

Carers NSW Inc.



Annual Report 2010/2011

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About Carers NSW

Carers NSW is the peak organisation for carers in New South Wales. It is governed by a volunteer Board of Directors.

In NSW there are estimated to be around 750,000 carers.

Carers are relatives and friends who are caring for people with a disability, mental illness, drug and alcohol dependencies, chronic condition, terminal illness or who are frail aged.

Carers NSW is part of the National Network of Carers Associations and works collaboratively to lead change and action for carers.

Our Vision

- Caring is accepted as a shared community responsibility.
- All carers in NSW are recognised, valued and supported by the community and by governments.

Our Values

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

● RESPECT

We respect the rights of carers and the people they support to make choices and determine their own lives.

● INVOLVING CARERS

We actively involve and listen to carers. Their views guide our policies, advocacy and services.

● DIVERSITY

We value the diversity of people and communities and are respectful of, and responsive to, these differences.

We acknowledge the need to be culturally appropriate and sensitive to the needs of carers from different cultural, language, ethnic or religious backgrounds, as well as to carers of different age, gender or sexual preferences.

● ABORIGINAL CULTURE AND HERITAGE

We respect and value Aboriginal cultural heritage and are committed to self-determination for, and reconciliation with, Aboriginal people.

● PRIVACY

We respect the privacy of individuals and will implement measures to protect privacy and confidentiality in line with current best practice.

● QUALITY AND PROFESSIONALISM

We aim for quality, high productivity and professionalism in all we do. Our policies, processes and services will be evidence-based and outcome orientated.

● PROGRESSIVE AND RESULTS BASED

We are committed to actions that result in an improved and more sustainable future for carers. We will be results-based and our efforts will be measured and reported on through our success measures.

Our Core Business and Roles

Carers NSW performs a range of roles that are culturally and age appropriate to the diversity of carers in NSW. We:

1. deliver services direct to carers including providing information, referrals, emotional support, and counselling
2. provide leadership and develop policy on major issues affecting carers
3. provide strategic input and systemic advocacy into key government, non government, academic and corporate sector initiatives related to carers
4. develop, pilot and deliver education and training to assist carers, service providers, health professionals and other stakeholders
5. develop, promote and distribute information, resources and publications to carers and other stakeholders
6. promote carer issues through events, media and other public activities
7. build partnerships and alliances and provides expert advice on ways to better support carers
8. foster research, and collect and analyse data to provide a sound evidence base on which carer issues can be progressed
9. strengthen Carers NSW's efficiency and effectiveness as a peak organisation.



President and CEO's Report

This last reporting period has been of significant interest for carers and Carers NSW. The year has marked a number of significant milestones. During this time we have seen legislation introduced into NSW, the NSW Carers (Recognition) Act 2010, and federally the Carer Recognition Act was passed. Both pieces of legislation indicate significant change in the recognition and support of carers. Carers NSW played a significant role in the development of the NSW legislation, one of our finest achievements we believe. We will be active in monitoring the implementation of the Carers Charter which is integral to the Act.

The legislation was a milestone of which one of our Board members, Averil Fink, was particularly proud. Averil, who together with Clare Stevenson founded Carers NSW, the first carers' association in Australia and the world. Averil died earlier this year and her loss meant great sadness for all at Carers NSW. Her commitment to carers, and to the organisation on whose Board she served until her death, was total. While Averil's passing was a milestone for the organisation she began, her vision of social justice for carers will continue and her memory provides a compass for our organisation.

The loss of the Family and Carer Mental Health Program, while initially a challenge as we closed offices and lost many valued staff, has not had a lasting impact on our financial situation. We end the year in an even stronger financial position than last. The Board thanks our CEO and her staff for growing our programs and services in other directions, providing an even greater diversity of services to a greater number of carers, and for examining other pathways for carers to access much needed services and supports.

The Board has focused on our strategic direction this past year and one decision was to grow our peak body and research services while at the same time maintaining a strong presence as a direct service provider. This has proved to be successful as we take on more training of other organisations in their work with carers and trial new carer programs for government departments.

We have continued our commitment to ongoing Board training in governance matters and our skills-based Board of both carers and non-carers is highly professional and competent. We thank all Board members for their guidance of the organisation through what has been a difficult time financially for all sectors of our community.

We would like to thank the Friends of Carers NSW for their ongoing support and advice, and the members of the Parliamentary Friends of Carers NSW for their help in raising the profile of carers in the parliamentary sphere.



Laraine Toms
President



Elena Katrakis
Chief Executive Officer

Board of Directors

The Board of Directors is responsible for the strategic and policy directions of Carers NSW to ensure the organisation achieves its aims for carers. It reviews standards, policies and procedures in accordance with the constitution, and is financially and legally accountable for the use of funds.

There are 11 Board members, including four office bearers, with provision for up to three co-opted members. The Board operates a Finance Committee and time-limited working groups on specific issues as required.



Laraine Toms
MA BA Dip Ed Churchill Fellow
President
Member of the Finance Committee

Laraine Toms is a carer with a background in education who has extensive experience as a carer advocate and educator in mental health and more recently in aged care. She has been on the Board of Carers NSW for nine years, is co-chair of the NSW Mental Health Priority Taskforce and member of the NSW Health Care Advisory Council.



Felicity Purdy
BA (Hons) Psychology
Vice President
Member of the Finance Committee

Felicity Purdy is a former carer, and has worked with children and adults with disabilities, their families and services for more than 40 years. She is a life member of National Disability Services and holds a number of voluntary and advisory positions concerned with health and severe disability. She has been a member of the Carers NSW Board for fourteen years.



Jim Warren
FCA FCPA FAICD FAIM
Honorary Treasurer
Chair of the Finance Committee

Jim Warren was born in Fiji, educated in New Zealand and spent his entire working career, including 25 years as a partner, with PricewaterhouseCoopers. During over 42 years with the firm Jim lived and worked in four countries and undertook assignments in more than 20 others. He has considerable experience as an auditor and consultant to not-for-profit organisations including the YMCA, Bible Society of Australia and Care Australia. Jim has served on the Boards of the Australian Institute of Management and Australian Institute of Company Directors and is currently on the Boards of The Royal Automobile Club of Australia, Darling House Aged Care Association Inc, where he is Chairman, and the Walsh Bay Precinct Association where he is President. Jim joined the Board of Carers NSW as a co-opted member in November 2006 and was appointed Treasurer in 2007.



Katrina Clark
LLB B com
Honorary Secretary

Katrina Clark is the mother of three children, the youngest of whom is a 14 year old girl who has profound disabilities. She practised as a lawyer for over 15 years but ceased practise several years ago so that she could focus on advocating for children and adults with a disability. Katrina is also the Vice President of the Association for Children with a Disability NSW and has previously held the position of Vice President of Children with a Disability, Australia.



Christine Rowell
MBA Teach Cert. Dip Teach
*Carers NSW representative
on the Board of Carers Australia*

Christine Rowell joined the Board of Carers NSW as a co-opted member in November 2005. Christine trained as a school teacher and taught in NSW and Western Australia, then worked in the travel industry from the mid 1970s until the mid 1980s. She then moved to AFS Intercultural Programs, where she worked with volunteers in the selection and placement of young Australians. In 1993 she graduated with an MBA from Macquarie Graduate School of Management, before joining CanTeen in 1994 where she held the position of chief executive officer for nine years. Christine is a Fellow of the Australian Institute of Company Directors and has a keen interest in corporate governance in community businesses.



Dulcie Flower
RN
RN Hon Member NSW College of
Nursing OAM

Dulcie Flower is a Torres Strait Islander who joined the Board of Carers NSW as a co-opted member in November 2005. A former registered nurse and educator, Dulcie worked in Aboriginal health for many years. She was also a carer for her mother. Dulcie has represented Aboriginal and Torres Strait Islanders on many committees and advisory groups, including the Ministerial Advisory Committee and National Diabetes Strategies Group. In 2004 she was elected to the Board of Directors of the Aboriginal Medical Service Co-op Ltd Redfern.



Stephen Bowles
B Com CA
Member of the Finance Committee

Stephen is a chartered accountant and registered company auditor. He had a 35 year career with PricewaterhouseCoopers including 21 years as a partner, working in senior roles as chief financial officer and in assurance and corporate advisory services. He has worked with not-for-profit organisations in audit, consultant and committee roles. Stephen joined the Board of Carers NSW as a co-opted member in August 2009.



Joan Jackman
MA MHPEd Dip Ed
Stud Dip OT Grad

Joan Jackman cared for her husband and has a professional background in occupational therapy and health education. A strong advocate for people with dementia and their carers, Joan has sat on various consumer advisory committees. Joan most recently was the Head of Occupational Therapy for the Northern Hospital Network and Occupational Therapy Manager at the Prince of Wales Hospital (within the South East Sydney Illawarra Area Health Service). (Resigned Feb 2011)



Christina Aggar
RN BN(Hons)
PhD Candidate

Christina Aggar is a former carer with a nursing background spanning 26 years. She has extensive experience in community work, particularly in aged care. During the past six years Christina has pursued her interest in carers through research, completing a qualitative research project examining the bereavement experience of older women carers, and more recently investigating the experience of caring for frail older community dwelling people. Currently, Christina is a research Assistant, PhD Candidate – Faculty of Nursing and Midwifery and Faculty of Medicine, University of Sydney.



Eileen McDonald
M Counselling Grad Dip DMT BA
Communications

Eileen is a carer for two family members. She has been active for many years in both disability and mental health carer advocacy and support groups. She is a Carers NSW Carer Representative, is on the Mental Health Council of Australia National Register of Consumer and Carer Representatives, is the NSW Carer Representative (former Co Chair) of the National Mental Health Consumer & Carer Forum and is the Carer Representative member of several national mental health committees and panels. Eileen is a Dance Movement Therapist, community arts practitioner and facilitates community disability and mental health programs and is a Lecturer in the Graduate School of Counselling, Wesley Institute, Drummoyne. Eileen is on the Carers NSW Editorial Committee and Research Working Group.



Averil Fink
MBE BA AM

Averil Fink had a long association with many community organisations, including Council on the Ageing, Beehive Industries and Meals on Wheels, and was on the Board of the Retirement Villages Association. She was involved with carer associations for more than 28 years. Averil cared for her husband who died of a brain tumour in 1997. She received life membership of Carers NSW in 2000. (Member until 4 January, 2011.)

Vale Averil Fink

It was with great sadness that we learned of the death of Averil Fink in January 2011. Averil, together with Clare Stevenson, was the founder of Carers NSW and remained its strongest supporter for the rest of her life.

Although wearing many hats during her long career, it is Averil's work in the welfare sector for which she will be most remembered. Without her enormous drive, enthusiasm and commitment, carers, to name but one group, would still not be recognised or supported.

There are so many words that could be used to describe the total person that was Averil. However, the one word that arguably best describes her is fearless! This particular attribute endeared her to many and made others recognise her as a formidable force to be reckoned with – always in her fight for the rights of others, particularly carers.

Among Averil's many other attributes were her generosity and enthusiasm. She gave so much of her time and energy to others and always makes herself available whenever she was needed.

Carers NSW will always be grateful for Averil's vision and guidance. It was a privilege and an honour to know and work with her.



Highlights

October 2010

Inaugural NSW Carers Awards

The NSW Carers Awards were introduced during 2010 Carers Week. Awards were presented to over 120 individual carers and groups from across the state in the following categories: primary carer, older carer, caring family, local carer support group or school, caring workplace and caring volunteer. Awards were presented by local Members of Parliament and the recipients received a certificate of appreciation and a small cash prize. The carers and organisations who received these awards indicated the diversity of carers' gender, cultures and caring situations. Several Carers NSW Carer Representatives received an Award.



Young Endeavour 2010 Scholarship recipient Kimberley White and Young Carers NSW staff member Lorna Clarkson.

December 2010

NSW Carers' Advisory Council Inaugural Meeting

The NSW Carers' Advisory Council, established under the NSW Carers (Recognition) Act 2010 held its first meeting in December 2010. The council was created to advance the interests of carers and to advise the NSW Government on issues affecting carers. It is chaired by the Minister for Disability Services and has 14 members. Ten of the members are primary carers from around NSW with a diversity of caring experiences and backgrounds. Elena Katrakis, Carers NSW CEO, is also a member of the council. The inaugural meeting was a successful launch to a collaborative partnership between carers, associations that support carers, and the NSW Government.



Former Member for Dubbo Dawn Fardell presents a NSW Carer Award to Carmel Mary Carolan, carer.

Young Endeavour Scholarship

Rothschild Australia continued to support the Young Carer Program through their Young Endeavour Scholarship. The 2010 Scholarship was awarded to Kimberley White. Kimberley took part in a ten day voyage on the tall ship, Young Endeavour, and returned from the experience with incredible stories of growth and adventure.

January 2011

Law Society of New South Wales President's Charity for 2011

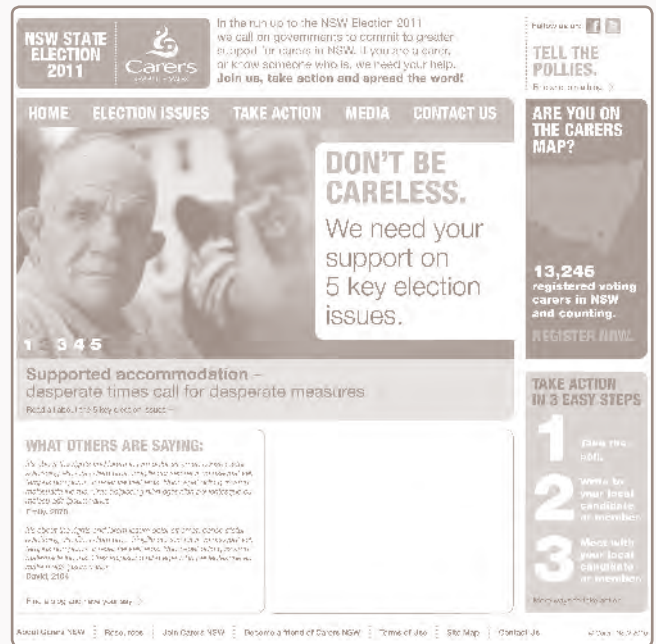
The Law Society of New South Wales selected Carers NSW as its *President's Charity for 2011*. Over the year, the Law Society hosted a series of fundraising events including a trivia night, live auction, and breakfasts, to support Carers NSW. Additionally, the Law Society published regular advertisements for Carers NSW in their monthly *Law Society Journal*, and highlighted Carers NSW in the journal's feature articles. Carers NSW is extremely grateful for the Law Society's generosity and partnership.

February 2011

Don't Be Careless Carers NSW Election Campaign

The Carers NSW 2011 NSW State Election Campaign aimed to have carer issues considered by existing members of parliament and candidates in the election. The *Don't Be Careless* election campaign focused on five policy areas affecting carers: Supported Accommodation, Mental Health, Carers' Recognition, Working Carers and Telehealth Care. Campaign promotional resources were developed to complement the campaign website www.DontBeCareless.org.au. Interactive components were built into the website so carers, organisations, and the community could support Carers NSW's campaign. Promotional resources included a factsheet on each issue, an election manifesto and a reply paid postcard.

Fifty thousand postcards were distributed to Carers NSW members, organisations, Carers NSW regional offices, as well as cafes and bars, arts and cultural venues, retail sites and universities across NSW. The Carers NSW 2011 State Election Campaign manifesto was distributed to each political party and to all candidates.



March 2011

Carers NSW 2011 Biennial Conference

The Carers NSW 2011 Biennial Conference *Changing Society; Changing Needs - new directions in carer support* was held in Sydney on 17-18 March 2011. The conference brought together health and community care professionals, service providers, researchers, policy advisors and government representatives and provided an opportunity to explore practices, ideas, research and initiatives in carer support. 212 delegates attended the conference and feedback indicated the conference was successful in achieving its aims.



Elena Katrakis CEO Carers NSW at Carers NSW 2011 Biennial Conference.

Young Carers *Behind the Scenes* Presentation

The Young Carer Team worked with four young carers to prepare and then present the *Behind the Scenes* workshop at the Carers NSW 2011 Biennial Conference. The workshop focused on the challenges and obstacles young carers face when leaving school to pursue higher education or employment. The presentation was well received by the service providers, government workers, health workers and academics in the audience, and generated a valuable question and answer session with the young carer panel.



Young Carers Sara Marle and Joshua Dean present at the Carers NSW 2011 Biennial Conference

My Plan My Choice Carers Day

On 11 March 2011 the Carers NSW Coffs Harbour regional team collaborated with ADHC staff to organise a Carers' Day at Port Macquarie's Sails Resort. Targeted at carers on the My Plan My Choice program, the day served as an opportunity for carers on the program to meet one another and share their experiences.

Walk the Path Conference

On 31 March 2011, the Older Parent Carer Program staff participated in *Walk the Path*, a three day conference facilitated by ADHC that brought together respite and other service providers from the Mid North Coast, Northern, and New England regions of NSW. The conference provided service providers with best practice training, as well as an opportunity to network, workshop, and share experiences with one another.

May 2011

National Disability and Carers Congress, Melbourne

Carers NSW supported five carers to attend the National Disability and Carer Congress held 2-3 May 2011 in Melbourne. They were part of a large group with a common goal – to see a National Disability Insurance Scheme (NDIS) implemented to better support people with disabilities and their carers and families. Carers NSW Board member Katrina Clark and Carers NSW CEO Elena Katrakis also attended the Congress.

Don't Be Careless-Connect with Carers Networking Events

Throughout May and June 2011, Carers NSW hosted a series of six networking luncheon events across NSW to connect with carers and service providers. Carers NSW held the *Don't Be Careless-Connect with Carers* events to meet with carers and organisations throughout the region, and to increase awareness and understanding of carers and the caring role. At the events, Carers NSW presented key information on its role in policy development and supporting carers, and outlined new programs that are available to carers and service providers. The events also provided networking opportunities for carers, government representatives, and service providers to share their experiences and services with one another. Carers NSW hosted 270 attendees – 157 carers, 107 service providers, and six government representatives throughout the state.



(left to right) Friend of Carers NSW Richard Ottley, Carers NSW Vice President Felicity Purdy, Carers NSW CEO Elena Katrakis, and Carer Representative Joanne Tams attend the Northern Sydney *Connect with Carers* networking luncheon.

June 2011

Aboriginal Health and Wellbeing Training Commenced

Throughout the month of June, Carers NSW delivered *Looking After Ourselves* Aboriginal Health and Wellbeing 'train the trainer' workshops in Penrith, Coffs Harbour, Dubbo and Sydney. 78 Aboriginal and non Aboriginal service providers attended the workshops. The workshops aimed to increase the capability of service providers and Aboriginal carers to support other carers in the Aboriginal community to maintain their own health and wellbeing. Participants learned about the *Looking After Ourselves* training resource and the Carers NSW *Koori Carer Yarning Resource Manual*. The training was well received by participants.

Every Australian Counts Campaign

Carers NSW continues to support and be involved in promoting the *Every Australian Counts* campaign for a National Disability Insurance Scheme. Carers NSW staff participated in the commuter campaign and handed out pamphlets to commuters at Martin Place Station on 15 June 2011. An estimated 11,000 postcards and 6,000 pamphlets were distributed by campaigners across the state and Carers NSW distributed a further 1,800 pamphlets at future events. Carers NSW continues to promote campaign events.

Services to Carers

Carer Support and Referral

The Carers NSW Carer Line provides specialist information, emotional support and referral to other forms of assistance through the national number, 1800 242 636. During 2010-2011, 17,182 contacts were made through the service. The majority of these were by telephone (90.3%), and these contacts included carers and service providers.

Over 9,000 carers contacted Carers NSW through the Carer Line. Twenty three per cent (23%) of these carers contacted the Carer Line more than once in the past year to access services or support. Over 18,000 referrals were made to the National Carer Counselling Program, Centrelink, Commonwealth Respite and Carelink Centres and other local organisations to support carers in their caring role.

In addition to the phone support and referrals, 59,474 information products were distributed to carers and service providers across the state. Over 3,900 of these information packs were for Aboriginal carers, and over 1,300 were in a community language for carers from culturally and linguistically diverse backgrounds.

The Carer Support Liaison Officer (CSLO) role was completed at the end of the year after 18 months of promotion of Carers NSW services, guest speaking events, stalls at expos and connecting with carer support groups. The CSLO was able to increase the Carers NSW membership and provide valuable information about the services offered to carers across NSW.

National Carer Counselling Program

The National Carer Counselling Program (NCCP) provides short term counselling through professionally qualified counsellors, with a focus on improving the wellbeing and resilience of carers. Counselling is provided on an individual or group basis, either face to face or over the phone.

During the year, 814 carers benefited from counselling support through 2,429 sessions; 95% were individual counselling sessions. Over 70% of these counselling sessions were provided through 175 brokered counsellors across the state.

Carers accessed counselling to address stress, anxiety and depression associated with their caring role. The main reasons for a carer to seek counselling support were due to a negative change in the carer's health or a negative change in the health of the person they care for. The majority of carers who sought counselling through NCCP referred themselves, but some carers were referred by a family member or friend, a carer advisory service, a Commonwealth Respite and Carelink Centre or other local community services.

During the year, Carers NSW also developed a brokered counsellor engagement strategy to ensure the NCCP brokered counsellors are providing carer sensitive counselling and are up to date on the other services offered at Carers NSW. Quarterly newsletters are being sent to brokered counsellors with information on the NCCP services, updates on Carers NSW services and activities and information about upcoming Carers NSW training opportunities. As part of the brokered counsellor engagement strategy, brokered counsellor networking and Talk Link facilitation training has taken place in Sydney and Coffs Harbour. Fifteen brokered counsellors attended these half day workshops to network

with other NCCP brokered counsellors and Carers NSW staff. They received training on how to conduct Talk Link peer phone support groups for carers.

Two Talk Link groups (one for male carers and one for carers of people with a mental illness) were facilitated by in-house and brokered counsellors in efforts to reach isolated carers who might not be able to access counselling in their local area. The feedback from the Talk Link participants has been positive and future Talk Link groups are being scheduled for 2011-2012.

Young Carer Program

The Young Carer Program has continued to provide information, support and referrals, and to facilitate activities that allow young carers to connect with one another in a safe and non-judgmental environment.

Over the past year, the program gained 325 new members of the Young Carer Club, and had a 42% increase in *E-News* client database. Carers NSW also placed 54 young carers aged 8-12 years in camps throughout the region, and referred many other young carers to Carers NSW supported camps, activities and events.

The Young Carer team designed a presentation called *Behind the Behaviour*, which is targeted for school teachers and counsellors on young carer issues, and is being implemented throughout the region. The team also designed and printed three young carer postcards featuring artwork produced by young carers. Avant Card distributed 24,140 postcards through schools and universities across NSW over a three week period.

Additionally, the Young Carer team undertook the first Young Carer Support Group Facilitator Training in Sydney with three young carers and nine service providers participating. As a result of this session, a young carer now successfully runs and facilitates her own carer support group.



Young Carer postcard

25

Major submissions means
Carers NSW makes a
difference to carers.

Regional Programs

Older Parent Carer Program

The Older Parent Carer Program (OPCP) continued its development through 2010-2011. Staff commitment within this program led to creative solutions for older parent carers across the three regions of the state where Carers NSW provides services: the Greater West, Mid North Coast, and South East Sydney areas.

On 19 April 2011, OPCP staff participated in a Carers Action Network seminar in Newcastle to meet with carers and gather information on their concerns and ideas in relation to current and future supported accommodation models. This enabled our staff to connect Carers NSW support groups on the Mid North Coast with other support groups throughout NSW with similar concerns about future planning.

The OPCP hosted a state-wide forum at the Sebel Hotel in Surry Hills in May 2011. The forum was attended by 45 delegates from organisations that provide the Older Parent Carer Program across NSW. It provided an opportunity for all providers to share best practice and discuss common issues faced by older parent carers. Given the overwhelmingly positive feedback, Carers NSW aims to host this forum annually.

The Older Parent Carer Accommodation Working Party was established this year. The Working Party was formed in response to an action raised at the 2010 OPCP state-wide forum, and consisted of interested OPCP service providers from across the state.

Carers NSW also continued to promote the OPCP in its education and training sessions, in presentations, and in information stalls at carer and service provider exhibitions and forums.

My Plan My Choice

My Plan My Choice is a self-directed packaged support program for people with disabilities, their families and carers being trialled in the Northern Region of New South Wales. The focus of the program is ageing carers, with ten places each in three Northern Region areas.

The program aims to increase families' participation in decision making on how to design their packages to best meet their unique needs. Carers NSW role is to be a Support Intermediary and to assist with the implementation and financial side of the program for ADHC-selected clients.

Now in its second year of operation, My Plan My Choice has 12 carers in the pilot program.

420

Carer support groups across NSW receive Carers NSW resources or information

Leadership and Policy/Strategic Input and Systemic Advocacy

Productivity Commission Ageing and Disability and Care Support Inquiries

Much of Carers NSW policy and advocacy work in 2010-2011 related to the reforms occurring at a national and state level in the disability, aged care and health sectors, and the need for carers to be included, recognised and supported in both the reform process and the resulting systems.

The Productivity Commission conducted two major inquiries which were highly significant for carers. The Caring for Older Australians Inquiry addressed reform of the aged care system. Carers NSW made three submissions to this Inquiry; one on behalf of the national Network of Carers Associations. The Disability Care and Support Inquiry focused on the need for a National Disability Insurance Scheme (NDIS). Carers NSW made two submissions to this Inquiry, and participated in the *Every Australian Counts* campaign in support of the NDIS. In each of these submissions Carers NSW focused on the importance of recognising, including and supporting carers, in relation to a variety of issues such as assessment, planning, accommodation, advocacy and representation.

Key Submissions, Policy Focuses, Public Hearings

2010-2011 saw the end of phase one of *Stronger Together*, the NSW Government's disability services plan. Carers NSW promoted the consultation process for the second phase of *Stronger Together* to ensure carers were represented, and made a submission focusing on areas such as supported accommodation, enabling carers to work and care, person and family centred approaches, the need for

flexible and responsive services and transport. In December 2010 the NSW Government announced the *Stronger Together 2011–2016* package of funding worth over \$2 billion, which will create 47,000 places in disability services over the course of the next five years.

Carers NSW also participated in consultations held with carers to inform the development of a National Carer Strategy, supported carers to attend the consultation in Sydney, and made a written submission to the Australian Government.

Carers NSW policy work covered a wide variety of areas, and provided advice to various government departments and other institutions. For example, our policy work included submissions to:

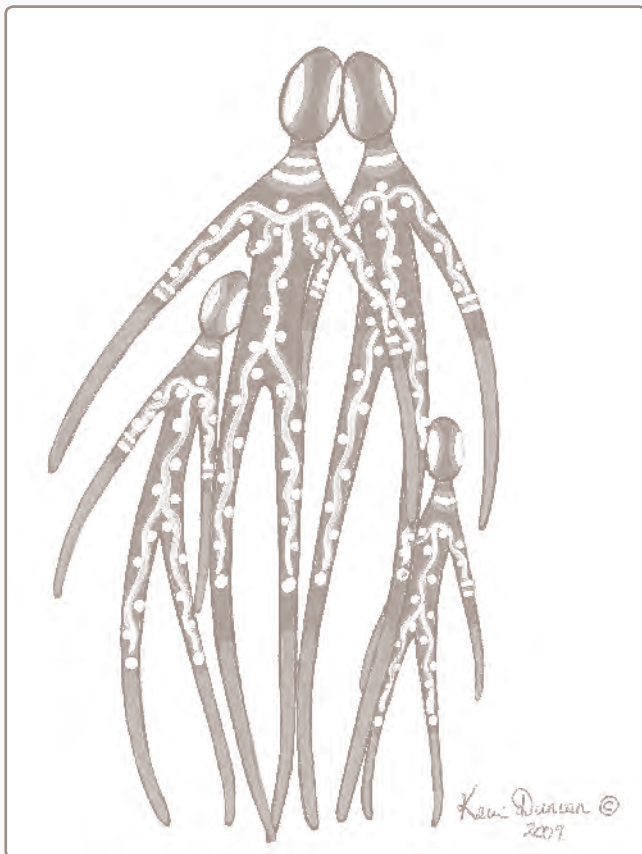
- Health Reform in NSW discussion paper
- Inquiry into Services funded or provided by Ageing, Disability and Home Care
- Draft NSW Suicide Prevention Strategy 2010-2015
- Draft NSW Dementia Services Framework
- Inquiry into Mental Health and Workforce Participation
- NSW Health Community Engagement Framework Policy
- NSW Multicultural Health Policy and Strategic Plan 2011-2015.

Policy updates were included in Carers News.

Education and Training

Key Activities

The education and training team conducted guest speaking, presentations, and promoted Carers NSW services and programs to approximately 2,708 carers (across all target groups including working carers, CALD carers and Aboriginal carers) and to approximately 975 service providers (both government and non-government) for the year 2010/2011. An additional 50 service providers attended the bimonthly in house training *Understanding and Supporting Carers*.



“I thought it was culturally appropriate.”

Carer Support Group Training

Nine carer support group facilitation skill workshops were delivered in 2010-2011. These included workshops in Newcastle, Coffs Harbour, Port Macquarie, Sutherland, Dubbo and Sydney (3 workshops). 75 service providers and 19 carers (including four carer representatives and three young carers) participated in the training.

The aim of the workshop is to provide carer support group facilitators with knowledge and skills to assist them in their facilitation roles and introduce them to carer support group resources developed by Carers NSW.

In June our new program, *Looking After Ourselves* Aboriginal Health and Wellbeing ‘train the trainer’ workshops began. This program aims to increase the capability of service providers and Aboriginal carers to support other carers in the Aboriginal community to maintain their own health and wellbeing. Rates of disability and chronic health problems are higher for the Aboriginal population so Aboriginal carers have particular needs and face many challenges in their caring role.

The development of this resource commenced in 2009-2010 when Carers NSW received funding from NSW Health to pilot and adapt the resource. The *Looking After Ourselves* training resource incorporates a trainer’s handbook, a carer’s handbook, a *Looking After Ourselves* PowerPoint Presentation, the *Looking After*

“Thank you for such relevant information. It’s a great resource that I am looking forward to taking back to my colleagues for us to utilise.”

“The resources are excellent.”

Ourselves DVD/CD Rom set, and the Carers NSW Aboriginal carer relaxation CD. It is supplemented by the *Looking After Ourselves* carers kit which includes supporting resources, such as factsheets and audiovisual resources.



The Worry Circle

“Feeling energised and informed and know these information sessions should do the same for our carers. ‘Looking After Me’ checklist is a great reminder tool.”

“The resources will be very helpful in my role and better the way I approach my work.”



The *Looking After Ourselves* training package was developed originally by Carers NT in response to the issues Aboriginal carers face in remote communities in the Northern Territory. Carers NSW, while using the Carers NT package as a starting point, conducted extensive consultations with NSW Aboriginal communities to tailor the package to suit the needs of Aboriginal carers in NSW.

“I was very impressed by the resources that Carers NSW has available to trainers and for carers.”

Information, Resources and Publications

Carers News

Carers News, our bi-monthly newsletter, is now distributed to nearly 4,500 Carers NSW members, government representatives, public libraries and other organisations. This is an increase of 750 since 2009-2010. The newsletter continues to be a key element of the Carers NSW communication strategy.

e-bulletin

The *e-bulletin* is now distributed to 1,500 subscribers, increased from 1,200 in 2009-2010. This bi-monthly round-up of news, events, research and best practice supports the work of carers and people and organisations that support them.

YC e-News and YC News

The young carer e-newsletter (*YC e-News*) provides information to young carers about upcoming events and useful resources, and is distributed monthly via email. *YC e-News* distribution increased from 9,057 in 2009-2010 to 12,162 in 2010-2011. *The E-News* client database has now grown to 1,203 active members – an increase of approximately 42% since 2009-2010.

The Young Carer Program also distributed approximately 2,900 hardcopy newsletters, *YC News*, every three months to Young Carers Club members. *YC News* informs young carers about activities and includes stories from other young carers, helpful information about caring, taking a break ideas, and more.

Tom Fink Library

The Tom Fink Library offers a collection of resources to borrowers including carers, staff and the general public. This year the library began an outreach program to public libraries around NSW in an effort to raise awareness of carers among library managers and to make resources accessible to carers through their local library. The project is supported by the State Library of NSW.

New Resources Developed

The *Looking After Ourselves* Aboriginal health and wellbeing training resource was completed this year. (Resource featured earlier).

Supporting Carers of Ageing Parents training module was developed in October 2010 in response to the increasing awareness by employers of the number of employees in their organisations who are caring for ageing parents or relatives.

Promote Carers' Issues

2010 Carers Week

Carers Week was held during 17-23 October 2010. A national Carers Week campaign with promotional materials and community announcements was funded by the Australian Government Department of Health and Ageing and coordinated by Carers Australia.

In NSW, 214 carer support groups and organisations held activities across the state as part of 2010 Carers Week through the Ageing, Disability and Home Care, Department of Family and Community Services NSW Carers Week Grant Program. Carers NSW designed three postcards for young carers and one postcard for Gay, Lesbian, Bisexual, Transgender and Intersex (GLBTI) carers. These postcards were printed and distributed throughout NSW schools and to the public by Avant Card and Carers NSW. A total of 24,000 Young Carer postcards and 8,000 GLBTI postcards were distributed.



190 activities for carers were advertised on the Carers NSW website and in a special calendar of events lift-out section in the October/November edition of *Carers News*. This calendar was distributed to over 480 carer support groups.

'I've never seen so many happy faces.'

Feedback from carers and organisers was overwhelmingly positive.

Carers NSW also partnered with The City of Sydney, Babana Aboriginal Men's Group and Centrelink to stage a Sydney Carers' Day Out event on Tuesday 19 October 2010 in Martin Place. Many carers, including 'hidden' carers, CALD, GLBTI and Aboriginal, visited Carers NSW's information stall.

'The last time I have been out in the evening was your Carers Week event last year.'

Carer Representation Program

The Carer Representation Program has continued to expand with 63 carer representatives. 17 new carer representatives attended one of two Carers NSW Carer Representation training workshops in 2010-2011. One was held in Sydney, the other in Dubbo.

Activities by individual carer representatives included:

- membership of advisory bodies such as the NSW Carers Advisory Council
- participating in the Carer Panel at the Carers NSW 2011 Biennial Conference
- speaking at the Carers NSW 2011 Staff Conference
- presentations, including a presentation by three Young Carer Representatives at the *Carers NSW Biennial Conference-challenges faced by young carers in education*
- participating in consultations regarding policies such as the National Carer Strategy and Personally Controlled Electronic Health Records

- contributing to Carers NSW responses to inquiries such as the Inquiry into Mental Health and Workforce Participation
- attending conferences such as the 2011 NSW HACC and Community Care conference and the National Disability and Carer Congress
- speaking to the media
- guest speaking to carer support groups.

Carer representatives represent a range of caring situations, including carers of a person with a disability (37), carers of a person with mental illness (28), chronic condition (15), dementia (7) and frail aged (7). Some Carer Representatives are carers for people with multiple conditions or for more than one person.

Carer representatives include young carers (8), carers from CALD backgrounds (10) and Aboriginal carers (4). There are 54 female carers and 9 male carers. Thirty five (35) Carer Representatives are from metropolitan areas, with 28 carer representatives from regional and rural New South Wales

4,500

Carers News distributed
across NSW six times a year

Foster Research, Collect and Analyse Data

Policy Research Projects and Presentations

Carers NSW presented at two international carer conferences in 2010-2011. At the Fifth International Carers Conference in Leeds, CEO Elena Katrakis and President Laraine Toms presented *Consumer directed care in New South Wales, Australia: My Plan My Choice* and *The Ethics of Caring in a Good Society: a national conversation*. Elena Katrakis attended the 2011 Festival of International Conferences on Caregiving, Disability, Ageing and Technology in Toronto and presented three papers; *Supporting support groups: Engaging with carer support coordinators*, *the Carer Life Course E-learning tool*, and *'Looking after Ourselves' Aboriginal health and wellbeing*. Carers NSW Board member, Christina Aggar, also attended this conference.



Elena Katrakis CEO Carers NSW and Christina Aggar Carers NSW Board member at the 2011 Festival of International Conferences on Caregiving, Disability, Ageing and Technology.

Carers NSW Board members and staff presented papers at national and state conferences, including *Carer recognition legislation: making a difference* at the NCOSS 75th Anniversary Conference in 2010 and *Carer support in focus: a multi-layered approach* at the National HACC Conference in 2011. Carers NSW staff also presented a number of papers and poster presentations at the Carers NSW 2011 Biennial Conference.



(from left to right) Elena Katrakis CEO Carers NSW, Professor Saul Becker, and Colleen Sheen Executive Manager Carers NSW.

The Carers NSW 2011 Biennial Conference *Changing Society; Changing Needs – new directions in carer support* focused on four key themes:

- Health, wellbeing and social care: effective programs and approaches in promoting health and wellbeing amongst carers
- Research and policy to practice: implications for supporting carers
- Partnerships in carer support practice and care management
- Technological innovations to support consumers and carers, and improve carer team partnerships.

The conference program featured key note presentations from two international speakers:

- Professor Saul Becker, Director of Research and Professor of Social Policy and Social Care, University of Nottingham, UK, who spoke about young carers from a personal and UK research perspective. Professor Becker also conducted a master class on Friday 18 March focusing on supporting young carers. Professor Becker's visit was supported by Ageing, Disability and Home Care.
- Professor Susan Yeandle, Professor of Sociology and Director, CIRCLE, Leeds University, UK, who focused on supporting carers to combine work and care.

Other plenary session speakers included:

- Professor Stephen Leeder, Professor of Public Health and Community Medicine, School of Public Health and Director, Menzies Centre for Health Policy
- Professor Jane Hall, Centre for Health Economics Research and Evaluation, University of Technology, Sydney
- Associate Commissioner John Walsh and Commissioner Robert Fitzgerald, Productivity Commission
- Six Carers NSW Carer Representatives formed the Carer Panel which was facilitated by Professor Saul Becker.

Forty five papers were presented during concurrent sessions (these included poster board presentations, workshops and roundtable discussions). Presentations were positively received with comments made by delegates indicating changes in work practices.

'... this conference exceeded expectations – in terms of raising awareness and providing information.'

Carers NSW was also strongly promoted at the conference through:

- Presentations:
 - Aboriginal health and wellbeing
 - Carer Life Course online tool
 - Empowering carers to make choices about the support they need
 - The Big Picture (Katrina Clark, Carers NSW Board member)
 - Workshop – Young Carers NSW
 - Poster presentation – Carer Support Group resources
 - Distribution of Carers NSW resources and materials

The Carers NSW 2011 Biennial Conference met its objective to provide an opportunity for interchange between researchers, policy makers and service providers about how latest research or policy developments can be utilised for new directions in carer support.

Conference presentations are available on the Carers NSW website.

'As always this conference is a motivator and eye opener about many carer issues.'

2010 Carers NSW Carers Survey

The Carers NSW 2010 Survey was conducted in August 2010. 4,000 survey questionnaires were mailed to Carers NSW members and other organisations, and it was available online on the Carers NSW website.

The 2010 survey included additional questions to the 2008 survey, including whether carers had experienced financial hardship, if they had internet connection, and their sources of information.

There were 854 respondents (21.4% response rate), with a high representation from regional and rural NSW (45.3%), and 121 questionnaires were completed online. This response rate was greater than the Carers NSW 2008 Survey with 654 responses and 84 completed online. There was also a rise in the proportion of CALD responses. The response rate from Aboriginal carers remained the same (1.8%).

The majority of respondents to the 2010 survey were female, with one-fifth male. The median age of respondents was 59-years old. Male carers tended to be much older than female carers. There were 15 Aboriginal and 140 CALD respondents.

In addition to the survey, five focus groups were conducted, two with working carers, two with rural carers and one with carers from culturally and linguistically diverse backgrounds. These provided insights into the experiences and needs of carers in these groups.

Findings from the survey were used in Carers NSW policy work including the 2010-11 pre-budget submission made to the NSW Government and in conference presentations. Survey results can be found in the following tables on pages 24 and 25.

1,500

Subscribers to *e-bulletin*
across NSW six times a year

Carers NSW Survey 2010		
Respondent demographics compared with 2008 survey		
	2008	2010
Surveys distributed	3,000	4,000
Number of respondents	654	854
Number of online responses	84	115
Survey response rate	21.8%	21.4%
<i>Gender of respondents</i>		
Female	80%	81%
Male	20%	19%
Mean age of respondents	n/a*	57.8 years
CALD respondents	12.4%	16.6%
Aboriginal respondents	1.8%	1.8%
<i>Location of respondents</i>		
Urban	51.3%	51.3%
Regional/rural	44.5%	45.3%
Other	4.2%	3.4%
Carers NSW members	87%	83%
<i>Who they cared for</i>		
Spouse/partner	37%	41%
Adult child	23%	27%
Child under 18	19%**	19%
Parent	19%**	19%

*Age was recorded into age groups and it was not possible to calculate mean age.

**NB data not reliable due to errors in 2008 survey report.

Carers NSW Survey	
Most difficult thing about being a carer – comparison of six most common responses	
2008	2010
Time constraints	Worrying about the future for the person I provide care to
Emotional constraints	Not having enough time to do other things
Care recipient's declining health/temperament	Emotional and social isolation
Lack of own life	My own health suffers from my caring role
Own health and wellbeing	Not getting recognition for my caring role from governments
Loneliness	The health of the person I provide care for is getting worse

Carers NSW Survey	
Three most highly rated recommendations to NSW Government	
2008	2010
Development of a Carers Recognition Act	Increase funding for respite
Increased funding in HACC	Evaluation of formal services
Development of a NSW Carers Discount Card	Increase funding of Mental Health services

*2010 responses sorted by percentage rated 'extremely important'

ABS Survey of Disability, Ageing and Carers 2009 Released

The 2009 Australian Bureau of Statistics (ABS) Survey of Disability Ageing and Carers data reveals that the number of carers in NSW has risen to 849,700 compared to 748,000 in 2003.

The number of primary carers in NSW has also increased from 149,700 in 2003 to 264,300 in 2009. The increase is partly due to a change in the methodology to ascertain carer status in the 2009 survey. Despite an increase in the number of carers, the proportion of Australians who are carers decreased slightly from 13% in 2003 to 12% in 2009, in line with the decrease in disability prevalence (ABS 2010).

Thirteen per cent (13%) of women had a caring role, compared to 11 per cent (11%) of men. The ABS is yet to release a breakdown of much of the data by state, including data related to the number of young carers.

2,900

Young Carer News
distributed across NSW
four times a year.

Effective Peak Organisation

The Shared Services Unit has continued to focus on the commitment to continually improve operational efficiency to ensure that Carers NSW is an effective peak organisation. The Unit comprises the areas of Office Management, Human Resources, Financial Services, Membership, and IT. The specialist staff in each of these areas are committed to providing a superior level of support to business units across the organisation to enable them to meet their objectives. During 2010-2011 there have been a number of exciting innovations and changes implemented.

Key Achievements:

Human Resources

A key challenge for the HR team is keeping up to date with all legislative requirements and best practice in human resources. This year the transition to the Modern Social Community Home Care and Disability Services (SCHADS) Industry Award commenced and this required the changing over of each employee from the NSW SACS Award to the SCHADS Award. A review of all HR policies was undertaken to ensure compliance with the new industrial relations requirements.

Carers NSW continued its ongoing commitment to professional development with 2% of total salaries allocated to this area. Eight employees have been supported to undertake courses with a minimum qualification of Certificate IV and employees have attended a wide variety of one-day courses, seminars and conferences.

Occupational Health and Safety (OHS)

The OHS Committee, comprising staff and management representatives, has worked through the year to ensure Carers NSW maintains a low risk workplace environment. The OHS Committee proactively promotes safe working practices with a strong focus on weekly safety inspections in the Sydney Office and monthly inspections in the regional offices. The OHS induction session for new employees has been reviewed and updated and supports Carers NSW commitment to injury prevention.

Financial Services

The finance team has continued to focus on providing a high level of financial services including payroll, accounts payable, accounts receivable, financial reporting and budgeting, to ensure Carers NSW meets all legislative, operational and reporting requirements. Committed to the process of continuous improvement, Carers NSW has negotiated a three year audit program with its external auditors. This includes three interim and one end of year financial audits, and one operational program audit, annually for three years.

IT

The focus for the IT team during 2010-2011 has been to build on the major initiatives that were implemented last year to ensure that Carers NSW IT services remain current and are able to meet our business objectives. This year an IT trainee was employed under the Australian Apprenticeships Scheme and our IT team, consisting of the trainee and IT consultant, undertook work in a number of key areas. An IT

Administrator's Manual was completed; Office 2010 was rolled out across the organisation; upgrades to the telephone system and database were undertaken to support the new programs and infrastructure improvements including storage and mail server upgrades were undertaken.

Membership

A major achievement has been the completion of a review of our membership database. Membership of Carers NSW consists of carers and former carers, carer support groups, community, corporate and government organisations, Friends of Carers, politicians, and other interested individuals.

Carers NSW Staff Conference

The annual staff conference was held on 8 February 2011 in Sydney and over 40 staff from Sydney and our regional offices in Dubbo, Coffs Harbour and Tweed Heads participated. The theme of the conference this year was *Building Bridges, Creating Teams* and the day included presentations and workshops facilitated by Carers NSW employees and external presenters. The *Voice of Carers* session which involved three carers sharing their story, was informative and provided Carers NSW employees with a real insight into some of the issues faced by carers in their daily lives. The importance of good team work was reinforced in the final session of the day when everybody became involved in building a bridge spanning over 12 metres. A busy and successful day was followed by a staff dinner in the evening.

1,203

Subscribers to *Young Carers E-News* across NSW twelve times a year.

Committees, Key Meetings and Partnerships

Submissions, responses to inquiries

Carers NSW provided 25 responses to submissions in 2010-2011.

Ageing, Disability and Home Care Department of Family and Community Services

- Draft NSW Dementia Services Framework
- Stronger Together Phase 2 Consultation Paper

NSW Health

- Community Engagement Framework Policy
- Draft NSW Suicide Prevention Strategy 2010-2015
- Health Reform in NSW A Discussion Paper on Implementing the Federal Government's 'A National Health and Hospitals Network for Australia's Future' in NSW
- NSW Multicultural Health Policy and Strategic Plan 2011-2015

Other NSW Government

- Being a Carer, Being a Student, and Being a Kid: Supporting Students who are Carers, Department of Education and Training
- Carers NSW Budget Submission 2011-12
- Draft Statutory Procedures for Voluntary Out-of-Home Care (VOOHC), Children's Guardian
- Inquiry into services funded or provided by ADHC, NSW Legislative Council Standing Committee on Social Issues (Carers NSW CEO provided evidence in Council Hearing)
- Review of Electricity Account Payment Assistance (EAPA) Scheme, Department of Industry and Innovation

Other

- Building Better Mental Health: A Framework for the promotion of mental health and prevention of mental ill-health in NSW, Hunter Institute of Mental Health
- Callan Park Master Plan, Leichhardt Council
- Factsheet on mental health carers, Hunter Institute of Mental Health

Australian Government

- National Carer Strategy, Department of Health and Ageing
- National Evaluation of the Dementia Initiative, Department of Health and Ageing
- Review of Disability Standards for Education, Department of Education, Employment and Workplace Relations

National Inquiries

- Caring for Older Australians, Productivity Commission, rounds one and two
- Disability Care and Support Inquiry, Productivity Commission, rounds one and two
- Inquiry into mental health and workforce participation, Standing Committee on Employment and Education (Carers NSW CEO provided evidence in NSW Hearing)
- Inquiry into Planning Options for People Ageing with a Disability, Senate Standing Committee on Community Affairs
- Our Health, Our Community and the National Health and Hospitals Network Consumer Info Paper, Consumers Health Forum



Consultations, meetings

Carers NSW was involved in a range of consultations and meetings.

Ageing, Disability and Home Care Department of Family and Community Services

- Flexible Respite Roundtable
- HACC Transition Consultation
- National Disability Research Roundtable
- NSW Ministerial Carers Advisory Council
- Supported Living Fund Working Group
- Young Carer Interagency Committee

NSW Health

- Bereavement Advisory Group
- CALD Carers Network
- Chronic Disease Management Roundtable
- End of Life Decisions Policy Review Advisory Group
- Health Care Initiative Roundtable
- Palliative Care Advisory Group Meeting
- Planning for Later Life Forum
- Rehabilitation Redesign consultation
- Strategic Carers Action Network and Area Health Service Carer Support Officer Forum

Other NSW Government

- Health Care Complaints Commission Consumer Consultative Committee
- NSW Health Consumers Association planning meetings
- NSW Ombudsman Disability Roundtable

Other

- Panellist launch Working with and supporting informal carers Research Paper, Benevolent Society and University Of Wollongong

Australian Government

- Aged and Community Care Liaison Group NSW
- Commonwealth Respite and Carelink Centres ACT and NSW Managers Meetings
- National Carer Framework Consultation – carer
- National Carer Framework Consultations – peak organisations and service providers
- National E-Health Transition Authority Consultation on Personally Controlled Electronic Health Record (2 no)

Other

- Commonwealth Bank of Australia International Day of Disability
- Divisions of General Practice Community Engagement Workshops
- Every Australian Counts Campaign NSW Taskforce
- National Workforce Consortium
- Council of Social Services of New South Wales (NCOSS) Health Policy Advisory Group
- Council of Social Services of New South Wales NCOSS Home and Community Care Issues Forum
- Council of Social Services of New South Wales NCOSS The Gathering HACC issues meeting (Aboriginal services)
- NSW Aged Care Alliance

- NSW Health Consumers Association planning meetings
- Person Centred Thinking workshop, National Disability Services
- Research and Policy on Care in Liberal and Social Democracies: Australia, UK and Finland: Social Policy Research Centre
- Transport and Mobility Needs of Ageing Australians
- RDNS (Vic) interview about NSW Aged Care services

Partnerships

Carers NSW continued, or commenced partnerships, with a range of organisations.

- ACON
- Ageing, Disability and Home Care Department of Family and Community Services
- Alzheimer's Australia NSW
- Babana Aboriginal Men's Group
- Centrelink
- City of Sydney
- Expect a Star/Reed employed carer training
- Law Society of New South Wales
- NDS NSW building relationship, including participation in NDS service provider training
- NSW State Library information exchange and Carers News distribution
- Rothschild Australia, Young Carer sponsored on the Young Endeavour trip
- University of Western Sydney, research project consultation
- University of Wollongong, CALD research project consultation

Conferences, abstracts

Carers NSW presented at the following conferences or forums.

- Fifth International Carers Conference, Leeds, July 2010 – Ethics of Caring and MyPlan, MyChoice
- NCOSS Conference 2010 – Carers Rights, Carer Legislation
- Inaugural NSW Carer Advisory Council meeting presentation
- SCAN/AHS Forum, incl Carers (Recognition) Act 2010, and the Carer Life Course online tool
- Carers NSW 2011 Biennial Conference – Carer Life Course online tool and Aboriginal Health and Wellbeing (papers), Carer Support Groups (poster presentation)
- National HACC Conference 2011 – Carer Support in Focus
- FICCDAT 2011, Toronto, June 2011 – Carer Support Groups, Carer Life Course online tool, and Aboriginal Health and Wellbeing
- Australian Community Support Organisation, Forensic Disabilities Conference, October 2011 – abstract submitted

Friends of Carers NSW

Friends of Carers NSW help our organisation by contributing their time and skills, not money. They assist in strategy development and decision making by supplementing the knowledge of the staff and Board. This might be through the provision of legal advice, or ideas on how to raise our profile and increase our networks. Friends do not play an active role in day-to-day operations but act as honorary consultants to the Board.

Friends of Carers NSW are drawn from a wide range of sectors, including the arts, health, legal, media and financial services. Carers NSW is extremely grateful for the advice given and active participation in our endeavours by the following Friends of Carers NSW:

- Dr Tom Acheson, Director of the Hornsby Kuring-gai Care Association
- Emeritus Professor Peter Baume, professorial fellow and a facilitator in the health maintenance course at the University of NSW
- Ms Jennifer Bott, Chief Executive, University of NSW Foundation
- Professor Tony Broe, Professor of Geriatric Medicine, University of NSW/Prince of Wales Hospital
- Mrs Lucy Brogden, a Director of Sydney Community Foundation and carer
- Ms Anne Deveson AO, writer, broadcaster and documentary film-maker
- Dr Ian Fitzpatrick, retired medical practitioner
- Michael Fitzpatrick, solicitor
- Mrs Patricia Harrison, client advisor/stockbroker
- Professor Ian Hickie, Executive Director of the Brain & Mind Research Institute, University of Sydney and member of the Federal Health Minister's National Advisory Council on Mental Health
- Ms Robin Hughes AO, producer, writer, director and interviewer
- Mr Paul Livingston, entertainer and writer
- Ms Julie McCrossin, radio broadcaster and television presenter
- Ms Miriam Margolyes OBE, actor
- Mr Ross McLuckie, solicitor
- Ms Mary Moody, author, journalist and broadcaster.
- Associate Professor Melanie Oppenheimer, academic and author, University of New England
- Mr Richard Ottley, solicitor
- Ms Vivienne Pusey, Chairperson, Inner Sydney Regional Council for Social Development
- Mr John Shanahan, Forensic Accountant, member of the Board of Southern Cross University
- Mr Chris Taylor, accountant and financial planner
- Emeritus Professor Ian W Webster AO, physician, Professor of Public Health and Community Medicine, University of NSW and Director of The Alcohol Education and Rehabilitation Foundation

Parliamentary Friends of Carers NSW for 2010-2011

Carers NSW is extremely grateful to Parliamentary Friends for 2010-2011 not only for assisting us to achieve our vision that caring is recognised as a shared community in their electorates, but also through involvement in Carers NSW events and information sessions.

Supporters

Individual donors

Mrs Phyliss I Amos	Ka-Kit Chi	Leoni Hubbard	Tomas R Perry
Sushil K Anand	George Chin	Hanna Hurst	E G & M B Reynolds
George M Armstead	Lynne Christian	Barry Hutton	John and Bronwyn Ross
Anne Arneman	Pamela Comerford	LG & LA Illingworth	Timothy and Rebecca Sexton
IR & AM Baggie	Mr Arthur Cunningham	Ernest L Isles	Peter G Sly
Mr SA & Mrs BM Baird	Patricia Curry	Glenn Jobson	KH & JMV Smith
B C And R E Banfield	Breda Elford	Alan J Kallir	Name
N Beaumont	Mr Mark Fitzgerald	Mr C Kew	Miss Ghada Tiba
Lesley Bradley	F K Garniss	Ms Trish Langford	L Vlasoff
N Branigan	C J And W C Glover	Rowan G. Leavold	Shan E Watts
J A Le Brocco	C M Gorman	Gillian Lewis	Jennifer Iris Webb
CR & LF Brodie	Miss Ollie Gumb	R J Madigan	Denyse J Whelan
N Bond	Polly Ha	C H May	Catherine Wilson
Dorothy L Brown	Mrs Ruth Haig	Maura L Murnane	Stephanie Wright
JE and NA Buckman	PW & MC Hickey	Neil B O'Rourke	Margaret Yorkston
K Cameron	A L Horne	Davina Owens	
M A Campbell	WJ & I Howlett	L Owens & Mrs F W Owens	



Acknowledgements

Carers NSW gratefully acknowledges the following people, partnership organisations, and government agencies for their financial or in kind support during 2010/11

Albury Demolitions P/L	CLR (NSW)	NW & EE Secombe	Rothschild Australia
Albury United Soccer Club Inc	Cupcakes on Pitt	Farm Management Acc	The Law Society of New South Wales
Anglicare	Elanora Country Club Limited	Peacockes Solicitors	Thrill Events Pty Ltd
Avondale Golf Club Ltd	Everyday Hero	Pennant Hills Golf Club Ltd	Wesley Mission Drawing Account
Azuma Kushiyaki	Golf NSW Limited	Perpetual Limited	
Azuma Patisserie	Lester & Son Funeral Directors	Peter Doyle's at the Quay	
Azuma Ton Ton Chifley	Majestic Cruises	Rotary Club of Hawkesbury Rotary	
Azuma Ton Ton Regent	Mrs Dawn Sibthorpe	Young Carers Assistance Program	
Berowra & Districts Orchid Soc. Inc	Northside Community Forum Inc		

Volunteers

Carers NSW acknowledges its many volunteers who contribute their time and skills to support the work of our organisation.

Roxy Brady	Wendy Hine	Regina Lyon	Cathy Pu
Nina Crown	Ian Kirkham	Bart Madden	Marie Shipway
Jean Foxover	Irene Lam	Sally Moss	
Christine Hall	Barbara Lee	Helen O'Doherty	

Financial Report 2010/11

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CARERS NEW SOUTH WALES INCORPORATED

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2010

Your directors present their report on the association for the financial year ended 30 June 2011.

Directors

The names of the directors in office throughout the year and at the date of this report are:

Laraine Toms	Dulcie Flower
Christine Rowell	Katrina Clark
Jim Warren	Stephen Bowles
Felicity Purdy	Eileen McDonald
Christina Aggar	Averil Fink (until 4 January 2011)
David Carter (co-opted on 30 June 2011)	Joan Jackman (Resigned on 24 February 2011)

Principal Activities

The principal activities of the association during the financial year were to represent carers and advance the interests of carers. It is the peak organisation for carers in New South Wales.

Significant Changes

No significant changes in the association's state of affairs occurred during the financial year.

Events Subsequent to Balance Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the association, to affect significantly the operations of the association, the results of those operations, or the state of affairs of the association, in future financial years.

Operating Results

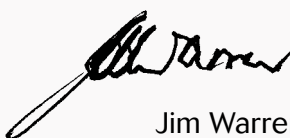
The surplus of the association for the financial year amounted to:

2011	2010
\$529,311	\$285,805

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



Laraine Toms (President)
Sydney, 24th August 2011



Jim Warren (Honorary Treasurer)
Sydney, 24th August 2011

CARERS NEW SOUTH WALES INCORPORATED

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2011**

	Note	2011 \$	2010 \$
Revenue and other income	2(a)	6,595,889	7,535,645
Depreciation	2(b)	(78,711)	(55,404)
Grant expenditures		(5,624,607)	(7,149,642)
Marketing Costs		(28,733)	–
Office Costs		(16,289)	(12,800)
Other expenses		(287,984)	(77)
Professional Fees		(16,562)	(11,737)
Staff Costs		–	(7,173)
Staff Training Costs		(7,663)	–
Transfer of Operating Deficit from Grants		(744)	(8,540)
Travel Expenses		(5,285)	(4,467)
Surplus from operations		529,311	285,805
Other comprehensive income		–	–
Total comprehensive income for the year		529,311	285,805

CARERS NEW SOUTH WALES INCORPORATED

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2011**

	Note	2011 \$	2010 \$
Current Assets			
Cash and cash equivalents	3	760,384	1,219,761
Trade and other receivables	4	173,229	465,995
Other current assets	5	8,882	–
Financial assets	6	8,629,369	6,716,084
Total Current Assets		9,571,864	8,401,840
Non-Current Assets			
Property, plant and equipment	7	436,413	283,602
Total Non-Current Assets		436,413	283,602
Total Assets		10,008,277	8,685,442
Current Liabilities			
Trade and other payables	8	8,024,306	7,198,409
Short-term provisions	9	153,082	180,239
Total Current Liabilities		8,177,388	7,378,648
Non-Current Liabilities			
Long-term provisions	9	84,950	90,166
Total Non-Current liabilities		84,950	90,166
Net Assets		1,745,939	1,216,628
Equity			
Accumulated surplus		1,745,939	1,216,628
Total Equity		1,745,939	1,216,628

The accompanying notes form part of these financial statements.

CARERS NEW SOUTH WALES INCORPORATED

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011

	Accumulated Surplus \$	Total \$
Balance as at 1 July 2008	930,823	930,823
Surplus from operations	285,805	285,805
Balance as at 30 June 2009	1,216,628	1,216,628
Surplus from operations	529,311	529,311
Balance as at 30 June 2010	1,745,939	1,745,939

CARERS NEW SOUTH WALES INCORPORATED

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 \$	2010 \$
Cash flow from operating activities			
Receipts from government grants		6,333,907	6,753,762
Payments to suppliers and employees		(5,290,784)	(6,312,464)
Donations received		97,973	30,706
Interest received		544,334	379,212
Net cash provided by (used in) operating activities	10	1,685,430	851,216
Cash flow from investing activities			
Purchase of property, plant and equipment		(284,539)	(158,221)
Proceeds from held to maturity investments		53,017	(1,274,655)
Purchase of held to maturity investments		(1,913,285)	–
Net cash provided by (used in) investing activities		(2,144,807)	(1,432,876)
Cash flow from financing activities			
Proceeds from borrowings		–	–
Net cash provided by (used in) financing activities		–	–
Net increase in cash held		(459,377)	(581,660)
Cash at beginning of financial year		1,219,761	1,801,421
Cash at end of financial year	3	760,384	1,219,761

The accompanying notes form part of these financial statements.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2011

This financial report covers Carers New South Wales Incorporated as an individual entity. Carers New South Wales Incorporated is an association incorporated under the *Associations Incorporation Act 2009*.

Note 1: Statement of Significant Accounting Policies**Basis of Preparation**

This financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the *Associations Incorporated Act 2009*. The board of directors have determined that the association is not a reporting entity.

This financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

Accounting Policies**a. Income tax**

The association is exempt from paying income tax due to its classification as a charitable institution under section 50-5 of the *Income Tax Assessment Act 1997*.

b. Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are recognised in profit or loss during the financial period in which they are incurred.

Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is available for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rate
Office Furniture and Equipment	10 - 30%
Motor Vehicle	12.50%
Leasehold Improvements	20%

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period. Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to accumulated surplus.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2011**Note 1: Statement of Significant Accounting Policies (cont'd)****c. Leases**

Leases of property, plant and equipment where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, which are transferred to association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives where it is likely that the association will obtain ownership of the asset or ownership over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

e. Employee entitlements

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled."

f. Grants for the acquisition of fixed assets

Fixed assets and equipment acquired from grants received are expensed in the period of acquisition within the relevant program statements for grant acquittal purposes and are capitalised and included as income within the statement of comprehensive income for statutory reporting purposes."

g. Provisions

Provisions are recognised when the association 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."

h. Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown as short-term borrowings within current liabilities on the statement of financial position."

i. Revenue and other income

Revenue is measured at the fair value of the consideration or grant income received or receivable."

For grants received in advance, it is the policy of the association to bring grants received to account during the period to which they relate, rather than the period in which they were received. However, certain grants received during the year, and in prior years, did not have an expiration date, or were not fully expended at 30 June 2010. The balance of grants outstanding and grants in advance at 30 June 2010 are listed in detail in Note 8(a).

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument.

CARERS NEW SOUTH WALES INCORPORATED

**NOTES TO THE FINANCIAL STATEMENTS FOR THE
YEAR ENDED 30TH JUNE 2011**

Note 1: Statement of Significant Accounting Policies (cont'd)

j. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australia Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

k. Comparative Figures

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

Where the association has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

l. Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period which remains unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2011

Note 2 : Surplus from operation	2011	2010
	\$	\$
Revenue and other income		
Government grant revenue	5,489,399	6,857,853
Other Revenue		
- Consultancy fees and room hire	93,810	32,934
- Donations	97,973	30,706
- Grants for the acquisition of fixed assets	245,513	158,221
- Interest received	544,334	379,212
- Membership subscriptions	5,528	10,007
- Other income	118,175	64,790
- Sale of publications/merchandise	1,157	1,922
Total Revenue	6,595,889	7,535,645
Expenses		
Depreciation expenses	78,711	55,404
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	549,998	589,246
Rental expenses	289,669	283,739
Accounting fees	8,902	8,481
Auditor's remuneration		
- Audit	16,480	16,000
- Other services	4,120	4,000

Note 3 : Cash and cash equivalents

Current		
Cash at bank and on hand	760,384	1,219,761
	760,384	1,219,761

Note 4 : Trade and other receivables

Current		
Trade receivables	4,152	348,771
Provision for impairment of receivables	-	-
Other receivables	169,077	117,224
	173,229	465,995

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2010

Note 5 : Other current assets	2011	2010
	\$	\$
Current		
Prepayments	8,882	-
	8,882	-

Note 6 : Financial assets

Current		
Held to maturity investments	8,629,369	6,716,084
	8,629,369	6,716,084

Note 7 : Property, plant and equipment

Non-Current		
Office equipment	370,976	241,258
Accumulated depreciation	(137,892)	(76,085)
Motor vehicles	137,896	161,631
Accumulated depreciation	(31,155)	(43,202)
Leasehold improvements	96,694	-
Accumulated depreciation	(106)	-
	436,413	283,602

Movements in carrying amounts

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

	Office Equipment	Motor Vehicles	Leasehold Improvement	Total
	\$	\$	\$	\$
Balance at 1 July 2009	63,866	116,919	-	180,785
Additions	138,913	19,308	-	158,221
Disposals	-	(53,017)	-	(53,017)
Depreciation expense	(61,808)	(16,798)	(105)	(78,711)
Balance at 30 June 2010	233,084	106,740	96,589	436,413

Note 8 : Trade and other payables

Current		
Trade payables	449,299	319,225
Sundry payables and accrued expenses	246,188	354,356
Grants received in advance	8(a) 7,328,819	6,484,311
Specific donations – Young Carers	-	40,517
	8,024,306	7,198,409

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2011

8 (a) Grants received in advance comprise the following:

	2011	2010
	\$	\$
Ageing, Disability & Home Care – Peaking Funding	377,772	346,398
NSW Department of Health – Peak Funding	24	41,669
Ageing, Disability & Home Care – Young Carers Program	14,649	–
Carers Australia – Carer Information Support Service (CISS)	485	485
Carers Australia – National Carer Counselling Program (NCCP)	53	–
NSW Department of Health – Family and Carer Mental Health Program	718,252	731,886
Ageing, Disability & Home Care – Older Parent Carer Program	5,272,117	4,460,748
Ageing, Disability & Home Care – Carers Week	217,500	175,000
Ageing, Disability & Home Care – My Plan My Choice	407,966	249,422
Ageing, Disability & Home Care – Metro South Project	951	60,089
NSW Department of Health – Carers Networking Program	1,332	–
NSW Department of Health – Carers Life Course Framework Stage 2	1,064	–
NSW Department of Health – Aboriginal Facilitator Training	244	–
Carers Australia – Better Start for Children with Disability	14,324	–
Carers Australia – Carer Recognition Program	612	57,455
Ageing, Disability & Home Care – Professor Saul Becker (Biennial Conference)	10,029	–
Carers Australia – IT Upgrade One-Off	3,194	3,194
Carers Australia – Expansion of Counselling Methods	–	14,530
Carers Australia – Extension of Carer Services After Hours	–	1,866
Carers Australia – Carer Support Liaison Program	–	3,182
Carers Australia – Special Infrastructure Project	24	24
Ageing, Disability & Home Care – Older Parent Carer Tool Kit Project	37,640	37,640
Ageing, Disability & Home Care – Working with Carers Education Package	22,907	22,907
NSW Department of Health – One Off Carers Life Course Framework	96	96
Macquarie Group Foundation – Ethics of Caring Project	28,911	28,911
Ageing, Disability & Home Care – One-Off Database Project	9,800	9,800
Ageing, Disability & Home Care – Translation Project	34,303	34,303
Ageing, Disability & Home Care – Young Carers Interagency Project	134,928	139,064
Ageing, Disability & Home Care – Metro North Project	1,604	1,604
Ageing, Disability & Home Care – Working with Carers Orientation Workshops	18,038	18,038
NSW Department of Health – Carers Life Course Framework	–	28,412
NSW Department of Health – Aboriginal Carers Health Wellbeing Training	–	17,588
	7,382,819	6,484,311

CARERS NEW SOUTH WALES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2011

Note 9 : Provisions	2011	2010
	\$	\$
Current		
Provision for annual leave	153,082	180,239
	153,082	180,239
Non-Current		
Provision for long service leave	84,950	90,166
	84,950	90,166

Note 10 : Cash flow information**(a) Reconciliation of cash flow from operations**

Surplus for the year	529,311	285,805
Non-cash flows in operating result		
Depreciation	78,711	55,404
Changes in assets and liabilities		
(Increase) / Decrease in trade and term debtors	292,766	(427,500)
(Increase) / Decrease in other assets	(8,882)	–
Increase / (Decrease) in payables	825,897	878,685
Increase / (Decrease) in provisions	(32,373)	58,822
Net cash provided by operating activities	1,685,430	851,216

(b) Non-cash financing and investing activities

The association did not have any non cash financing and investing activities in the financial year.

Note 11 : Capital and Leasing Commitments

Operating Lease Commitments
Non-cancellable operating leases contracted for but not capitalised in the financial statements

Payables – minimum lease payments		
-not later than 12 months	262,909	340,553
-between 12 months and five years	177,461	171,443
-greater than five years	–	–
	440,370	511,996

Note 12 : Events Subsequent to Balance Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the association, to affect significantly the operations of the association, the results of those operations, or the state of affairs of the association, in future financial years.

Note 13 : Association details

Registered office and principal place of business:

Carers New South Wales Incorporated
Level 18, 24 Campbell Street
Sydney NSW 2000

CARERS NEW SOUTH WALES INCORPORATED
STATEMENT BY THE DIRECTORS

The Directors have determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

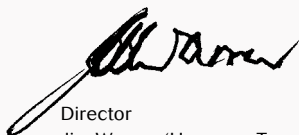
In the opinion of the Directors, the financial report as set out on pages 4 to 16:

1. Presents a true and fair view of the financial position of Carers New South Wales Incorporated as at 30 June 2011 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Carers New South Wales Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Directors by:



Director
 Laraine Toms (President)
 Sydney, 24th August 2011



Director
 Jim Warren (Honorary Treasurer)
 Sydney, 24th August 2011

CARERS NEW SOUTH WALES INCORPORATED
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
 CARERS NEW SOUTH WALES INCORPORATED**

Report on the Financial Report

We have audited the accompanying financial report being a special purpose financial report, of Carers New South Wales Incorporated, which comprises the statement of financial position as at 30 June 2011, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the board of directors.

Directors' Responsibility for the Financial Report

The directors of the association are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the *Associations Incorporation Act 2009* and is appropriate to meet the needs of the members. The directors' responsibilities also include such internal control as the directors determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, 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 association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

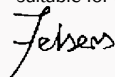
In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Carers New South Wales Incorporated presents fairly, in all material respects the financial position of Carers New South Wales Incorporated as of 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the *Associations Incorporated Act 2009*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Carers New South Wales Incorporated to meet the requirements of the *Associations Incorporation Act 2009*. As a result, the financial report may not be suitable for another purpose.



Felsers
 Chartered Accountants



Steven Zabetti
 Partner
 Sydney, 24th August 2011

Location of Carers NSW Offices

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F 02 0280 4755

Dubbo

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PO Box 1871
Dubbo NSW 2830
T 02 6884 7200
F 02 6881 6080

Coffs Harbour

2/222 Harbour Drive
Coffs Harbour NSW 2450
T 6650 0512
F 6651 5114

Glossary

NSW –New South Wales

ADHC – NSW Department of Ageing Disability and Home Care

NDIS –National Disability Insurance Scheme

OPCP –Older Parent Carer Program

SCHADS –Social Community Home Care and Disability Services

CALD –Culturally and Linguistically Diverse

ABS – Australian Bureau of Statistics



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