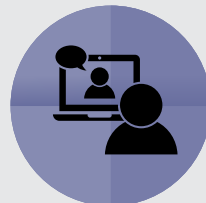
2,412 carers
and service
providers accessed
education and
training across 168
sessions



57 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



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



179 unique
delegates
attended the
virtual Carers NSW
Conference 2022:
There's nothing
informal about
carers, which was
funded by the
NSW Government



5,399 carer
referrals were
made through
Carer Gateway
region NSW 4



17,099 calls were
made to Carer
Gateway in region
NSW 4, with
carers seeking
information,
support and
referral

PRESIDENT'S REPORT



Having started my term as President of the Board during the 2022-2023 financial year, it has been a privilege to work with and contribute to the organisation's commitment to recognise and support carers across the state.

From the rising cost of living, natural disasters and continued impacts of COVID-19, there has been no shortage of challenges that NSW residents have continued to face over the last 12 months.

Carers continue to weather the heavy load of these challenges, and it's important to recognise the critical role that carers have played in supporting vulnerable family and friends through these difficult situations.

There have been a few changes in the Board this financial year. Along with my election as President we said goodbye to Stephen Bowles, who provided 13 years of support as a Director on the Carers NSW Board. Stephen's expertise in the finance industry was invaluable to Carers NSW. Stephen took up the mantle as President in 2017 and his strong leadership in his 5 years as President makes hard shoes for me to fill.

We also saw two Directors leave in this period as they completed their terms in November 2022. I would like to thank them all for their contribution and all their support throughout their time on the Board.

The Carers NSW Board of Directors' primary responsibility is to establish the strategic framework and steer the direction of the organisation. Members of the Board have continued to provide guidance and leadership and continue to support the direction of the organisation. I have full confidence in the Board's ability to fulfil our responsibilities to a high standard, thanks to the skilled professionals that make up our Board. Thank you to all Directors for your continued commitment to Carers NSW, and for your time and expertise.

The Carers NSW Board was pleased with the continued progress made by the organisation in the second year of the Strategic Plan 2021-2024. The Strategic Plan has given clear direction and leadership, to inform the implementation of activities and projects that support carers across NSW.

Towards the end of the financial year, the Carers NSW Board approved both the Business Plan 2023-2024 and the Workforce Strategy and Plan 2023-2024 to support business operations and look forward to receiving updates on progress against the activities in both plans over the coming year.

The Board was pleased that Carers NSW staff were able to get together again in March 2023 at the Staff Conference in Coffs Harbour. These opportunities are so important for the organisation to be able to connect with one another and really align on the organisation's values, 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.

The work outlined in this Annual Report would not be possible without the strong leadership of CEO Elena Katrakis. I wish to thank the Executive Management team and all Carers NSW staff for their commitment to upholding the values of this worthwhile organisation.

I look forward to seeing what more will be achieved by Carers NSW over the next 12 months as we continue to support carers in NSW in their valuable role.

A handwritten signature in black ink that reads "M Ferris". The signature is written in a cursive, flowing style.

Michele Ferris
President

CEO'S REPORT



The 2022-2023 financial year has been a year of many changes and several challenges. While many businesses returned to their offices and normal operations, the impacts of COVID-19 continued to be felt across the state. With severe weather, flooding and bushfires as well as a rising cost of living, residents of NSW and particularly carers have been facing and dealing with more and more..

The impact of flooding on carers in NSW has been devastating for so many. As the Carer Gateway provider in region NSW 4 (Central Coast, Hunter New England and North Coast) Carers NSW has continued to provide support to many carers impacted by severe flooding in late 2022 and early 2023 through our one-off Flood Recovery packages. Our Carer Gateway team have been out and about across the region and have engaged and supported many carers throughout a challenging 12 months.

During the year I was also pleased to host meetings with all Carer Gateway providers across Australia, and another meeting with the four Carer Gateway providers in NSW. It was a great opportunity to come together on both occasions to share our experiences, responses and challenges in a very changing environment which impacted carers in many ways.

During the year Carers NSW launched a number of projects including one in partnership with the Physical Disability Council of NSW and GoCo. Care2Prepare is aimed at improving household and community resilience and preparedness and reducing the impact of flood and bushfire. I look forward to how we roll this out over the next 12 months and the positive impact this will have on getting prepared.

Throughout the year Carers NSW continued to focus on our core goals and values ensuring that carers remain at the centre of all we do. With this in mind we've prioritised consultation with carers to ensure we reflect carers lived experiences in all our work. Our extensive policy, systemic advocacy and research work, along with our tailored education and training as detailed in the report reflects this approach.

Whilst COVID-19 continued to affect our work, we were pleased to be able to see a return to face-to-face delivery and on-site work this last 12 months including the return of our much-loved Carers Day Out event in Redfern in National Carers Week in October 2022.

In March 2023 we were fortunate to again come together at our all-staff conference in Coffs Harbour and allow staff to reflect on our values and share the great work that has been achieved across the organisation. Considering the organisation is spread over many locations this gives staff an invaluable opportunity to connect with other staff from the wider organisation and get a better understanding of all of the work that we do. We had a particular focus on cultural awareness and working with First Nations carers. We were really pleased to commence an Aboriginal traineeship program during the year and welcome many new and talented staff to our teams.

Earlier this year we launched our Reflect Reconciliation Action Plan (RAP) and we are working to meet the many goals we set ourselves as an organisation and to work towards our next RAP.

This Annual Report 2022-23 highlights the dedication and commitment the Carers NSW team has shown in the support of carers over the past 12 months across all areas of our work. The significant achievements considering all that has been experienced in the past 12 months is recognised and supported.

As always, I'd like to thank all of the Carers NSW staff for their outstanding efforts this year, to our stakeholders, partners and funders for their ongoing support and engagement and the Board for their commitment to bettering the lives of carers in NSW.

I wish to thank Michele Ferris for all of her support following her election as President of the Carers NSW Board in November 2022 and again thank Stephen Bowles for his leadership, time and support as outgoing President.

I look forward to what the next 12 months has in store as we discover new and improved ways to continue to support carers across NSW.

Elena Katrakis
Chief Executive Officer

BOARD OF DIRECTORS

As at 30 June 2023, there were 7 Board Directors, including four office bearers. The Board operates a Finance, Audit and Risk Committee, Governance Committee, Nominations Committee and time-limited working groups, as required. See more information on the directors' qualifications and experience below.



Michele Ferris

Dip Bus Management, Cert IV Aged Care, Assoc. Degree in Dementia Care, NSW JP 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 19 years, she has a strong passion for advocacy and for the rights of older people living with dementia, families and carers and supporting people living with disability. Michele was elected as President in November 2022.



Reid Johnson

*BSc, MMan, JP, AICD
Vice President*

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 and elected as Vice President in November 2022.



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 several 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.



Barbara Iordanidis

*BLAS
Honorary Secretary*

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 and elected as Honorary Secretary in November 2022.



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. As a member of Rehabilitation International Social Welfare Commission, Felicity led Australian delegations to Spain and China. 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.



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.

Stephen Bowles, Simon Dawes and Liane Corocher completed their terms on the Board in November 2022.

CARER GATEWAY

Carer Gateway is an Australian Government initiative providing free services and support to Australia's 2.65 million carers.

Carer Gateway draws on the experience of 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 covering the Central Coast, Hunter New England, and North Coast regions of NSW.

In 2022-23, Carers NSW introduced several new initiatives. This was as an extension of services and support delivered under the Carer Gateway model. These one-off initiatives included the following:

- Holistic Respite Program:** provides short break options for carers and their families (with or without the care recipient, depending on circumstances) to allow for quality family time, an opportunity for a carer to recharge and focus on their own wellbeing and provide a meaningful break from caring responsibilities. In 2022-23 financial year 123 carers accessed a holistic respite stay providing a total of 286 days of respite
- Future Planning Support Pathway Project:** provides carers with individual planning support and group capacity building. It helps them plan for the future and navigate essential legal, financial, and housing services, aiding them in developing and implementing their future plans. Future Planning Support Pathway Project provided individual support to 233 carers in 2022-23 assisting with putting a Will, Power of Attorney and/or Guardianship in place for many of these carers.

The Future Planning Support Pathway Project also delivered 4 face-to-face open workshops across NSW 4 to a total of 155 carers. The workshops had presenters from Trustee and Guardian, Services Australia FISO and ACSO, Financial Counsellors, Local legal services, Doula Connections, Salvation Army Moneycare, End of Life Clinical Nurse Educator and community group Choices in Later Life.
- Job Readiness and Employment Support Project:** provides short-term information and support to any carer whose career is impacted, or may be impacted, by caring. The project provided, short term individual strengths-based information, advice, referrals, mentoring and support to carers in NSW 4 to assist them in obtaining employment. The Future Planning Team facilitated 3 face-to-face Future Planning Workshops attended by 24 carers, and assisted 108 carers with tailored individualised support. 65 attendees accessed accredited and non-accredited training courses and 21 carers successfully gained employment.
- Aboriginal Identified Traineeships:** This project has a focus on improving the inclusiveness of Carer Gateway services for Aboriginal and Torres Strait Islander carers and has provided an opportunity to build workforce capacity and development. With a Practice Specialist providing cultural guidance and mentoring, along with a HR Officer, the 4 trainees have been working towards gaining qualifications, coupled with work experience to have successful employment outcomes beyond their traineeship completion. This project has also further supported building connections with Aboriginal organisations, carers and communities in the gateway region, and increased our organisational cultural capability and reconciliation journey.
- Flood Recovery Packages Project:** dedicated to providing medium to long-term recovery support. It does this by coordinating services and offering one-time financial assistance to carers who were affected by the floods and severe storms in early 2022 in the NSW 4 region. Carers NSW engaged specialist Flood Relief Navigators to provide service coordination to assist carers to navigate the many local, state, and national recovery initiatives and supports (e.g. financial support, housing, mental health services).
- Additional Health Packages:** provide additional packages to carers who are unable to cover health and medical costs that support their ongoing wellbeing. Packages were available to carers in need to help cover the cost of out-of-pocket expenses, such as dental check-ups or new eyeglasses. 242 packages were accessed by carers in 2022-23 with 58% of referrals for optical and dental support.
- RALLY4EVER Free and Fun Tennis:** Carers NSW facilitated this project in partnership with RALLY4EVER (a not-for-profit association) to deliver free tennis sessions to carers, encouraging greater social connectedness to support their ongoing wellbeing. Carers NSW and Rally4ever launched the program in May 2023 in Ballina, Coffs Harbour, Port Macquarie and Tamworth. Each venue had an average of 3-5 carers attend each session and continues to grow.
- Expanding our Reach:** Carers NSW was also able to use some of the rollover funding from 2021-22 to establish offices in Central Coast and Ballina in early 2022-23.

In addition to the new initiatives detailed above, Carers NSW experienced significant growth within Carer Gateway in all services areas in 2022-23. The core suite of services offered under Carer Gateway includes coaching, counselling, emergency respite, peer support, online skills courses, and tailored support packages. The activity outputs in each of the service delivery areas are listed below.

There were 17,099 calls to Carer Gateway, an increase of 21% on the previous financial year. The team provided 8507 people with information, advice and referrals including 5399 people who identified as carers.

Of these 5399 carers:

- 3919 carers had a Carers Star Assessment
- 1250 carers accessed Planned Respite
- 1397 carers accessed Carer Support Funding services such as domestic assistance, assistance with gardening or lawn mowing and meals
- 671 carers accessed Counselling
- 555 accessed Material Supports
- 396 accessed Facilitated Coaching
- 294 accessed In Person Peer Support
- 128 accessed Emergency Respite



CARER GATEWAY

Sandy's story

In a quiet town in the Tweed Heads region, is where you'll find Sandy and her husband John. Since 1983, Tweed Heads is where Sandy and John have called home.

Moving away from Sandy's mother, who remained in Sydney was difficult. However, Sandy continued to provide emotional support from afar, and arranged the Aged Care Assessment Team to assist with some additional services.

After Sandy's mother was diagnosed with dementia, she and John moved her mother into their home. Sandy then became the primary carer during her mother's last seven years of life.

"I guess you would say that I was her carer. I didn't realise this at the time, mumma just lived with us and caring for her is just what we did," Sandy said.

Sandy's caring commitments didn't stop there, with Sandy recounting the past few years as "a series of misfortunes and catastrophes."

Overtime John's memory had begun to fade, and "despite having been the best of husbands for 48 years, I have found it difficult to manage this change in our relationship patiently" Sandy said.

Besides adapting to changes in their relationship and assuming more caring responsibilities, Sandy, with John's support, was also caring for her son who faced challenges with alcoholism until he passed in 2021.

In 2022, Sandy and John's home was affected by the Northern NSW Floods, which destroyed many homes, businesses, and communities.

This stressful event required Sandy and John to be rescued by boat and resulted in the loss of their white goods, various possessions, and garden in the floods. Despite this, Sandy acknowledges that many others were even more affected.

Sandy was feeling overwhelmed by all that had happened in the past few years.



"I want to thank you for the enormous practical and emotional support Carer Gateway has provided to me. I don't know what I would have done without you!- Sandy."



"I sought help last year from Department of Aged Care and the nurse who came to assess John for a Home Care Package suggested I contact Carer Gateway. The support and assistance I have received from Carer Gateway has been wonderful," Sandy said.

"Carer Gateway provided ongoing, practical help with my immediate problem of managing our flood-ravaged garden. Neither of us have been able to cope with garden maintenance; our lawn mower and gardening tools were all lost in the flood, and I could not find anybody to take on the gardening work. With the support of Carer Gateway our lawn mowing has been regularly done and our small garden is once again peaceful and presentable," Sandy said.



Aside from flood relief support, Sandy also received counselling through Carer Gateway.

"I have also benefitted from counselling provided via Zoom through Carer Gateway. Unexpectedly finding myself with no family in my old age has been a source of much sadness and loneliness. I really appreciated the opportunity to share this pain with a counsellor, to talk to her and to gain insights from her counselling," Sandy said.

Reaching out as a carer is sometimes the hardest part, but Carer Gateway is here to support you so that you can continue to support the person you care for.

CARER CAREER GUIDANCE AND YOUNG CARER SKILLS

Carer Career Guidance Project

The Carer Career Guidance Project was delivered by Carers NSW in partnership with TAFE NSW between June 2022 and April 2023, with funding from the Australian Government Department of Employment and Workplace Relations.

The project included individual support and career guidance forums for women carers aged 16-64 years living in NSW, facilitated training opportunities through TAFE NSW and the development of training for the career guidance sector on supporting women with caring responsibilities. The project also included the co-development of self-paced, audio-visual resources designed to continue supporting women carers to recognise, apply and communicate their skills in the recruitment process. These resources continue to be available on the Carers NSW website and YouTube channel.

A total of 317 carers engaged with the project, 228 of whom received some form of individualised support. This included 70 carers who received regular coaching and advice along with linkages to carer support, employment support and training opportunities, while 158 sought shorter-term information and advice. Eight forums were also conducted with total of 48 attendees, and 66 carers enrolled in one or more TAFE NSW non-accredited short courses established for the project.



Young Carer Skills Project

The Young Carer Skills Project is a 12-month pilot project being delivered by Carers NSW with one-off funding from the Department of Regional NSW between April 2023 and March 2024. The project will work with a small group of young carers living in or near Coffs Harbour, Tamworth and Port Macquarie, supporting them to access flexible, local paid work opportunities in the disability sector.

Within the reporting period, an online stakeholder workshop was conducted in March 2023 to inform the design and implementation of project. There were 17 attendees, including 7 Carers NSW staff and 3 Regional NSW representatives. The remaining 7 attendees were a mix of regional service providers, staff of government agencies and carers, including one identified young carer.

Based on the findings of the workshop and further consultation with the Carers NSW Young Carer Advisory Group, project promotion commenced in June 2023, resulting in the project's first client, and development of the service delivery model in collaboration with four regionally based disability service providers interested in supporting the project. Project delivery will be completed within the next reporting period.

CARER STORY

My husband Dave had been an Intensive Care Paramedic for 25 years. He suffered from shift worker sleep disorder, post-traumatic stress disorder, anxiety, and alcohol abuse as well as undiagnosed physical gut pain.

Dave was medically retired from the Ambulance Service and subsequently lost cognitive abilities as well as functional abilities. He was socially phobic and becoming more isolated.

I began to take on more and more responsibility for his physical, social, management and health tasks including 'protecting' him from his drinking which he managed to stop a year before his death.

I left my fulltime teaching career at TAFE as a maritime teacher to manage our household and support Dave's health and functional needs.

I would run the household, manage Dave's appointments with doctors, as well as support him through a long and difficult worker's compensation case (which of course brings up all the old traumas). We attended multiple doctors as he had so many symptoms and requirement for reports. I also watched him like a hawk as he expressed suicidal thoughts.

I was constantly thinking about Dave and his needs and not much for myself.

My loss of autonomy was one thing, but to lose my sense of self by being his constant companion and carer was another. My own mental health started to suffer.

I was being drawn into the very dark world of Dave's increasing pain, paranoia and fear.

I made the very sane decision to go to a retreat at Bundanoon. I spent five days attending to my own needs in a supported and loving environment. Good food and peaceful surroundings. Here you are asked to leave others and our own problems for the time being. Petrea and the team gently ask you to consider yourselves in the present moment using simple repeatable tools. It is like a fresh discovery of self. My hopes and dreams and capacity started to expand. I had fresh insight.

I undertook some yoga, meditation and personal development when I came home. I started new career training. I made space in my week for me.

Dave did not improve. He continued to fall into his own well of sadness and anger and fear. I continued to seek support and help for him, but I was now strengthened by my wish to not follow him in his journey.

Dave and I lovingly said goodbye 4 years ago as I went to my work placement not knowing it would be our last. Dave made his own decision not to live.

What have I learned? As a carer, a wife, and friend you cannot go that whole journey whether it is suicide or the debilitations of an illness. I travelled with Dave as far as I practically and emotionally could. He is safe now.

I urge other carers to take good emotional care of yourselves early in your caring role. This is the key. Strap on your own emotional life jacket. When the rough weather comes, you will have energy to spare for both yourself and others.



YOUNG CARER PROGRAM

The Carers NSW Young Carer Program provides information and referral support to young carers aged 25 years and under 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.

Summary of engagement

Between July 2022 and June 2023, the Young Carer Program continued to provide ongoing support to young carers and their families. Over 1,200 individual instances of support or information were delivered by the team to new and previously engaged young carers in this time, including sharing information about practical supports available through Carer Gateway and providing support letters to young carers to assist various applications for special consideration and university enrolment.

Positive feedback received from the Young Carer team over the last 12 months has 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.

"The support letter allowed me to be accepted into the uni course that I never thought I would be able to attend. This empowered me to have something to look forward to and know I am moving forward in my life and career." – Young carer

The Young Carer team has also continued to raise awareness of young carers in the community by delivering Young Carer Awareness Training and attending community events.

"There was a lot of positive feedback from the team about the session so was definitely valuable and worthwhile. Really appreciated your time and for sending this through." – Professional

Young Carer Advisory Group

The Carers NSW Young Carer Advisory Group has entered its second year, providing a platform for young carers to help shape Carers NSW policy, research and service delivery to be more young carer-inclusive. The six members range from 16 to 24 years of age, living across metro and regional locations with a mix of caring experiences.

In this reporting period, the Young Carer Advisory Group has provided support and consultation on podcast, project and resource development, grant applications and the 2024-25 Pre-Budget Submission. They also had the opportunity to meet with Professor Mary Larkin, a visiting academic from the United Kingdom to discuss their experiences as young carers.

YC Bytes

This reporting period saw the launch of YC Bytes, a podcast series developed by the Young Carer team to raise awareness about young carers. Each episode featured guest speakers, including young carers, researchers and service providers, each bringing their unique insights to the topics discussed.

"I found it was a very smooth process because YC Staff had a great understanding of how to record and the entire process involved in recording the episode. They explained everything clearly so I didn't have to worry about anything and could focus on my part. It felt like a safe space where I could share my ideas and opinions." – Young carer

Between August 2022 and April 2023, five episodes were released on topics including young carer identification, moving through school and accessing support, graduating from school and finding independence and working out what to study or do for work. As at 30 June 2023, YC Bytes had received over 500 individual downloads across all five episodes. The podcast also resulted in a number of new stakeholder connections.

All episodes of YC Bytes can be streamed by searching on Spotify, Apple Podcasts, Google Podcasts or Amazon Music.

YOUNG CARER STORY

Nina's story

My name is Nina, I'm 23 years old and living in Sydney. Since graduating from university with a music and sound design degree, I work as a post-production audio engineer and radio presenter. I also care for my mother who is 56 years old with early-onset dementia. I've been a primary carer for around seven years, and my mum began showing symptoms when I was finishing high school.

The transition to being a young carer is a life-altering experience, particularly in looking after someone with a progressive neurological condition. As a child, I envisioned my 20s as going to uni, partying, moving out, travelling, emigrating abroad, and stepping into a career. My reality is quite different. I am trying to spend as much time as possible with my mum while securing a career pathway to ensure financial stability when she is gone, all while managing multiple chronic illnesses caused by the stress of my caring role. I am grateful I have a younger brother (20) whom I share the load with. I didn't expect to be managing support worker rosters, running a household, and tucking my mum into bed every night.

My journey as a young carer has confronted me with the harsh reality of the fragility of life, the gross lack of respect, care, and resources for individuals in Australia living with disability, and the impact of trauma on family relations. However, I find the most challenging aspect of being a carer is dealing with guilt; the guilt of drifting friendships, the guilt of missed opportunities, but most of all, the guilt of spending time away from mum and focusing on myself, when I know our time together is so limited. She was diagnosed with early onset dementia in 2020, and her Psycho-geriatrician predicted she would live for two more years.

The silver lining of this situation is the immense knowledge, skill, and insight I have gained as a young carer. I am well versed in communicating with older individuals, from business owners, doctors, and health workers, to customer service reps and even co-workers. Extreme hardship has taught me to identify my wants and needs in all aspects of my life, to ask for help, and not to stop until I achieve my goals. As a young carer, I'm forced to advocate for myself and my family almost every day. I am proud of my strong motivation, independence, and perseverance.



CARER REPRESENTATIVE PROGRAM

Carer Representatives are specially trained carers who help Carers NSW give carers a voice in government, media and community settings. Throughout 2022-23, Carer Representatives made significant contributions in response in more than 29 representation activities both internal and external to the organisation, ranging from media opportunities to policy and advisory work and research. Three training sessions were held between November 2022 and June 2023, with Carers NSW delivering the first in-person training session since 2019 in Tamworth. A total of 16 carers attended the three sessions, along with two existing Carer Representatives also attending to refresh their skills after ten years of involvement in the Program. As of June 30, 2023, there was a total of 121 Carer Representatives, with attendees from recent sessions soon to be formally inducted.



YOUNG CARER INCLUSION NETWORK

A new initiative established this period was the Young Carer Inclusion Network. Launched in June 2023, the Young Carer Inclusion Network is a commitment under the NSW Carers Strategy 2nd Action Plan to bring together service providers and professionals engaging with young people. The Network aims to improve the identification and support of young carers through identifying gaps in mainstream service sectors, building the capacity of professionals to identify young carers and streamlining access to support for young carers in NSW. Young carers over the age of 16 who would like an opportunity to share their own experiences and contribute to discussions about young carer supports in mainstream services are also welcome to participate. To support and guide the direction of the Young Carer Inclusion Network, Carers NSW will establish a small Reference Group of young carers and young carer-aware professional representatives.

The first meeting of the Young Carer Inclusion Network Reference Group will take place in early August, with the first meeting of the Young Carer Inclusion Network proposed for late September 2023.



CARE2PREPARE

In partnership with the Physical Disability Council of NSW (PDCN) and aged care service provider GoCo, Carers NSW is leading a phased, three-year project that identifies household and community level risks for people receiving and providing care and improves local awareness and capacity to address these risks before, during and after a disaster.

Care2Prepare has received grant funding through the Australian Government Preparing Australian Communities - Local Stream grant and will be delivered from June 2022 to March 2025 in the Central Coast, Shoalhaven and Gunnedah local government areas of NSW.

Care2Prepare focuses on increasing the inclusion of people living with disability, older people, and carers in local disaster responses and aims to improve household and community readiness to reduce the impact of floods and bushfires.

Phase 1 centred around a review of existing tools and resources and consultation with people receiving and providing care along with community stakeholders and emergency services and was completed this financial year. Work also commenced on the co-design of Household and Community Readiness toolkits and resources.

Highlights this period

The Care2Prepare team conducted consultative conversations with 38 individuals with lived experience of disasters and 18 sector stakeholders during this reporting period. The data collected will complement analysis of existing disaster planning resources and a literature review and inform the development of tools, resources and training.

Care2Prepare was also able to partner with 25 emergency services and community support agencies in Gunnedah this period to deliver a community event with over 500 community members attending. The event focused on raising awareness of disaster services and supports in the local area.

Household Readiness tool co-design reference group first-round review and feedback on content and format of the tools.

Lived experience engagement

A key focus of Care2Prepare is including the perspectives of people living with disability, older people and carers. In addition to the consultations noted above, lived experience was embedded in the project through the inclusion of people receiving and giving care in the project Steering Group and in a co-design reference group.

Three lived experience representatives were recruited to participate in the project Steering Group alongside representatives of partner organisations and research partners involved in best practice person-centred emergency planning. The addition of a person living with disability, an older person and a Carers NSW Carer Representative to the group will strengthen its ability to provide expert guidance and subject matter insights into the development of the Care2Prepare tools and processes.



Household Readiness tools will also be co-designed next reporting period with a reference group consisting of people living with disability, older people and carers to ensure the tools are accessible and relevant to the experience of the project's target groups.

CARERS + EMPLOYERS



The Carers + Employers program defines best practice standards for supporting employees with caring responsibilities. Juggling work and care can be challenging and without adequate support, carers report higher stress and work-life strain that impacts their health and wellbeing, and their productivity at work. Carers NSW's 2022 national carer survey identified that 1 in 2 people balancing work and care responsibilities had considered quitting their job.

The Carers + Employers accreditation program offers employers the opportunity to develop and gain formal recognition as a carer-friendly workplace. Accreditation is offered at three levels and there are 5 key, consistent focus areas for each level: Carer Recognition, Policies and Procedures, Capacity Building, Communication and Awareness, Practical Workplace Support.

Organisations start at Level 1 'Activate' and can work their way to Level 2 'Commit' and finally Level 3 'Excel'. This enables employers to build from an initial level of support for carers in their workplace toward embedding innovative strategies across the organisation.

Of note for Carers + Employers during the 2022-23 financial year:

- » Macquarie Group reached Level 3 accreditation and are the first employer to reach the highest level in the Carers + Employers program.
- » Royal Perth Bentley Group achieved Level 2 accreditation.
- » NSW Treasury joined Carers + Employers and achieved Level 1 'Activate' accreditation.

New organisations that joined in the 2022-23 period are currently working toward Level 1 accreditation and many existing member organisations are actively progressing towards higher levels of accreditation. A number have renewed their current level of accreditation while they prepare to undertake the next. This shows a commitment to continuous improvement as carer-friendly workplaces. Carers NSW is also currently progressing toward Level 2 accreditation.

Carers + Employers hosted a webinar on 'Carers in the Workplace' during National Carers Week 2022. The webinar was open to all carers and employers and included information on carer-friendly practices in the workplace and a job readiness program offered by Carers NSW. Carers NSW also presented at Sydney Local Health District during Carers Week on supporting carers in the workplace.

Carers NSW engaged with the Carers + Employers network to provide feedback on the Productivity Commission's Inquiry into Carer Leave. Carers + Employers also promoted participation in the Select Committee on Work and Care Inquiry and Treasury Employment White Paper consultations.

Throughout the year Carers + Employers continued providing consultation services to new and existing member organisations. Numerous meetings were held with prospective members to promote the program and raise awareness of carers in the workplace. The Carers + Employers LinkedIn group continued to operate as an online space to share news about latest research and events relating to carers in the workplace.

CONNECTING CARERS ONLINE (PARTNERSHIP WITH YOURLINK)



In 2023 Carers NSW concluded the rollout of 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. Partnering with YourLink, the digital education project helped 200 carers gain access to smart devices and learn the essential basics of online skills. The program supported carers who lacked the confidence, skills or resources to engage with others in an online environment.

The project aimed 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

The Connecting Carers Online project was extended into the 2023-2024 financial year.



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

Highlights and Achievements

During 2022 -2023 the Education and Training team delivered 168 education sessions to 2412 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: Disaster Planning
- Supported Decision Making
- Carer skills for carers of older people
- Carers NSW Supporting Carers
- Aged Care Reforms for both carers and service providers

These sessions were offered as webinars scheduled by Carers NSW as part of their training calendar and 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.

Aged Care education was a main focus for the Education and Training team during 2022-2023. Forty-four (44) aged care education sessions were delivered to 807 carers and service providers. This included 24 sessions to 542 people on the changes to aged care services and how to stay informed. We spoke to carers of older people, CHSP providers, councils, health staff and interagency groups including North Sydney CHSP CEO Network, Macarthur CHSP Sector Support and NSW Ministry of Health Integrated Care communities of practice.

Participant feedback included:

'This whole area of aged care is difficult for all, carers as well as those being cared for.' Carer

'Thanks for the presentation. You distilled a complex topic into a very precise and clear presentation.'
Service Provider

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

If you would like to receive information about the latest education, training and wellbeing events directly to your inbox, subscribe to the Carers NSW Education Mailing List at: <https://analyticsau.clickdimensions.com/cn/aosfc/etmailinglist>

Approximately 2968 carers and service providers have accessed and/or downloaded our online resources across a number of different topics including:

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

An estimated 19,367 carers and service provider viewed the carer skills manual handing videos.

To view these videos and many more go to www.youtube.com/carersnsw

To access our e learning course please go to <https://lms.carersnsw.org.au>

To download our handbooks and guides go to <https://www.carersnsw.org.au/resources/carer-resources>



New Resources Developed

- **Understanding the changes to aged care services:** For carers providing a walk through the current aged care system, what is changing and why.
- **Supporting carers through the aged care reforms:** For CHSP providers providing an understanding of the challenges carers face, the increasing role of Carer Gateway and how carers can be supported through the reforms.
- **Identifying and responding to carer stress.** A recording for ADC staff (Ageing and Disability Commission) on the impacts of caring and carer stress to support the management of carer stress in order to prevent abuse and neglect in reports where a carer is the person subject of the allegation.
- **Supporting family and friend carers who are seeking paid employment** for career guidance counsellors



EDUCATION AND TRAINING

Events

The Education and Training team exhibited and promoted carer awareness, Carers NSW and .Carer Gateway to an estimated 1000 carers, service providers, members of the general public and other industry professionals at 11 events including the Department of Communities and Justice (DCJ) Multicultural Community Engagement Conference and Expo, NSW Seniors Festival 2023, Seniors Week events in Newport, Dee Why and the Northern Beaches, and at the Energy and Water Ombudsman (EWON) Hawkesbury Community Assist Day.

As part of Carers NSW state-wide celebration of National Carers Week 2022, free online health and wellbeing events for carers, as well as information webinars were facilitated throughout the week. The events provided an alternative option for carers unable to make it to a face-to-face event during the week.

The Carers NSW online events received more than 240 registrations – including carers, their families and service providers.

Workshops for health and wellbeing included:

- Chair Yoga
- Dance Moves
- Trivia and Scavenger Hunt
- Meditation
- Exercise for strength and balance
- Write/journal for wellbeing
- 5 Ways to Wellbeing

The Lunchtime Learnings series for busy professionals and working carers included the following webinars:

- 2022 National Carer Survey – First Results
- How to use the Carer Knowledge Exchange Research Library
- Carers + Employers
- What we can learn from working with carers affected by natural disasters

Carer testimonials:

- It gave me permission to take time out for myself to reflect and replenish my energy. Thank you for these writing exercises which helped to find a road back to me and have inspired me to "make the time for one exercise at a time.
- Having the opportunity to destress and relax through dance was thoroughly enjoyable. I am able to continue with my day in a happier frame of mind which helps with my caring role.
- Provided an avenue for separating myself from my situation and an outlet for managing emotions. Also, lovely to connect with others.
- Helped me to unwind and stop thinking of everything going on in the last week. Time just for me.

The Carers NSW Young Carer Team also launched a new resource during National Carers Week, with their strengths video released to help inspire and raise awareness of young carers across the state.

These sessions have been recorded and available on www.youtube.com/carersnsw

On the 27 April 2023 Carers NSW hosted two information sessions delivered by the Energy and Water Ombudsman NSW (EWON) providing information to carers about rebates and concessions and the management of energy/bill disputes. Carers who attended reported the sessions provided a great opportunity to learn about rebates they qualified for to support their individual caring circumstances.

POLICY AND ADVOCACY

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

Highlights and achievements

In 2022-23, the Policy team raised awareness of carers and promoted carer inclusiveness in 56 written submissions and participation in 3 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 27 regular committee and advisory group meetings with key government and non-government stakeholders. A number of prior committees and advisory groups suspended during the COVID-19 pandemic have not resumed. Additionally, during this period, 57 carer case studies were collected via the Policy Advice Form (PAF).

With the 2023 NSW Election taking place in March 2023, the Policy team developed the Carers NSW 2023 Policy Platform to highlight the key issues impacting carers in NSW and opportunities for all candidates in NSW to make commitments to carers to address these issues. Carers NSW also developed a suite of resources for carers to help them to engage with their local candidates. The Policy Team also sent letters to new key Ministers in NSW following the Election to raise their awareness of the experiences and needs of carers in NSW.

Carers NSW continued its involvement in two projects with the NSW Ageing and Disability Commission (ADC) throughout 2022-23. This included the development and launch of the COVID-19 policy paper, *Preparing for the future: Learning from the impact of the COVID-19 response on older people, people with disability and carers in NSW*, prepared by Carers NSW on behalf of the NSW ADC and launched on 27 June 2023. The paper provided an extensive literature review and built on the Policy team's consultations and systemic advocacy activities conducted throughout the COVID-19 pandemic. Work also continued on the development of evidence-based training and resources for carers and service providers to prevent the abuse and neglect of older people and people living with disability.

New developments

The NSW Carers Strategy 2nd Action Plan 2023-24 was launched in March 2023, with Carers NSW identified as the lead organisation on six activities focusing on carer finances, rights, employment and carer-focused research and a supporting organisation on three activities. Following the launch of the Action Plan, Carers NSW finalised the workplans for the second phase of the Carer Financial Wellbeing and Carer Rights Education projects continued from the first action plan.

Following the change in Federal Government at the end of the prior financial year, 2022-23 presented a number of key advocacy opportunities related to economic participation for carers at the national level. The Policy team provided in-depth, evidence-based responses to three significant government inquiries relating to carer employment: the Productivity Commission inquiry into Carer Leave, the Select Committee into Work and Care inquiry and the Treasury Employment White Paper. The Policy team also supported the development of a successful grant application for the Career Pathways for Carers program, which will provide job readiness support for women carers in NSW.

The significant reforms planned for aged care services, the review of the NDIS and the inquiry into carer recognition have also created significant opportunities for change across the national care and support sectors. To support carers to participate and influence these reforms, the Policy team explored opportunities to build carer and community capacity to participate in consultation opportunities and provide their feedback and experiences directly to Government. Carers NSW developed and delivered the Having Your Say training module and a suite of resources that have been adapted to different consultation opportunities to build the capacity of carers and the sector to participate in systemic advocacy.

POLICY AND ADVOCACY

Submissions

Agency	Topic
NSW Government	NSW Ageing and Disability Commissioner Act Review
	Ageing Well in NSW: Action Plan 2023-2024
NSW Department of Communities and Justice	Safe and Supported Framework
	Coercive Control Exposure Draft Bill
NSW Parliamentary Select Committee	Conduct of elections in New South Wales
NSW Electoral Commission	Technology assisted voting review
NSW Health	NSW Regional Health Plan
	NSW Health Carer Key Directions
NSW Department of Education	Childcare and Participation Fund survey
	Universal pre-Kindergarten submissions
NSW Independent Pricing and Regulatory Tribunal	Early childhood education and care affordability, accessibility and consumer choice
Transport for NSW	Disability Inclusion Action Plan 2023-2027
Senate Select Committee on Work and Care	Work and care
Senate Select Committee on Cost of Living	Cost of living
Senate Select Committee into the Provision of and Access to Dental Services in Australia	Inquiry into Provision and Access of Dental Services in Australia
Senate Standing Committee on Community Affairs	Inspector-General of Aged Care Bill 2023 and the Inspector-General of Aged Care (Consequential and Transitional Provisions) Bill 2023
	The extent and nature of poverty in Australia
	Aged Care Amendment (Implementing Care Reform) Bill 2022 [Provisions]
	Social Services and Other Legislation Amendment (Lifting the Income Limit for the Commonwealth Seniors Health Card) Bill 2022 [Provisions]
	Inquiry into the Assessment and support services for people with ADHD
Joint Standing Committee on Electoral Matters	Inquiry into the 2022 Federal Election
Joint Standing Committee on the National Disability Insurance Scheme	Capability and Culture of the NDIA
House of Representatives Standing Committee on Health, Aged Care and Sport	Long COVID and Repeated COVID Infections
Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability	General submission
Productivity Commission	Inquiry into Carer Leave
	Inquiry into Carer Leave (response to Position Paper)

NDIS Review	General submission
	NDIS Quality and Safeguards Framework
Treasury	Employment White Paper
Department of Employment and Workplace Relations	Jobs and Skills Australia discussion paper
Department of Health and Aged Care	Aged Care Pages Development survey
	Draft Quality of Care Amendment (Restrictive Practices) Principles 2022
	Aged care on-site pharmacists consultation paper
	Aged Care Data Strategy
	Aged care reform pulse survey
	National Health Literacy Strategy Framework Consultation
	Exposure draft and explanatory statement – Aged Care Legislation Amendment (Governance and Reporting for Approved Providers) Principles 2022
	Aged Care Quality and Safety Commission capability review
	A new model for aged care regulation
	A new model for regulating Aged Care, Consultation Paper No.2: Details of the proposed new model
	Revised Aged Care Quality Standards
	Intellectual Disability Health Capabilities
	Inspector-General of Aged Care Bill: Exposure Draft
	National Dementia Action Plan
Department of Social Services	National Disability Advocacy Framework 2022-2025
	Proposed changes to the Disability Support Pension (DSP) Impairment Tables
	Australia's Disability Strategy 2021-2031: Consultation to inform the Strategy Guides
	Early Years Strategy
	A New Act to Replace the Disability Services Act (1986)
	A draft Quality Framework for the Disability Employment Services Program
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	2022 Review of the Disability Standards for Accessible Public Transport 2002
National Disability Insurance Scheme	Co-designing the new CALD Strategy 2023-2027
NDIS Quality and Safeguards Commission	Own Motion Inquiry into Platform Providers Operating in the NDIS Market
Independent Health and Aged Care Pricing Authority	Towards an Aged Care Pricing Framework Consultation Paper
	Draft IHACPA Work Program and Corporate Plan 2023-24
Australian Bureau of Statistics	Review of the Australian and New Zealand Standard Classification of Occupations (ANZSCO) - Consultation round 1

POLICY AND ADVOCACY

Virtual consultations

Agency	Topic
NSW Health	NSW Oral Health Policy
Productivity Commission	Carers Leave
Department of Education	Review of the impact of COVID-19 on school students with disability

Key advisory groups and meetings

Agency	Committees and advisory groups
NSW Department of Communities and Justice	NSW Carers Ministerial Advisory Council
National Carer Network	National Policy Advisory Group (NPAG)
	National Carer Network CEOs' Meeting
NSW Health	Disability Inclusion Action Plan Steering Committee
	Intellectual Disability Health Teams Advisory Committee
	Disability Community of Practice
	Visitation Advisory Group
	Planned Care for Better Health (PCBH) Community of Practice
Department of Health and Aged Care	NSW/ACT Aged Care Liaison Group
NSW Ageing and Disability Commission	Ageing Reference Group
	Disability Roundtable
Sydney Local Health District (SLHD)	Carer Committee
	Sydney Children with disability working group
Illawarra Shoalhaven Local Health District (ISLHD)	Shoalhaven Carers Service Collaboration group
Transport for NSW	Accessible Transport Advisory Committee
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 Care Providers Association	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
UNSW	Intellectual Disability Mental Health Service Pathway Web-tool Project Advisory Group
Physical Disability Council of NSW and Health Consumers NSW	My Care Passport project working party

RESEARCH, CARER KNOWLEDGE EXCHANGE

Research

For the Research Team, the highlights of the 2022-23 financial year were conducting the 2022 National Carer Survey, successfully partnering on two competitive research grants, and delivering the first full year of Carer Knowledge Exchange events and activities.

The Research Team provides ongoing support with data collection and analysis to the Policy Team and other stakeholders, contributes to the evaluation and reporting activities for programs and projects and disseminates research findings through conference presentations and research publications.

2022 National Carer Survey

The biennial National Carer Survey is led by Carers NSW with the support of the other State and Territory Carer Organisations. The 2022 Survey was the second wave of this collaborative project, building on the success of the 2020 Survey. After completing data collection in July 2022, the cross-sectional dataset of 6,825 nationwide responses was prepared, and since September 2022 has served as the basis of ongoing analysis for policy, research, and advocacy by Carers NSW and the other State and Territory Carer Organisations. A longitudinal dataset of 996 responses linked to the 2020 Survey was also produced this period, tracking ongoing developments in carers' lives and acting as an invaluable resource to chart the longer term state of carers' wellbeing.

During the 2022-23 reporting period, the Carers NSW Research Team responded to 90 data and analysis requests from internal and external stakeholders, including community organisations, research bodies and NSW Health. High level national and state and territory findings were published during National Carers Week in October 2022, and subsequently six cohort fact sheets and three topic-based briefings have been published. Work on further briefings and factsheets is ongoing and the full report will be published during National Carers Week 2023.

Conference presentations and publications

Over the 2022-23 financial year the Research and Policy teams submitted 28 abstracts to academic and sector conferences, 23 of which were accepted, equating a success rate of 82.1%. Seven abstracts were co-authored with academic collaborators and other organisations. Research findings were presented at eight conferences over the reporting period, including the annual conference of the Australian Association of Gerontology, the 2023 International Mental Health Conference, and the 30th Colloquium on Pensions and Retirement Research at the ARC Centre for Excellence in Population Ageing Research. With our academic collaborators, four peer-reviewed journal articles are currently under review.

Research collaborations

Carers NSW frequently collaborates with academic researchers on applications for research grants. In 2022-23, we were successful on two occasions: As co-investigators for the Australian Research Council Linkage grant "When caring ends: Understanding and supporting informal care trajectories", led by Associate Professor Emma Kirby from the University of New South Wales, and as a partner organisation for the project "New models of replacement care for working carers: improving the time synchronicity of service systems and carers' working time needs", led by Associate Professor Myra Hamilton at the University of Sydney, which aims to co-design, pilot, and evaluate a new model of replacement care.

Carer Knowledge Exchange

The Carer Knowledge Exchange is a three-year partnership project with the Institute for Public Policy and Governance (IPPG) at the University of Technology Sydney, funded by the NSW Government. It aims to bring researchers, policy makers and practitioners and carers to share their knowledge and learn from each other to improve outcomes for carers.

In 2022-23, the Carer Knowledge Exchange team delivered three interactive webinars and a three-day Research Incubator event, all focusing on the NSW Carers Strategy focus area: carers have better health and wellbeing.

The Research Incubator 2023: Making connections – Exploring carer health and wellbeing featured 30 presenters from a range of backgrounds, with 169 researchers, policy makers, practitioners and carers registering to attend one or more of the eight sessions over three days from 16-18 May 2023.

The Carer Knowledge Exchange digital platform was also enhanced during this period, with a blog by the Carer in Residence and a Discussion Forum component added to the site. More than 250 resources were published in the Research Library, and the Research Library submission form was streamlined to assist with the building out of the database of publications and resources.

NATIONAL CARERS WEEK



National Carers Week was held from 16 to 22 October 2022. National Carers Week is a time to recognise and celebrate the 2.65 million Australians who provide care and support to a family member or friend. This is an opportunity to recognise, celebrate, and raise 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.

The events and activities held as part of the National Carers Week grant program are part of Carers NSW state-wide celebration of carers.

Carers NSW strongly encourages inclusive National Carers Week Grant events and activities. Carers NSW welcomed grant applications from groups or organisations who directly support young carers, culturally and linguistically diverse (CALD) carers, Aboriginal and Torres Strait Islander carers and LGBTQI+ carers

472 applications were received for grants to celebrate National Carers Week. 448 eligible grants were approved.

The age group best represented in grant recipient carer support groups was 65 years and over (29%), followed by all ages (28%), 46-64 years (26%), and 26-45 years (15%). Participation by groups under 25 years accounted for just 2% of respondents.

In terms of first nations carers, 36% of applicants stated that some of their group/organisation consisted of Aboriginal and/or Torres Strait Islander carers. A further 2% said that most/all of their group/organisation identified as Aboriginal and/or Torres Strait Islander carers.

Participation from carer support groups/organisations whose membership base is predominantly made up of culturally and linguistically diverse (CALD) groups was recorded as 24%. An additional 45% of groups/organisations stated that some of their members identified as culturally and linguistically diverse carers.

17% of applications stated that their group or organisation consisted of LGBTQIA+ identified carers.

There was a good spread of the types of carers from each group, 26% were carers of people living with a variety of conditions, 15% were carers of people living with mental illness, 13% were carers of people living with dementia, 11% carers of people on the Autism Spectrum, 8% Other, 7% carers of people living with a chronic health condition, 5% carers of people living with intellectual disability, 5% carers of people who are frail due to age, 5% carers of people with terminal or serious illness, 4% carers of people living with physical disability and 0.25% carers of people with a drug and/or alcohol dependency.



Carers Day Out

Carers enjoyed a fun day of activities, information and entertainment at this year's Carers Day Out event at Redfern Community Centre.

A much-loved annual event hosted by Carers NSW, Carers Day Out was held on Tuesday 18 October 2022 for the first time since 2019 after a two-year hiatus.

Proudly supported by City of Sydney, the event attracted more than 200 registrations. Attendees enjoyed a broad range of activities, information stalls and entertainment.



A barbeque lunch was provided and icare sponsored a tea and coffee cart for carers to enjoy.

Activities on the day included chair yoga, mindfulness meditation, gardening workshops, art therapy, creative writing, indigenous art workshops and origami. Practical support was provided for carers, including expert advice on manual handling and back care, as well as information and technology support.

Folk rock, Australian singer songwriter, Matt Boylan-Smith, provided entertainment for the crowd on the day.

Carers in attendance could access a range of relevant information from 17 organisations who hosted fete stalls on the day, including 13YARN, National Disability Insurance Agency, Service NSW, TAFE NSW and Seniors Rights Service.



CARERS NSW CONFERENCE 2022



On Wednesday, 12 October 2022, the Carers NSW Conference 2022: There's nothing informal about carers was held. The conference was proudly funded by the NSW Government.

The conference explored how important the use of language is when talking about carers and took a deeper dive into some of the impacts that the caring role can have on individuals, families, communities, and workplaces.

The conference was delivered virtually by online events provider, EventsAIR. This was followed by an in-person networking event in Sydney, hosted in partnership with Westpac Group, an accredited Carers + Employers workplace.

179 unique attendees logged into the EventsAIR virtual platform throughout the day.

Program

Over 35 speakers delivered presentations under the key themes of, The Costs of Caring, Carers' Rights and Recognition, and Partners in Care. Keynote presentations were delivered by Alastair Furnival (Caring Costs Us – New data and implications for policy making), Professor Sue Yeandle BA (Hons) PhD (Carer recognition: Diversity, vision and voice in complex times) and Professor Allison Williams, PhD (Achieving UN SDG Target 5.4: Valuing Unpaid Care via the International Standard: General requirements and guidelines for carer-inclusive organisations).

Shelly Horton facilitated the carer panel which received great feedback and we thank the carers for so generously sharing their personal experiences of caring.

Post conference networking event

The face to face post-conference networking event hosted by Westpac Group provided an opportunity for attendees to connect with one another, selected speakers and Carers NSW staff. RALLY4EVER Founder and CEO, Louise Fleming, was a special guest speaker and spoke about what their new partnership with Carers NSW means for carers and service providers.

Conference Recordings

Selected sessions from the virtual conference are available to watch online through the EventsAIR platform for those who registered for the event, or alternatively, can be viewed on the Carers NSW YouTube channel.

STAFF CONFERENCE

In March 2023, Carers NSW staff from across the state met in Coffs Harbour for the 15th 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 for this year's event was Reflecting the vision: An Australia that values and supports all carers.

The first day of the conference focussed on cultural engagement, where staff enjoyed a presentation and smoking ceremony facilitated by Bularri Muurlay Nyanggan Aboriginal Corporation. Staff also enjoyed hearing from the Reconciliation Action Plan (RAP) working group on the Carers NSW Reflect RAP launched in 2023, and Carers NSW vision for reconciliation.



*Reflecting the vision:
An Australia that values
and supports all carers.*



There were a number of informative presentations delivered throughout the second day of the conference, a main highlight being the carer panel facilitated by Sarah Judd-Lam. Staff also enjoyed the stream sessions focussed on carer diversity and hearing about some of Carers NSW project achievements from the Holistic Respite, Future Planning and Digital Literacy teams.

Following a year of public health emergencies and severe weather events, staff found the presentation delivered by the Flood Navigation team, who worked tirelessly to support carers through flood recovery, particularly impactful.

There were a number of informative presentations and activities enjoyed throughout the conference.



WORK HEALTH AND SAFETY, QUALITY IMPROVEMENT AND ACCREDITATION, HUMAN RESOURCES

Work Health and Safety

The Work, Health and Safety (WHS) Committee has continued to meet regularly to monitor and revise WHS controls accordingly to ensure the health and safety of carers and employees.

Throughout the year the WHS committee have reviewed a number of policies and procedures that have supported flexible workplace practices, hosted events for mental health awareness and wellbeing and issued alerts on key health and safety topics. The organisation has seen a positive impact on work/life balance for employees in continuing to adopt a hybrid work environment.

Carers NSW's EAP provider, Drake Wellbeing also added to their portfolio of services and employees have been able to access confidential counselling, nutrition, and legal services. The organisation has continued to host Wellbeing Wednesday's, where all employees can join sessions on various topics that support wellbeing.

Quality Improvement and Accreditation

The Carers NSW Quality Improvement Committee (QIC) has continued to focus on implementing changes as identified in the QIC Health and Community Services Improvement Plan and supporting the focus on continuous improvement and innovation. Carers NSW successfully completed the mid cycle assessment for the QIC Health and Community Services Standards accreditation and are preparing for our next Accreditation which will be held in 2024.

Carers NSW has also been making progress towards the next stage of the Carers + Employers accreditation program, Level 2: Commit. This demonstrates Carers NSW's commitment to being a carer friendly workplace.

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. This will be particularly important as the organisation progresses with IT infrastructure changes, as well as significant legislative changes in the external environment.



Human Resources

Throughout the 2022-23 financial year, Carers NSW's Human Resources team has implemented several initiatives to support both the management team, and employees to make the employee experience a positive one. With significant investment and focus on implementation of a recruitment system, employee engagement and performance management systems throughout the year, there are now more efficient and effective ways of giving and providing feedback, as well as accessing professional development opportunities. The digitalisation of the HR experience has allowed both managers and employees to focus on continuing to delivery outstanding services to carers. There continues to be a collaborative approach across all teams. The organisation has focused on internal movements, workplace flexibility, wellbeing and career growth, as well as providing a supportive approach for new employees joining the organisation.

RECOGNISING DIVERSITY, RECONCILIATION ACTION PLAN (RAP)

Diversity and Inclusion at Carers NSW

Carers NSW is proud to be a diverse workforce and reflects the wider community of carers we support. The diversity of our employees enhances both our workplace, and our ability to build stronger connections and more inclusive services for carers across the state.

Through collaborative efforts, innovative initiatives, and a shared vision for an Australia that value and support all carers, Carers NSW has been able to live the organisational values and achieve our goals.

During the 2022-2023 financial year Carers NSW recognised and participated in a range of events, celebrating the diversity of carers and employees across NSW. Some key events included:

- recognising Wear It Purple Day and Harmony Day through education and awareness events within the organisation
- celebrating Sydney World Pride through being a stall holder alongside Sydney Local Health District
- embracing equity through our International Women's Day event which supported the Happy Boxes project, a not-for-profit empowering Aboriginal and Torres Strait Islander women through alleviating the barriers of accessing basic needs.



Carers NSW's Diversity and Inclusion group has developed and implemented the 2023-2024 Diversity and Inclusion plan and will continue to implement initiatives which work to ensure our services and workplace are inclusive.

In demonstrating dedication to ongoing efforts to create a more diverse and inclusive workplace, Carers NSW will be planning to undertake the Australian Workplace Equality Index, which is the definitive national benchmark on LGBTI+ workplace inclusion. Carers NSW looks forward to preparing all relevant documentation to ensure we are upholding the highest quality of diversity and inclusion in our workplace.

Reconciliation Action Plan (RAP) Committee

Carers NSW vision is for a reconciled nation that values and respects the voices, experiences and contributions of Aboriginal and Torres Strait Islander peoples. To action our vision, the Reconciliation Action Plan (RAP) Committee have developed measurable actions under Reconciliation Australia's Reflect framework. The RAP Committee had a recent restructure which saw a 50/50 representation of Aboriginal and non-Aboriginal members. Carers NSW RAP contributed to the organisation's commitment to providing employment pathway opportunities to Aboriginal people via the Aboriginal traineeship program, which currently employs three trainees and two program staff across our regional offices. Additional hiring of Aboriginal Outreach Workers has increased the Aboriginal employment rate internally to 9%.

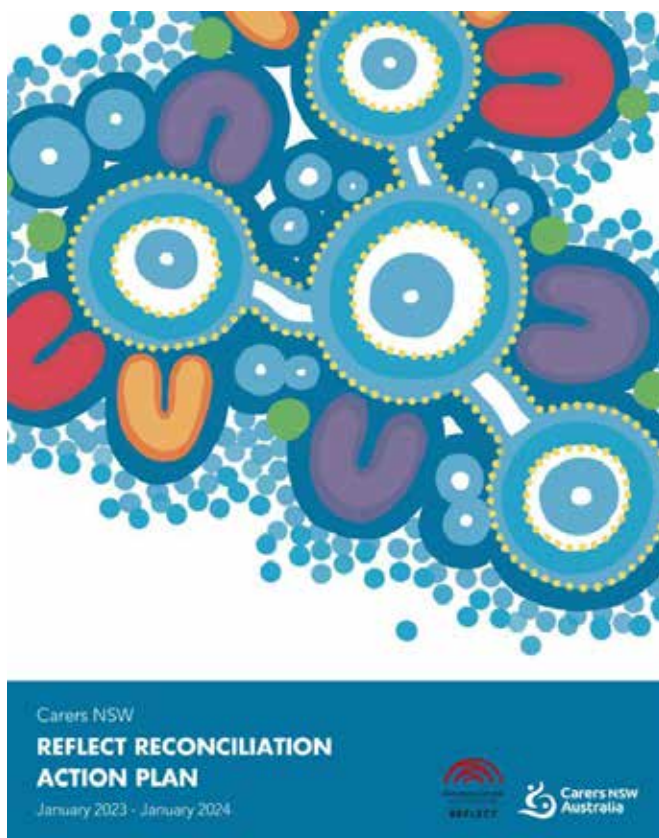
To prioritise cultural safety within the workplace, the Aboriginal Employee Reference Group has been established and meets monthly. Membership for the Reference Group is open to Aboriginal employees and provides an opportunity for cross-learning and holds space for cultural connection. The formation of the Reference Group has been met with positive feedback from members.

With the hiring of additional Aboriginal employees, the organisation has seen new and strengthened relationships with Aboriginal stakeholders and an increase in engagement with Aboriginal carers. Carers NSW staff have participated in NAIDOC Week and Reconciliation Week activities both externally and internally to maximise employee inclusion.

The development of the RAP saw the engagement and contracting of services from an Aboriginal-owned design team and the practice of prioritising supplier diversity has commenced with the organisation. An Aboriginal-owned tourism business operated by Traditional Owners was contracted to deliver a Welcome to Country and cultural awareness training seminar at Carers NSW annual staff conference, and an Acknowledgement of Country is included at all staff meetings and events.

Inclusion of considerations from Aboriginal staff have seen internal policy changes, such as the Research Policy's explicit statement to engage Aboriginal Human Research Ethics Committees (HRECs) for any matters that involve or affect Aboriginal people and communities.

Carers NSW is committed to delivering on all actions outlined in the Reflect RAP and are enthusiastic about progressing on their continual journey of reconciliation.



FINANCIAL MANAGEMENT

A Year in Review

Carers NSW has experienced steady expansion throughout the 2022-2023 financial year. While the COVID-19 pandemic significantly affected our service delivery in previous years, we have managed to enhance support to carers by offering an increased number of services through various tailored projects.

Total revenue of \$16.04 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.



The net operating result for the 2022-2023 financial year was a net surplus of \$256,994.

Revenue

The majority of revenue, being 96.5%, that was received by Carers NSW was derived from Federal and State Government departments, with the remaining 3.5% 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 2022-2023 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 \$3.28 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. During the year we engaged a new external IT support provider and we have begun the process to migrate to Microsoft 365 Cloud servers which will continue into the 2023-2024 financial year.

TOM FINK LIBRARY, CARERS NEWS, CARERS NSW ENEWS

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 2022-23, 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 additional copy is purchased to add to the Library.

A volunteer librarian joined us this year to support the Tom Fink Library and all of its resources.

Carers News

Carers News is a quarterly, member only publication which alerts members to workshops, seminars, services, issues and activities of interest to carers. Carers News is available both digitally and in hard copy.

Four editions (Spring, Summer, Autumn and Winter) were sent to members, carers and organisations during the financial year. At the end of the 2022-23 period there were 7,338 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 2022-23, the number of subscribers increased by 7.3% to 2,774. Throughout the period, 12 editions of Carers NSW were distributed, including one special edition for National Carers Week. Engagement from subscribers remained stable across the period with approximately 40% of unique subscribers interacting with the eNewsletter each month.

MEDIA AND SOCIAL MEDIA

Social Media

Carers NSW experienced strong engagement and growth through its social media channels during 2022-2023.

Across the four major platforms, Carers NSW had a combined following of more than 16,800 and more than 11,900 engagements.

Several targeted campaigns were activated throughout the year on Facebook and Instagram, including promotion of National Carers Week Grants, Carer Career Guidance Project, Rally4Ever and Carer Gateway supports and services throughout region NSW 4.

FACEBOOK

Followers 9.1K
Posts 454
Engagement 7.1K



TWITTER

Followers 3.4K
Posts 135
Engagement 400



LINKEDIN

Followers 1.8K
Posts 436
Engagement 2.1K



INSTAGRAM

Followers 2.5K
Posts 274
Engagement 2.3K



Media

Throughout the 2022-23 financial year, Carers NSW participated in or facilitated a range of media opportunities.

During National Carers Week 2022, 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 commented to media on a range of issues throughout the 2022-2023 financial year, particularly in support of the inquiry into unpaid leave options for carers.

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.



FRIENDS OF CARERS NSW, DONORS, CORPORATE SUPPORTERS, VOLUNTEERS

Friends of Carers NSW

Friends of Carers NSW help the organisation by contributing their time and skills. Friends do not play an e 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.

- Dr George Boffa
- CAGES Foundation

FINANCIAL REPORT 2022-23

Carers NSW Limited

ABN 45 461 578 851

Financial Statements

For the Year Ended 30 June 2023



Carers NSW Limited

ABN 45 461 578 851

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Carers NSW Limited

ABN 45 461 578 851

Directors' Report

30 June 2023

The directors present their report on Carers NSW Limited ("the Company") for the financial year ended 30 June 2023.

Directors

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

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

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.

Operating result

The surplus of the Company for the financial year after providing for income tax amounted to \$256,994 (2022: surplus of \$404,405).

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.

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.

Carers NSW Limited

ABN 45 461 578 851

Directors' Report**30 June 2023****Proceedings on behalf of company**

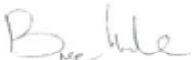
No person has applied for leave of court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.

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 2023 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: 
Michele Ferris

Director: 
Bruce Howle

Dated 14 September 2023



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 2023, 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

14 SEPTEMBER 2023
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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GPO Box 5446 Sydney NSW 2001
p +61 2 8346 6000
f +61 2 8346 6099

Newcastle
755 Hunter Street
Newcastle West NSW 2302 Australia
PO Box 2368 Dangar NSW 2309
p +61 2 4962 2688
f +61 2 4962 3245

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For office locations visit www.pkf.com.au

Carers NSW Limited - 2023

ABN 45 461 578 851

**Statement of Surplus or Deficit and Other Comprehensive Income
For the Year Ended 30 June 2023**

		2023	2022
	Note	\$	\$
Revenue	4	15,471,274	10,348,317
Other income	4	563,979	181,746
Employee benefits expense		(8,696,779)	(5,759,488)
Depreciation and amortisation expense	5	(568,364)	(530,090)
Professional fees		(5,563,085)	(3,156,174)
Printing and stationery expense		(57,862)	(56,343)
Other expense		(865,859)	(585,484)
Finance expenses		(26,310)	(38,079)
Surplus/(deficit) before income tax		256,994	404,405
Income tax expense	2(a)	-	-
Surplus/(deficit) for the year		256,994	404,405
Total comprehensive income for the year		256,994	404,405

The accompanying notes form part of these financial statements.

Carers NSW Limited - 2023

ABN 45 461 578 851

**Statement of Financial Position
As At 30 June 2023**

	2023	2022
Note	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6 703,188	459,678
Trade and other receivables	7 10,261	76,718
Other financial assets	8 13,387,725	16,135,047
Other assets	9 354,921	209,537
TOTAL CURRENT ASSETS	14,456,095	16,880,980
NON-CURRENT ASSETS		
Property, plant and equipment	11 281,589	144,345
Intangible assets	12 446,136	549,348
Right-of-use assets	13 654,571	969,764
TOTAL NON-CURRENT ASSETS	1,382,296	1,663,457
TOTAL ASSETS	15,838,391	18,544,437
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	14 803,446	408,617
Contract liabilities	10 9,981,905	13,169,435
Lease liabilities	13 390,175	372,597
Employee benefits	16 699,961	580,197
Other financial liabilities	15 158,592	159,522
TOTAL CURRENT LIABILITIES	12,034,079	14,690,368
NON-CURRENT LIABILITIES		
Lease liabilities	13 312,019	638,532
Employee benefits	16 224,259	204,497
TOTAL NON-CURRENT LIABILITIES	536,278	843,029
TOTAL LIABILITIES	12,570,357	15,533,397
NET ASSETS	3,268,034	3,011,040
EQUITY		
Retained earnings	3,268,034	3,011,040
TOTAL EQUITY	3,268,034	3,011,040

The accompanying notes form part of these financial statements.

Carers NSW Limited - 2023

ABN 45 461 578 851

**Statement of Changes in Equity
For the Year Ended 30 June 2023**

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2022	3,011,040	3,011,040
Surplus for the year	256,994	256,994
Balance at 30 June 2023	3,268,034	3,268,034
	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

The accompanying notes form part of these financial statements.

Carers NSW Limited - 2023

ABN 45 461 578 851

**Statement of Cash Flows
For the Year Ended 30 June 2023**

	2023	2022
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	12,377,521	13,327,116
Payments to suppliers and employees	(14,794,614)	(9,229,387)
Donations received	6,939	31,498
Interest received	528,790	52,863
Interest paid	(26,310)	(38,079)
Net cash provided by/ used in operating activities	<u>(1,907,674)</u>	4,144,011
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	19,696	20,056
Receipts from/ (Payments for) term deposits	2,747,322	(3,962,509)
Purchase of property, plant and equipment	(242,892)	(87,073)
Net cash provided by/ (used in) investing activities	<u>2,524,126</u>	(4,029,526)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(372,942)	(355,459)
Net cash used in financing activities	<u>(372,942)</u>	(355,459)
Net (decrease)/increase in cash and cash equivalents held	243,510	(240,974)
Cash and cash equivalents at beginning of year	459,678	700,652
Cash and cash equivalents at end of financial year	6 <u>703,188</u>	<u>459,678</u>

The accompanying notes form part of these financial statements.

Carers NSW Limited - 2023

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2023

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

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

The financial report was authorised for issue by the Responsible persons on 14 September 2023.

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. Comparatives are consistent with prior years, unless they have been reclassified to be consistent with current year.

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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 that 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 - 2023

ABN 45 461 578 851

Notes to the Financial Statements For the Year Ended 30 June 2023

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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 - 2023

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**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****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 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 - 2023

ABN 45 461 578 851

Notes to the Financial Statements**For the Year Ended 30 June 2023****3 Critical Accounting Estimates and Judgments****Key estimates - impairment of property, plant and equipment**

For the purpose of measurement, AASB136: Impairment of Assets, the Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key estimates - impairment of intangible assets

For the purpose of measurement, AASB 138: *Intangible Assets* defines an entity shall assess the probability of expected future economic benefits using the reasonable and supportable assumptions that represent management's best estimate of the set of economic conditions that will exist over the useful life of the assets. 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 available for use, the recoverable amount of the asset is estimated.

Key estimates - Leases

The Company has elected to apply the exceptions to lease accounting for both short term leases (i.e. the lease 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

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 - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****4 Revenue and Other Income****Revenue from continuing operations**

	2023	2022
	\$	\$
- Government grant revenue	<u>15,471,274</u>	<u>10,348,317</u>
Other Income		
- Finance income	528,790	52,863
- Membership subscriptions	12,636	15,590
- Other income	15,614	81,795
- Donations	6,939	31,498
	<u>563,979</u>	<u>181,746</u>

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	563,979	181,746
- Over time	<u>15,471,274</u>	<u>10,116,717</u>
	<u>16,035,253</u>	<u>10,298,463</u>

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	85,953	49,405
Depreciation - right-of-use assets	<u>379,199</u>	<u>377,473</u>
	<u>568,364</u>	<u>530,090</u>

Carers NSW Limited - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****6 Cash and Cash Equivalents**

	2023	2022
	\$	\$
Cash at bank and in hand	703,188	459,678

7 Trade and Other Receivables**CURRENT**

Trade receivables	-	76,718
Other receivables	10,261	-
	10,261	76,718

8 Other Financial Assets**CURRENT**

Term Deposits - Held at amortised cost	13,387,725	16,135,047
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9 Other assets**CURRENT**

Prepayments	354,921	209,537
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10 Contract liabilities**CURRENT**

Contract liabilities	9,981,905	13,169,435
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Carers NSW Limited - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****10 Contract liabilities**

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

	2023	2022
	\$	\$
Department of Social Services		
- Carer Gateway Service Provider Activities	6,627,752	8,916,554
NSW Department of Communities and Justice		
- Carers Knowledge Exchange	353,250	620,490
- Carers Week	221,950	368,350
- Carers & Employers Network	224,806	327,499
- Carers Health & Wellbeing	124,748	216,649
- Young Carers	63,652	85,839
- Statewide Peak Activities	43,300	43,883
Regional NSW		
YC Skills Pilot	13,884	-
Historic Grants in Advance		
- Ageing, Disability & Home Care	997,275	1,012,275
Department of Industry, Science and Resources		
Carer Career Guidance Project	11,700	146,596
Care2Prepare	306,073	424,865
Department of Health		
- Commonwealth Home Support Program	17,353	9,066
NSW Health		
Palliative Care Project	10,787	10,787
Insurance and Care NSW		
- We Care Programs	62,089	93,568
Other	903,286	893,014
Total contract liabilities	9,981,905	13,169,435

Carers NSW Limited - 2023

ABN 45 461 578 851

Notes to the Financial Statements**For the Year Ended 30 June 2023****11 Property, plant and equipment**

PLANT AND EQUIPMENT

	2023	2022
	\$	\$
Motor vehicles		
At cost	234,587	186,167
Accumulated depreciation	(150,447)	(139,992)
Total motor vehicles	<u>84,140</u>	<u>46,175</u>
Office equipment		
At cost	652,440	493,077
Accumulated depreciation	(478,703)	(418,994)
Total office equipment	<u>173,737</u>	<u>74,083</u>
Leasehold Improvements		
At cost	481,070	466,853
Accumulated amortisation	(457,358)	(442,766)
Total leasehold improvements	<u>23,712</u>	<u>24,087</u>
Total property, plant and equipment	<u>281,589</u>	<u>144,345</u>

(a) Movements in Carrying Amounts

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

	Motor Vehicles	Office Equipment	Leasehold Improvements	Total
	\$	\$	\$	\$
Year ended 30 June 2023				
Balance at the beginning of year	46,175	74,083	24,087	144,345
Additions	48,420	160,588	14,189	223,197
Depreciation expense	(10,455)	(60,934)	(14,564)	(85,953)
Balance at the end of the year	<u>84,140</u>	<u>173,737</u>	<u>23,712</u>	<u>281,589</u>

Carers NSW Limited - 2023

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**Notes to the Financial Statements
For the Year Ended 30 June 2023****12 Intangible Assets**

	2023	2022
	\$	\$
Software customisation costs		
At cost	825,694	825,694
Accumulated amortisation	<u>(379,558)</u>	<u>(276,346)</u>
	<u>446,136</u>	<u>549,348</u>

(a) Movements in carrying amounts of intangible assets

	Software customisation costs	Total
	\$	\$
Year ended 30 June 2023		
Balance at the beginning of the year	549,348	549,348
Amortisation	<u>(103,212)</u>	<u>(103,212)</u>
Closing value at 30 June 2023	<u>446,136</u>	<u>446,136</u>

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 - 2023

ABN 45 461 578 851

Notes to the Financial Statements**For the Year Ended 30 June 2023****13 Leases****Right-of-use assets**

	Buildings \$	Office Equipment \$	Total \$
Year ended 30 June 2023			
Balance at beginning of year	936,864	32,900	969,764
Depreciation charge	(368,808)	(10,391)	(379,199)
Additions to right-of-use assets	64,006	-	64,006
Balance at end of year	632,062	22,509	654,571

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 \$
2023					
Lease liabilities	401,331	317,139	-	718,470	702,194

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. Carers has extended the lease term for Coff Harbour until 30 June 2024 and has been taken into consideration for the lease calculation. For others, the Company has not included 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:

	2023 \$	2022 \$
Interest expense on lease liabilities	21,165	38,079
Depreciation of right-of-use assets	379,476	377,473
	400,641	415,552

Carers NSW Limited - 2023

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Notes to the Financial Statements**For the Year Ended 30 June 2023****14 Trade and Other Payables**

	2023	2022
	\$	\$
CURRENT		
Trade payables	761,195	243,577
GST refundable	(225,224)	(34,513)
Sundry payables and accrued expenses	267,475	199,553
	<u>803,446</u>	<u>408,617</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>158,592</u>	<u>159,522</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 (2022: \$229,945)

16 Employee Benefits

CURRENT		
Long service leave	209,382	155,520
Annual leave	<u>490,579</u>	<u>424,677</u>
	<u>699,961</u>	<u>580,197</u>
NON-CURRENT		
Long service leave	<u>224,259</u>	<u>204,497</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 2023 the number of members was 7,338 (2022: 7,057).

18 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 874,525 (2022: \$ 697,691).

Carers NSW Limited - 2023

ABN 45 461 578 851

**Notes to the Financial Statements
For the Year Ended 30 June 2023****19 Financial Risk Management**

	2023	2022
	\$	\$
Financial assets		
<i>Held at amortised cost</i>		
Cash and cash equivalents	703,188	459,678
Trade and other receivables	10,261	76,718
Other financial assets	<u>13,387,725</u>	<u>16,135,047</u>
Total financial assets	<u>14,101,174</u>	<u>16,671,443</u>
Financial liabilities		
<i>Held at amortised cost</i>		
Trade and other payables	803,446	408,617
Other financial liabilities	158,592	159,522
Lease liabilities	<u>702,194</u>	<u>1,011,129</u>
Total financial liabilities	<u>1,664,232</u>	<u>1,579,268</u>
20 Auditors' Remuneration		
Remuneration of the auditor PKF, for:		
- auditing or reviewing the financial statements	33,700	31,500
- other services	<u>2,700</u>	<u>2,500</u>
	<u>36,400</u>	<u>34,000</u>

21 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2023 (30 June 2022: None).

22 Events after the end of the Reporting Period

The financial report was authorised for issue on 14 September 2023 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  Responsible person 

Michele Ferris Bruce Howle

Dated 14 September 2023



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 2023, 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 2023 and of its financial performance for the year 30 June 2023 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 2023, 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.

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.

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Other Information (cont'd)

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 – Simplified 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.
- 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.



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

- 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.

A handwritten signature in blue ink that reads 'PKF'.

PKF

A handwritten signature in blue ink, appearing to be 'Kym Reilly'.

KYM REILLY
PARTNER

14 SEPTEMBER 2023
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



Location of Carers NSW offices

SYDNEY – HEAD OFFICE

Level 10, 213 Miller Street
North Sydney NSW 2060
T: 02 9280 4744

COFFS HARBOUR

2/2 Lyster Street
Coffs Harbour NSW 2450

NEWCASTLE

Suite 1, 24 Beaumont Street
Hamilton NSW 2303

TAMWORTH

3/179 Marius Street
Tamworth NSW 2340

NORTHERN RIVERS

3/48 Tamar Street
Ballina NSW 2478

CENTRAL COAST

Nexus Business Hub, 3 Amy Close
Wyong NSW 2259

SHOALHAVEN

Building 303 UOW Shoalhaven Campus
St George Evans Road
Mundamia NSW 2540
(Co-located with Noah's Inclusions Services)



