

ANNUAL REPORT 2019-2020



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





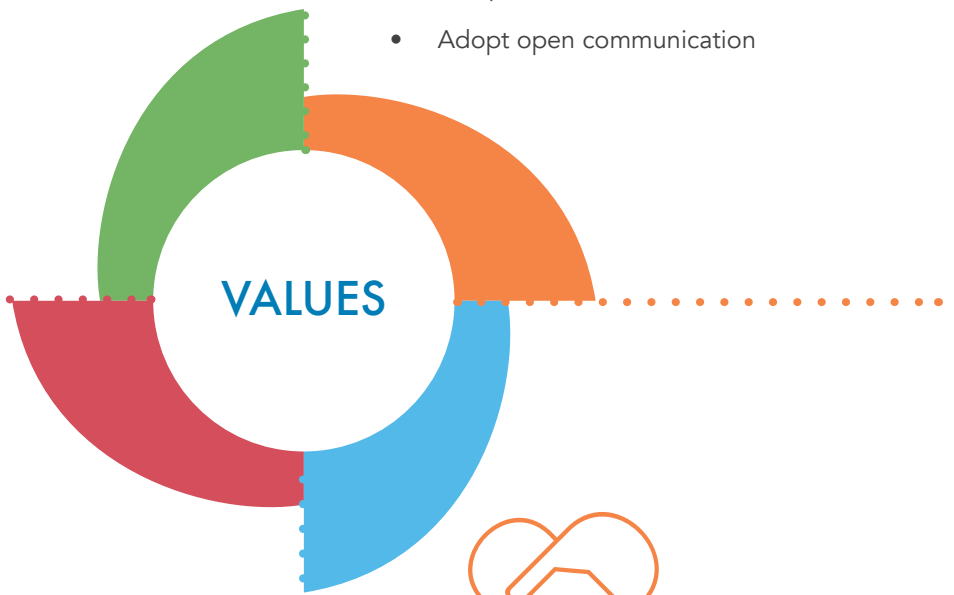
CARER-FOCUSED

- 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 & 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



ACCOUNTABLE

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



RESPECTFUL

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



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ABOUT CARERS

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

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

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

Carers exist in all communities, including Aboriginal communities, those of culturally and linguistically diverse backgrounds, LGBTQI+* communities, and throughout metropolitan, regional, rural and remote NSW.

Many people in caring roles do not identify as carers and as such are often not linked to services and supports that can assist them. These individuals are often referred to as 'hidden carers'.

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

CARERS NSW

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

Carers NSW works with all carers regardless of their age, location, life-stage or circumstances. This includes those caring for individuals with support needs relating to ageing, disability, health and mental illness.

Carers NSW is a not-for-profit registered charity and company limited by guarantee. It is governed by a Board of Directors in accordance with the Corporations Act 2001 and the Australian Charities and Not-for-profit Commission Act 2012.

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

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

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

“Carers NSW are prompt, efficient, caring and accommodating. I would recommend Carers NSW in a heartbeat to anyone I know in a caring role who needed support. They made everything a little easier in the aftermath of a traumatic event. Carers NSW is an excellent service.”

“I think all the services Carers NSW provides are vital for the support of carers in their caring role, so that they can keep going”

(National Carer Counselling Program Evaluation report 2019-2020)



2019-2020 SNAPSHOT



109,551 people accessed information on Carers NSW website



1,510 carers and service providers accessed education and training



15,600 engagements across Carers NSW social media platforms



552 referrals to services were made through the Carer Line



3,100 carers contacted Carers NSW Carer Line, seeking information, support and referral



3,490 counselling sessions delivered to more than **950** carers



PRESIDENT'S REPORT

This year has been challenging for everyone, especially for carers supporting a loved one during the COVID-19 pandemic. It has also been a year of tremendous change for carers and Carers NSW.

During 2019-2020, many services transitioned to support carers' needs through the most expansive reform the carer support sector has experienced, with the introduction of Carer Gateway. The Board was pleased with the successful launch and implementation of Carer Gateway particularly given the challenges due to COVID-19 and limitations regarding in-person service delivery.

While it has proven to be a challenging environment, Carers NSW remains committed to their purpose of supporting carers right across NSW by collaborating across all levels of government, the community sector, the business sector and with individuals to achieve better outcomes for carers.

There are some great achievements worth highlighting over the past year, including:

- The biennial Carers NSW Carer Survey, expanded to a national scope, with support from the CEOs of the state and territory Carers Associations.
- The significant policy and systemic advocacy work undertaken, particularly in relation to the COVID-19 pandemic, aged care reforms, transition to Carer Gateway and associated carer issues.
- The progress of the Carers + Employers program.
- The 2019 National Carers Week activities including, the Carers NSW Conference, Carers Day Out and the National Carers Week Grants.

With so much instability around us recently, it has been beneficial to have the stability of the Board over the past financial year. This has supported us in delivering on the current Carers NSW Strategic Plan 2018-2021 and remaining focussed on the organisation's strategic direction.

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

I am grateful for the commitment and contribution of Bruce Howle who leads the Finance Audit and Risk Committee, and Michele Ferris who leads the Governance Committee. Thank you to all the members of the Finance Audit and Risk Committee and the Governance Committee, for helping us to achieve our goals and objectives.

The Board recognises the ongoing dedication of our CEO, Elena Katrakis, whose leadership and passion ensures our vision and values are demonstrated in all areas of our work. I would like to acknowledge the efforts of all Carers NSW staff for their work, throughout a challenging year.

In these challenging times it's important we look for opportunities to adapt with agility to meet the changing dynamics of the environment we work in, and to meet the needs of carers. The Board looks forward to supporting Carers NSW in continuing to adapt and deliver services to carers across the state.

Stephen Bowles
President





CEO'S REPORT

As I reflect on the past 12 months, I'm pleased we have some great achievements despite the significant challenges the year presented, including fires, floods and a global pandemic as well as significant reforms across the carer support sector.

Like most organisations, we are operating in an environment of constant change where a number of variables are outside of our control, however, regardless of the unknowns, our core role remains – and that is to support and advocate for carers across NSW.

A key focus over the past 12 months has been to launch Carer Gateway and to ensure carers achieve the best possible outcomes under the new national carer support system. Carers NSW is proud to be the Carer Gateway Service Provider across the Hunter, Central Coast and North Coast areas of NSW, and are pleased to have launched in-person Carer Gateway services in April 2020.

While there has been a strong focus on the new Carer Gateway, this is only one of many programs Carers NSW provides. We continue as the peak organisation for all carers in NSW and to offer education and training, referrals, information and resources as well as coordination of supports for NDIS participants.

The Carers NSW Policy team has delivered a significant amount of work over the year, including multiple submissions in response to the Royal Commissions into the aged care and disability sectors and the Productivity Commission inquiry into mental health.

In March 2020, Carers NSW adapted our service delivery and approach in response to the COVID-19 pandemic. The Policy team conducted ongoing consultation with carers and other stakeholders to better understand carers' diverse and changing needs during the pandemic. We conducted well-being checks with carers and moved education, training, peer support and other services and support online.

The 2020 National Carer Survey was conducted from May to June 2020 and it was a significant achievement to expand our biennial survey nationally. With over 8500 surveys completed, responses to the Carer Survey will continue to inform Carers NSW direction and support for all carers across NSW and also nationally.

The Carers + Employers website, supporting Australia's first carer-friendly accreditation program was also launched in the past year. Funded by the NSW Government, the Carers + Employers program defines best-practice standards and resources for supporting staff with caring responsibilities. We are excited to be leading the way for carer-friendly workplace accreditations within Australia, and look forward to partnering with organisations, both big and small, to better support working carers.

Other highlights include the Carers NSW 2019 Conference, bringing together carers and service providers to explore best practice, innovation, policy, research and initiatives in carer support. Plus both Carers Day Out and National Carers Week Grants were also highlights in 2019, with grants going to over 480 carer support groups and organisations across NSW.

As we enter a new decade of Carer Support, we look forward to the launch of the NSW Carer Strategy 2020 – 2030, which will set the direction for us to continue supporting carers over the next 10 years.

One thing is certain. Carers NSW is committed to adapting and becoming more agile in our approach to deliver meaningful support and services that will make a real difference for carers.

Elena Katrakis
Chief Executive Officer



CARERS NSW BOARD OF DIRECTORS

As at 30 June 2020 there were eight Board Directors, including four office bearers. The Board operates a Finance, Audit and Risk Committee, a Governance Committee and time-limited working groups as required. See more information on the directors' qualifications and experience below.



STEPHEN BOWLES

President
Member of the Finance, Audit and Risk Committee
Member of the Governance Committee
B Com CA

Stephen Bowles is a chartered accountant. He had a 35 year career with PricewaterhouseCoopers including 21 years as a partner, working in senior roles as Chief Financial Officer and in assurance and corporate advisory services. He has worked with not-for-profit organisations in audit, consultant and committee roles. He is currently the Chief Risk Officer of a growing Sydney accounting group. Stephen joined the Board of Carers NSW as a co-opted member in August 2009 and has served as Honorary Treasurer and Vice President. Stephen was elected as President in November 2017.



MICHELE FERRIS

Vice President
Chair of the Governance Committee
Dip Bus Management, Cert IV Aged Care, Assoc. Degree in Dementia Care

Michele Ferris is a current carer whose adult son lives with intellectual disability and vision impairment. Michele works as a Dementia Consultant in Northern Sydney and has a background in aged care and disability service provision for more than fifteen years. She has a strong passion for advocacy and for the rights of older people and those with disabilities. Michele was elected to the Board in November 2017. She has previously held the position of Honorary Secretary and was elected as Vice President in November 2018.



BRUCE HOWLE

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

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



REID JOHNSON

Honorary Secretary
Member of the Finance, Audit and Risk Committee
BSc, MMan, JP, AICD

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 Honorary Secretary in November 2018.



EMERITUS PROFESSOR BETTINA CASS AO

Director
Member of the Governance Committee
BA (Hons), PhD

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.



FELICITY PURDY

Director
Member of the Finance, Audit and Risk Committee
Member of the Governance Committee
BA (Hons) Psychology

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



GREG SAM

Director
Member of the Governance Committee
BAppSc, PGDipMic, BAdmin, MPH

Greg is currently the Chief Executive Officer of the Royal Flying Doctor Service of Australia, South Eastern Section and the former CEO of Rural Health Workforce Australia. Greg has over 30 years' experience working in health, medical and social policy sectors at a senior executive level in Australia and internationally. Greg's corporate governance experience includes state and national level health sector organisations. He is currently a Director for the Western NSW PHN and has previously been a Director for the Australian Nursing and Midwifery Council and Palliative Care Australia. Greg was appointed to the Carers NSW Board in December 2017.



SIMON DAWES

Director
Member of the Governance Committee
MBA, BE, GAICD

Simon is a current carer and a Director at EY. Simon has over 40 years' experience across global management, systems development, project management, management systems, operations, audit, sustainability, software development, start-up organisations and information technology. He has been actively involved in the governance of a global sustainability organisation and of a counselling centre, and has completed grief support training with the Sudden Infant Death Association. Simon has a keen interest in working towards ways technology can better assist carers in their caring role. Simon was appointed to the Carers NSW Board in December 2017.



CARER SUPPORTS AND SERVICES

CARER GATEWAY

Carer Gateway is the new national network of support services for carers which commenced on 6 April 2020. Carer Gateway aims to reach carers early in their caring journey and provide them with new and improved localised supports. Anyone can become a carer at any time and getting help early can make a big difference to a carer's life and reduce carer stress.

Carer Gateway provides a single entry-point for all carers to engage with a range of services, including carer support planning, counselling, peer support, carer directed support packages and emergency respite. Carers can access supports by calling 1800 422 737, and speaking with their local provider or can access online support via the Carer Gateway website at www.carergateway.gov.au.

Carers NSW was the successful provider to deliver Carer Gateway services for the NSW 4 region, which covers Hunter, New England, Central Coast and the North Coast of NSW. There are four Carer Gateway Service Providers in NSW.

From 6 April to 30 June 2020 for the NSW 4 region, there were 1500 calls to Carer Gateway, resulting in 447 referrals. Of these 280 were referrals for Carer Gateway services, 155 were referrals to external agencies and 10 were referrals for other Carers NSW services. Of the 280 Carer Gateway referrals; 67 were for in-person counselling, 37 for emergency respite, 159 for carer directed support packages and 17 for in-person peer support. Some service delivery has been impacted by the Coronavirus (COVID-19) pandemic with current limitations on face to face contact.

CASE STUDY

Claire* is 64 years old and cares for her 86 year old mother, Robyn who lives with dementia. Claire mentioned they have a Level 2 Aged Care Package where a worker comes to their home to assist Robyn with her personal care needs in the evening three times per week. Claire contacted Carer Gateway by calling 1800 422 737 as she wanted to visit her grandchildren in the school holidays but wasn't able to leave her mother without someone to care for her.

A Carer Gateway Intake and Assessment Officer completed a detailed assessment with Claire as part of the carer support planning process, to understand her caring role, their day to day routine and what supports were needed. The discussion identified where things were working well, and determined what supports would assist Claire to achieve the goal of visiting her family and from there an action plan was developed. Claire described how she manages the day to day cooking, cleaning and shopping for herself and her mother, and this works well. Claire spoke about her inability to leave her mother alone, as she is at risk of falls and can be forgetful, placing her at added risk of harm. Claire also mentioned that she is looking forward to when her mother's social group can safely recommence as Robyn really enjoyed this activity. Claire said this was put on hold due to the current COVID-19 pandemic.

Through the action plan Claire was able to access planned in-home respite to ensure care for her mother while she visited her daughter. Claire was also interested in connecting with other carers and is looking forward to joining an online peer support group.



NSW CARER COUNSELLING

The *National Carer Counselling Program (NCCP)* provided carers with access to short term solution-focussed counselling through a network of professionally qualified counsellors. As of April 2020 the NCCP services transitioned to Carer Gateway.

During 2019-2020 Carers NSW delivered over 3,490 counselling sessions to more than 950 carers. Sessions were mostly conducted as individual face-to-face sessions delivered via Carers NSW network of brokered and in-house counsellors across the state. However, as a result of the COVID-19 pandemic, from March 2020 there was a shift to telephone and online services to maintain social distancing.

Of the carers who accessed NCCP during the reporting period, over 80% of carers said they felt less stressed and 76% stated their overall wellbeing had improved.*

“ *Carer counselling is a wonderful service for people like me. It's hard to confide in family and friends not understanding situations sometimes.* ”

“ *Counselling has been very helpful and as a result I am better prepared to continue my role as carer for the foreseeable future.* ”

**National Carer Counselling Program Evaluation report 2019-20*

GROUP COUNSELLING

Carers NSW offered therapeutic counselling groups where carers could opt to participate in a carer wellbeing group to suit their specific needs and circumstances. Groups were delivered in person or via a Talk-link program using telephone conferencing, which allowed carers in remote or rural areas to access support and connect with other carers in similar situations.

Over the years Carers NSW has supported a diverse range of carer cohorts through tailored counselling groups including carers of people living with mental illness, carers from culturally and linguistically diverse backgrounds (CALD), carers experiencing grief and loss, and delivery of the *Eight Stages of Healing* groups in partnership with Mission Australia.

In February 2020 Carers NSW delivered two *Eight Stages of Healing* counselling groups in Coffs Harbour to a total of 15 carers.

“ *The ability to talk openly. The counsellor was tremendous in helping to bring thoughts and concerns to the surface so they could be discussed in a practical way.* ”

(National Carer Counselling Program Evaluation report 2019-2020)

NSW CARER LINE

The *NSW Carer Line* had long been part of the national *Carer Information Support Service (CISS)* offering carers specialised information, emotional support and referral pathways. Due to recent Australian Government reforms the Carer Line transitioned to Carer Gateway as of April 2020, with both services operating during April and May to ensure a smooth transition for carers.

During 2019-2020, the Carers NSW *Carer Line* handled over 3,700 interactions providing information, support and referral services. More than 3,100 carers contacted Carers NSW through the *Carer Line*, accounting for over 80% of all enquiries, and over 552 referrals were made to services such as the *National Carer Counselling Program (NCCP)*, Centrelink, *My Aged Care*, *Commonwealth Respite and Carelink Centres*.

Carers NSW Carer Support Officers received positive feedback from carers following their interaction through the *Carer Line*. Over 98% of carers who contacted Carers NSW via the *Carer Line* in 2019-2020 felt that the information they received was relevant and their individual needs were heard.* Some positive testimonials received from carers include:

“ *I could speak to someone straight away. The reassurance I felt during that initial conversation was very important to me.* ”

“ *I have found this service such a support and comfort to be listened to and not judged. I have been a carer for so many years so I see it is time for me to take a step back and self-care and this service has given me tools to achieve this goal.* ”

**National Carer Counselling Program Evaluation report 2019-20*

CARER STORY

TANIA'S STORY

Like many carers, I did not plan on becoming a carer. It's been an experience with no guidebook, multiple stakeholders and feeling many lows along with soaring highs.

In late 2015 I returned to Australia having spent almost 12 years abroad. I wanted to recalibrate, improve career opportunities and go to a beach with real waves within minutes not hours. It was to be a change of pace and I would be home. I've been a carer since returning. Like many, I initially did not know I was a carer and it was a paid care worker who used the term early on.

The person I care for is my mother who has a degenerative condition, spinocerebellar ataxia. It's not exactly a common condition, nor a diagnosis that rolls off the tongue, however it gets the conversation going. The condition progressively affects mum's motor skills and she is no longer able to live independently. My father was (and is) a carer for mum, but I saw that he wasn't coping with the role. Fortunately, the first iteration of the Carer Gateway had been launched online a few months earlier, so I was able to use the resource to learn about being

a carer and find what support was available. At this point I shared caring responsibilities with my father.

My role suddenly shifted from shared to full time primary caring when dad ended up in hospital for quintuple heart bypass surgery, (yes, 5!) The anticipated stay was 10 days, but it turned into 10 weeks with an ensuing six months in and out of hospitals and rehabilitation.

I had to swiftly navigate the changing care needs of my mother's condition, of our family unit and of myself. No matter how pragmatic one is, it's very confronting and isolating to see a parent hooked up to beeping machines in an ICU, while holding the emotional and care needs of another parent.

Perhaps it was a learning from my time overseas, but I'm well aware there are systems and processes that do not necessarily make sense nor will support be offered if you do not ask. I'm active in looking for



solutions which may assist my mother in maintaining a level of independence and wellbeing. This has included organising meals on wheels services, accessing community social support, and support outlets for myself such as counselling to get my head around what was happening and to learn how to gain some level of control in what felt like a mountain of a situation.

My self-confidence took a massive beating. Family relationships ebbed and friendships dropped away. I was isolated and had periods of depression. I was not working and did not receive the carer payment because I thought I would only be a carer for a short time. As a form of respite I started playing netball, and even that led me to breaking my hand one chilly winter evening. My life was feeling rather heavy around me.

This brought me to my pivot point – the point I chose to turn things around for myself and to advocate for my needs and the needs of other carers. I kept telling my story to those who would listen and put my hand up when I felt there was an opportunity.

It was through Carers NSW that I found out about a new position at the University of Technology Sydney (UTS), within the Centre for Carers Research. A Carer-in-Residence role had been created to embed carer voice and experience in research. It also aimed to provide a carer with flexible employment and a platform upon which to build their research skills in an academic environment.

Reading the job description, the role looked like an amazing opportunity and I felt slightly intimidated to apply. Self-doubt crept in, but I knew how important it was to step away from the everyday in order to stimulate my personal growth, part of the reason to return home.

This has been an opportunity to shift my knowledge and use my lived experience as a carer to deepen the understandings of caring contexts, facilitators and barriers, with particular focus on the experiences and stigmas carers face. I have connected with artists, policy makers, advocacy groups, media and the university's student community and broadened my understanding of what research for policy change can look like.

The role has been crafted with the freedom to explore my personal interest in the carer research space - resilience and reaching hidden carers. My work has covered a range of research approaches from focus groups and thematic analysis to dialogue with senior policy influencers.

As the position is flexible, it means work can be done around the changeable demands of care. This has now thankfully become a mainstream conversation

given the COVID-19 pandemic. The experience has me feeling valued, supported and empowered as a carer and open to a greater diversity of career possibilities.

My experiences as a carer and Carer-in-Residence have taught me so much about myself - I am pragmatic, articulate, patient when needed, and importantly I've learnt that I am not alone. I am certainly not about to fade into the background.

I am grateful that I'm a carer and for the insights it has provided me. I've learnt to look after myself by taking even small moments to step away and self-care. I find I often return to the analogy, 'you can't pour from an empty cup'. It has taught me to ask for help and support which can be in the most unlikely of places. For me, support was going to the local dog park where I could do laps to clear my head. It cost nothing. It was social and importantly it was and still is super supportive and provides respite.

Without my time at UTS and the encouragement of a collaborative university environment, I would not be as equipped to deal with talking to a broad audience about carer issues. I feel I have the ability, the power and the knowledge to give my statements weight, versus solely personal opinion. UTS has provided me with the insight to source accurate information and sources, also to hear real stories from other carers which highlight the fact while their journey may be different, the learning is the same. My story is unique, but my experiences are not.

Sadly, since writing her story, Tania's father passed away in September 2020. On behalf of Carers NSW, our thoughts are with Tania, her mother and her family.



YOUNG CARER PROGRAM

The Carers NSW *Young Carer Program* supports young carers, 25 years and under across NSW, through registration, information and referral to local services. During 2019-2020, 115 new young carers were identified and registered to the *Young Carer Program* with ongoing support provided to 296 young carers in the reporting period.

A key initiative of the *Young Carer Program* is to raise awareness of young carers and the issues and barriers they face. Awareness raising activities during this period included a presence at multiple community events across Sydney and in the Illawarra region for NAIDOC Week 2019, participation at events for Carers Week 2019 and attendance at Fair Day as part of Mardi Gras 2020 in Sydney with other staff from Carers NSW.

Between July 2019 and December 2019, the Young Carer team travelled to Tamworth, Armidale, Bathurst, Blayney, Dubbo and Tweed Heads delivering presentations aiming to raise awareness of young carer needs and the barriers they face.

Also during July to December 2019 the Young Carer team delivered the *Who Cares, Wins* initiative facilitating a Q&A panel to high school students. The project was successfully delivered to eight schools (six in Sydney, one on the Far North Coast and one in Central West NSW) with 18 individual panels attended by 1,270 students.

Young Carer Awareness Training sessions were also conducted, with some co-facilitated with young carers, to allied health students at the University of Technology Sydney, Carer Program Managers across all Local Health Districts in NSW and a large group of school counsellors in-training. The team continued to facilitate meetings with workers from Commonwealth Respite and Carelink Centres up until May 2020. With restrictions coming into effect for COVID-19, the team has had an increased presence at interagency meetings across the state, with most networks moving their regular meetings online.

Although there have been many highlights over the past year there have also been some challenges. Many young people have experienced some barriers to accessing support, following the natural disasters affecting NSW in 2020, including bushfires, floods and the restrictions in relation to COVID-19. The Young Carer team has provided more ongoing support to young carers already registered than previous reporting periods. The Young Carer team spoke with over 200 young carers during this time, to check in and ensure they were managing with restrictions and knew where to access support.

The Young Carer team developed new resources including a young carer tip sheet for COVID-19 and an animated video to promote the *Young Carer Program*. The team has also established a regular 'YC Hangout' through Zoom aimed at helping to reduce social isolation for young carers.



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YOUNG CARER STORY

JOHN'S STORY

My name is John and I am 19 years old. I care for my mother who has been diagnosed with depression, anxiety and panic attacks. I've been a young carer since the age of five. My caring role consists of providing emotional support, arranging and attending medical appointments, completing household duties and being there for my mum when she has a panic attack.

With medical appointments, I have to translate what has been said by the clinician so that mum understands and is ok with what is happening. I also inform the clinician of what mum would like to talk about if she has forgotten, and I'm also required to remember what is discussed by the clinician. There have been times when I've had to advocate on mum's behalf.

I've been part of the Young Carer Program at Carers NSW since 2011. During that time, I've accessed individual support and leadership training. Individual support has allowed me to talk about my caring role in a safe and comfortable environment, debrief on my caring role with others and most importantly, allowed me to continue my caring role to the best of my abilities.

While completing my leadership training, I've met other young carers and formed friendships that I wouldn't have made if it wasn't for the Young Carer Program at Carers NSW. Connecting with other carers really helped to reduce my feelings of isolation. These aspects have been the most helpful to me.

I've learned new skills and gained knowledge through the leadership training that I believe will assist in my future work and personal life, including presenting to school students and teachers about the role of a carer, or being interviewed by the media. Additionally, I've gained some great skills from my caring role, including: budgeting, advocacy and life skills and I have applied these in my current role as Peer Worker in Central West NSW.

I've faced some challenges as a young carer, including medical experts and people in the community not fully understanding the role that a young carer plays. Additionally, other young people haven't understood my situation as they do similar duties, like needing to complete chores. I have overcome this by educating them on the experiences of being a young carer.

Balancing my caring role with work, study, friends, family and doing activities has sometimes been difficult, particularly when my mum requires me to be at home. It helped greatly that I had understanding

teachers in primary and secondary school. Friends and family have also been very understanding as there have been times when I have had to cancel events at the last minute.

Some tips I can provide to young carers, include: practise regular self-care and mindfulness. It's very important to look after yourself, to avoid burn out and to look after your mental health so you can continue to do your caring role to the best of your ability.



BETTER START FOR CHILDREN WITH DISABILITY

Carers NSW has delivered the *Better Start for Children with Disability* initiative in NSW for the past eight years assisting 1687 families to receive support during this time. Over the past year the *Better Start* team has supported families of children with disability aged 0 to 12 years with access to information, referrals and/or other support and to help them to navigate the transition of supports and services for their child.

In 2019-20, the *Better Start* team delivered 11 *Moving Forward Workshops* across the state and two NDIS Implementation sessions in person, before moving to online delivery in response to the COVID-19 pandemic in March 2020. Carers NSW continued to deliver 16 NDIS Implementation workshops to 74 carers online from March – June 2020.

The workshops focused on providing information and support to families who were waiting to access the NDIS, were actively using a current NDIS plan or needed information related to education for a child who was about to, or had recently started school.

The program also provided opportunities for peer support with other parents and carers. Service providers such as the NSW Department of Education and NDIS partners in the community attended workshops as guest speakers, providing carers and families with direct access to local, state and national services.



“Your session was so helpful and informative. I feel in a much better place to cope with managing with the NDIS. Thanks for your kind comments, too..” June 2020



YC DRIVE

YC Drive is a *NSW Learner Driver Mentoring Program* (LDMP) for young carers, operating from the Canterbury Bankstown area and funded by the NSW Government through the *Carer Investment Program*.

Now, in the second year of the program, newly trained Volunteer Driver Mentors provide driving supervision to young carers, to assist them to attain their logged hours. One young carer has completed 50 hours through the program.

During 2019-2020, the *YC Drive* program provided 54 professional lessons, 52 mentoring hours and 2 safer driver's courses to young carers. Eleven young carers aged between 16 - 25 years have accessed the program this year. One young carer sat for her driving test and two others are waiting to take their test.

YC drive has supported five young carers in regional areas through professional driving lessons, access to Safer Driver courses and linking them with other *Learner Driver Mentoring Programs* in their area. This support has enabled one young carer to get his Ps and support the other three young carers in building their required supervised driving hours.

The *YC Drive Program* was suspended from March 2020 due to Covid-19, however will resume as soon as it is safe to do so.



CARER ACHIEVEMENT PATHWAY

The *Carer Achievement Pathway* (CAP) project was designed to assist young carers within the greater Sydney region to identify and achieve goals related to education, employment and their caring role. Since June 2018, Young Carer Coordinators (YCCs) provided participants with assistance in creating and updating resumes, exploring education pathways and options for training and upskilling, and referrals to external services equipped to support young people in improving their mental health and wellbeing.

The project was funded until the end of June 2020 with a total of 42 young carers receiving support through the project.

Some highlights from the past year include participants returning to work after having taken time off to fulfil caring responsibilities, deciding on pathways for post-HSC study or training and completing successful applications. Young carers on the program have also had the opportunity to access driving lessons to complete the logbook hours required to obtain their driver licence. Over the past year, referrals to community organisations and services to support with mental health and personal wellbeing have taken place, including counselling and psychology, support for housing and support for families enduring financial hardship. The program has linked carers to employment service providers, registered training organisations who offer fee-free or low cost certificates and traineeships to young people as well as *Learner Driver Mentor Programs* have also taken place to assist young carer participants to achieve their goals.

CARE2WORK PROJECT

The *Care2Work* project is a *Carer Investment Program*, funded by the NSW Government that aims to build carers' capacity to engage in paid work of their choice through provision of carer-focused employment support.

Since its commencement in October 2019, *Care2Work* has provided employment support to 43 carers and former carers across NSW via telephone, video conferencing and online support. The project has linked carers with carer-friendly employers (accredited by the *Carers + Employers Network*) and connected with a range of education, training and recruitment agencies in line with work goals of participating carers.

Carers are assessed as falling into one of two pathways based on job readiness and relative physical, intellectual, social, cultural, economic and geographical disadvantage. Approximately 30% of carers have received 'intensive support' under *Pathway 1* which has included career goal setting, resume development, linkage to funded programs and supports and guidance to translate skills gained caring into workplace skills. Provision of support for *Pathway 2* participants (approx. 70 %) has included resume and job application reviews, answering selection criteria using lived experience caring and mock job interviews via video conferencing. A suite of resources has been developed to accompany this, focused on tips and strategies to assist carers navigating new employment.

The project has assisted thirteen carers into educational courses across Accounting, Business and Marketing, Health and Social Care sectors, which comprise sectors identified in job growth projections in Australia over the next five years. A total of five carers have been successful in obtaining new employment since receiving assistance from *Care2Work*.



MENTAL HEALTH RESPITE CARER SUPPORT

The *Mental Health Respite: Carer Support (MHR:CS)* program was delivered from 2013 until May 2020 and provided almost 4000 instances of support to carers and families within the funded local government areas of Southern Eastern Sydney and Hunter New England.

The *MHR:CS* program supported carers of people living with mental illness and offered flexible person-centred support to assist carers to sustain their caring role. During the final year of the program in 2019-2020, staff provided support to 30 carers on 413 separate occasions. With the transition of *MHR:CS* funding this support has focused on individual support to carers and families in this final year of the program.

In 2019-2020 carers and families received tailored, person-centred support to understand the National Disability Insurance Scheme (NDIS), gather documentation to submit for assessment and assistance to understand the National Disability Insurance Agency (NDIA) decision. Carers and families were also connected to broader community supports and information to sustain them in their caring role.

Carers provided positive feedback on the program in supporting them to sustain their caring roles, access support and information, and to take a break from the responsibilities of their caring role through a wide variety of education and carer relief activities during this time.

“*The process has been really easy so far and my husband and I are very appreciative. We’ve both been impressed with the professionalism and service of Carers NSW.*”

Carer 2019



NDIS SUPPORT COORDINATION

The *Support Coordination* service was designed to assist National Disability Insurance Scheme (NDIS) participants and their family to navigate and better understand the NDIS.

During 2019-20 Carers NSW delivered *Support Coordination* as a service type under the NDIS to participants across greater Sydney, Newcastle and the Hunter region and the Mid North Coast of NSW.

Over the past year Carers NSW has seen some significant changes to the delivery of this support. Early in the 2019- 20 year implementation and refinement of the Customer Relationship Management (CRM) greatly assisted to improve efficiencies and operational delivery of the program.

Carers NSW adapted the delivery of *Support Coordination* to NDIS participants, assisting them to manage the changes to their services and supports affected by the COVID-19 pandemic. This involved supporting participants through online meetings and digital communications, and assisting them with accessing funding for services and equipment made available by the NDIS to support participants during this time.

Carers NSW transitioned a number of participants accessing our *Support Coordination* service at the end of 2019-20. This was due to a number of Carers NSW funded programs ceasing at the end of May 2020 with funding for these programs transitioning to other models of carer support and as many of the staff employed by these programs also assisted in the delivery of *Support Coordination*. Carers NSW staff provided support and assistance to participants and their families to transition their *Support Coordination* service to a provider of their choice.

WECARE

Carers NSW delivered the *wecare* program in partnership with *icare* from September 2017 to November 2019. The program was developed to support families and carers of people who have sustained severe injuries at work or in a motor vehicle accident.

In April 2020, the *icare* Foundation funded Carers NSW to continue to deliver the program for an additional three year period. The program has been expanded to include supporting carers of participants of the Workers Insurance scheme. The *wecare* program has continued to operate during the COVID-19 pandemic by delivering mentoring sessions via either telephone, Skype or Zoom.

Two programs are offered through *wecare*.

- The *Carer Mentoring Program*, for adult family members is delivered through six to eight mentoring sessions. Experienced, supportive mentors work alongside the family carer to provide support strategies and coping tools to improve their resilience and confidence in their caring roles. During 2019-2020, 37 carers accessed the program.
- The *Children and Young People's Mentoring Program* is for children aged 5-18 years who are family members of an *icare* participant. The flexible program is tailored to meet the needs and goals of the young person. The program provides education, referrals and coping strategies through fun, age appropriate activities to assist in living with their loved one and pursuing their goals. During 2019-2020, 15 children and young people accessed the program.



CARERS + EMPLOYERS

The *Carers + Employers* project was established as part of the *NSW Carer Strategy 2014-2019*, with the aims of building a national network of employers to champion better employment outcomes for carers. With the support of a diverse project management group, an accreditation program was developed to allow organisations to be formally recognised as a carer friendly workplace. With consultation and resources to support their submission if needed, employers are guided to follow best practice across five key areas. Evidence of these practices are then submitted as evidence against the set of criteria. The program is tiered from Level 1 through to Level 3, allowing employers time to innovate new practices, build a solid culture and framework, and ultimately gain recognition as leading employers.

A range of resources has also been developed including marketing and promotional material, as well as a series of webinars. The new restricted member's area of the website also includes two toolkits, one for employers and one for employees, information sheets and links to organisations to support carers.

To date, five employers have completed the accreditation for Level 1 Activate, with two of these employers indicating interest in proceeding to Level 2. Two major national banking institutions have also applied for accreditation and the program is gaining momentum and recognition with employers.

The COVID-19 crisis has meant that many employers have instituted flexible work arrangements and are currently reviewing policies and considering what the future of work will look like. *Carers + Employers* will highlight that now is the time to integrate practices to build a carer friendly workplace.

Sharing the practices employers have integrated, leveraging workplace uptake, advocating for flexible work arrangements, enhancing member resources and continuing to build the network will be a focus for the future.



“ *I need all the help & education I can get from people with lived experience & to have time out with other carers to break the isolation as I have no family support..* ”

Carer 2019

“ *It's good to listen to other carers how they struggled/coped. I don't feel so alone in my struggle then.* ”

Carer 2019

CARER PEER CONNECT

Funded by the NSW Government, *Carer Investment Program*, *Carer Peer Connect* uses online platforms to provide opportunities for carers and carer support groups in NSW to connect with each other and receive peer support. Through the *Carer Peer Connect* website, carers are able to access information and online educational modules to build on their addressing disability and illness specific issues as well as more general topics, such as health and wellbeing.

Carer Peer Connect ran carer education webinars based around health and wellbeing where carers were able to share information with one another.

During 2019-2020, 9065 unique users accessed the *Carer Peer Connect* website, with the carer support group database being the most visited page with 5,964 views. To date, the carer support group database lists 688 carer support groups across NSW.

CARER HANGOUTS

In 2020 the program established an online (video) drop-in centre for carers. Launched in response to COVID-19, *Carer Hangout* provided a space for carers to come together regardless of geographical location and develop social connections.

CONSUMER AND CARER COACHING PROJECT

The *Consumer and Carer Coaching Project* is a skills based training program and volunteer peer coaching model delivered with funding from the *Commonwealth Home Support Programme* (CHSP).

The project started in December 2019 with an emphasis on practical caring skills to improve the safety and sustainability of caring for an older person at home.

Initially the project focused on research, sector consultation and carer workshops to identify the practical skills needed. This helped inform the design of the modules and the delivery mode. The key requirements included simple, easy to navigate, interactive training modules with local content, practical examples and resources. Carers were keen to include practical video demonstrations, especially for common manual handling tasks, specifically to support carers.

Six training modules have been developed, which can be delivered as a series or individually depending on carer needs and preferences. The training modules comprise of:

1. Positive approaches to caring
2. General knowledge
3. Taking care of you
4. Making day to day activities easier
5. Building confidence when moving others
6. Confidence with health care tasks

The project also developed a volunteer led coaching model to support carers, with a program manual to inform the delivery of the peer coaching model.

The training materials are available on the Carers NSW website, for face to face workshops or as printed booklets for people with limited access to technology.

HIDDEN CARER PROJECTS

ALCOHOL AND OTHER DRUGS

The *Alcohol and Other Drugs* (AoD) project is designed to provide information and resources for carers who are supporting someone with a dependency on alcohol or another drug.

The project was funded by the Department of Communities and Justice (DCJ) for 12 months from June 2019. During that time, 18 alcohol and other drug treatment providers were consulted to determine the gaps in information and resources available to carers. Consultations also included contact with three alcohol and other drug carer support groups. Two of these were peer-led groups, the other a facilitated carer and family program. An additional ten carers were consulted about their caring experiences via telephone interview and in person.

Based on the consultations and information gathered from the research, a range of resources were developed including five information sheets, available in A4 printable format, covering the following topics:

- Are you caring for someone?
- Carers talk about recovery
- Looking after yourself
- Carers talk about grief, loss and hope
- What are emotional boundaries?

An interactive eLearning module was developed as an educational resource to support service providers and the wider community, particularly hidden carers.

An animated video was developed, featuring a story on caring for someone who uses alcohol and other drugs and the experience of being a hidden carer. This will be embedded into the eLearning module and will also be used as a stand-alone educational resource.



CARING FOR SOMEONE WITH A LIFE-LIMITING ILLNESS

New resources for those caring for someone with a life-limiting illness were launched in March 2020, to help fill a gap in palliative care resources specifically for carers.

Caring for someone with a life-limiting illness can be a challenging and overwhelming time for carers. In these resources, people who have cared for someone towards the end of life share their experiences to help guide others who are caring. It is hoped that through sharing these experiences, carers will feel less alone at this time and will have access to information that will help them get the services and support they need to manage their caring role.

The resources focus on topics related to managing feelings, caring for self, practical issues and bereavement. There is a video, facts sheets and an e-learning program included in these resources. These fact sheets have also been translated into Arabic, Chinese and Greek. There are also some fact sheets specifically for young carers.

This information is also a valuable education resource for those working with people with life-limiting illnesses. It provides insights into the experience of being a carer and identifies what may help carers during this time.

Carers NSW would like to thank the many carers involved in the development of these resources. These resources were developed with funding from NSW Health and are available on the Carers NSW website.



EDUCATION AND TRAINING

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

HIGHLIGHTS AND ACHIEVEMENTS

Carers NSW and carer awareness was promoted to an estimated 2,000 carers, service providers and industry professionals across seven events during 2019-2020. The events included the NSW Seniors Festival and Expo, Carers Week events organised by Campbelltown City Council, the Commonwealth Respite and Carelink Centre in Gosford and multicultural events organised by Settlement Services International and the Western Sydney Local Health District.

The Education and Training team delivered education sessions to 1,510 carers and service providers on a range of topics including health and wellbeing, carer awareness, caring for someone who is ageing, future planning, transitional care, navigating *My Aged Care* and the new Carer Gateway service. These sessions were delivered to carer support groups, at carer events and forums, professional development sessions and seminars for service providers, and at corporate events for carers in the workplace, including HSBC and Macquarie University.

As a result of COVID-19 and social distancing requirements all education and training activities transitioned to online delivery from March 2020, with 29 webinars delivered using Zoom. These sessions were offered as webinars scheduled by Carers NSW as part of their training calendar and also delivered on request to carer groups and organisations.

Navigating My Aged Care is a new module providing carers with an understanding of the aged care system and how to access supports and services for those aged over 65.

Transitional Care offers information about tools, services and support in planning and preparing for the transition of someone into aged care or end of life care.

Supporting Carers through COVID-19 is a new module developed to address the health and wellbeing needs of carers during COVID-19, explore ways to manage the challenges and enable carers to stay connected.

Carers and service providers found the content, information and resources provided were very helpful and informative. The opportunity to connect with others and reflect on their experiences during social isolation was also greatly appreciated.

Understanding the new Carer Gateway services provides an understanding of how carer support has changed, an introduction to Carer Gateway services and how to access these as well as an overview of the carer support planning process. This continues to be the most sought after education session by carers and service providers.

During 2019-2020 information about the new Carer Gateway services was delivered to 1026 carers and service providers across NSW. This included an opportunity to introduce Carers NSW and deliver information about Carer Gateway. Sessions were delivered in Coffs Harbour, Harrington, Port Macquarie, Tweed Heads and Ballina. These sessions were organised by the Commonwealth Respite and Carelink Centre (CRCC) for the region.

“Very informative and rewarding workshop. Receiving a hard copy of the NSW resource list was a bonus for overloaded and time poor carers who are often too exhausted to track down relevant services and programs to work for them. Thank you.”

“It was a very informative session with very valuable information”

Carer



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CARERS NSW CONFERENCE 2019

SHOWCASING CARER SUPPORT IN NSW

The *Carers NSW Conference 2019* was held on Thursday 17 October at the Pullman Sydney Hyde Park, with funding from the NSW Department of Communities and Justice.

The conference welcomed 108 delegates to explore best practice and ideas, research and initiatives in carer support. Delegates included professionals from health, ageing, disability, community and welfare services, corporates such as PricewaterhouseCoopers, government representatives, academics, researchers, counsellors and psychologists, carer representatives, Carers NSW Board members, NSW Carer Advisory Council members and representatives from the NSW Carer Gateway Service Providers. There were also several carers in attendance as presenters and as audience participants.

Ms Melanie Gibbons MP, Parliamentary Secretary for Families, Disability and Emergency Services, Member for Holsworthy represented The Hon. Gareth Ward, MP, NSW Minister for Families, Communities and Disability Services in officially opening the conference.

The *Carers NSW Conference 2019: Showcasing carer support in NSW* focused on the themes of:

- Support in the workplace
- Support through research
- Supporting the diversity of caring
- Support in the community.

Fifteen presentations were delivered during concurrent sessions across all themes including a panel focused on the *Carer Investment Projects. 12 months on* and a session on Local Health District initiatives recognising and responding to carers needs.

The conference program also featured local keynote speakers:

- Dr Gabrielle Carey, teacher, carer and author presented on families as first responders and provided insights into a day in the life of a carer and the challenges of dual diagnosis.
- Professor Marian Baird AO, Professor of Gender and Work & Chair of the Discipline of Work and Organisational Studies, University of Sydney Business School, presented research about the work/life concerns of mature workers and carers.
- Robert Fitzgerald AM - NSW Ageing and Disability Commissioner spoke about safeguarding older Australians and people with disabilities.

The Carer Panel featured six carers from diverse backgrounds and caring experiences providing insights into how carers drive carer policy and practice.

Feedback received from delegates was overwhelmingly positive and indicated the conference was successful in achieving its aims in providing delegates with the opportunity to explore research, initiatives and best practice in carer support. The opportunity to network with their peers and other professionals was also highly valued.

Evaluation showed that 85% of delegates agreed the conference increased their skills and knowledge and 91% agreed the conference was informative about government policy, reform and strategic initiatives relating to carers.

“ The presentations were excellent and really relevant. I actually think there were the right number of people and the right number of presentations and sessions. I found that the audience was very engaged and the smaller numbers allowed for greater participation. Well done! ”

“ Excellent speakers, very engaging. Very informative and relevant. ”



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POLICY AND ADVOCACY

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

CARER REPRESENTATIVES

Carer Representatives are specially trained carers who help Carers NSW give carers a voice in government, media and community settings. Throughout the year, Carer Representatives made significant contributions in response in more than 20 representation activities both internal and external, ranging from media opportunities, to policy and advisory work, to participation in committees and research. Training was conducted with 10 new Carer Representatives in a face to face session held in Newcastle in September 2019 and the first online Carer Representative training was conducted with 5 further carers due to COVID-19 restrictions in May and June 2020. As at 30 June 2020, there were a total of 101 Carer Representatives.

HIGHLIGHTS AND ACHIEVEMENTS

In 2019-20, the Policy team raised awareness of carers and promoted carer inclusiveness in 39 written submissions to a range of NSW and Commonwealth Government consultation opportunities. The Policy and Executive teams continued to build and maintain partnerships and alliances to advance carer issues via 37 regular committee and advisory group meetings with key government and non-government stakeholders.

2019-20 was a period of significant national review and reform, with hearings and calls for submissions continuing under the Royal Commission into Aged Care Quality and Safety, the commencement of hearings and calls for submissions under the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, and the continuation of the Productivity Commission's Inquiry into Mental Health.

These concurrent initiatives and the many associated discussion papers and draft reports led to higher than usual policy submission outputs, adding 7 submissions overall, and the Policy team was pleased to see many of Carers NSW points and recommendations being picked up in formal statements and responses.

In addition to this broad sweeping review and reform of the key care sectors accessed by carers and those they care for, the 2019-20 period saw the announcement and establishment of the successful service providers for in-person supports under the Carer Gateway. Service delivery commenced in April 2020, with the Policy team following the rollout closely and collecting case studies from carers across NSW.

Due to the significant change occurring during this period, a much larger number of Policy Advice Forms were completed by Carers NSW staff, carers and service providers – a total of 288 case studies were collected. Of these, 62 related to the impacts of COVID-19 on carers, for which feedback was frequently sought between March and June 2020.

NEW DEVELOPMENTS

The NSW bushfire crisis in late 2019 and early 2020 and the COVID-19 pandemic placed many carers in NSW in a heightened state of alert for much of this reporting period. The Policy team responded to these unprecedented circumstances by providing regular updates to staff and carers, by closely monitoring policy developments to inform our ongoing systemic advocacy, and by regularly seeking feedback through the Policy Advice Form.

In April 2020 they conducted a series of five consultations with carers and other stakeholders to investigate the main challenges and opportunities facing carers as a result of COVID-19. This resulted in a report based on the consultations and on more than 50 Policy Advice Forms completed on the topic, released in May 2020. Two public position statements were also developed based on these findings.

In November 2019, the Policy team ran its twice-yearly Strategic Carers Action Network (SCAN) stakeholder forum on the topic of LGBTQI+ carers, building on the work conducted within an ongoing project on hidden LGBTQI+ carers. The forum brought together key researchers and service providers in the space. The May 2020 SCAN was rescheduled for the new financial year due to COVID-19 restrictions.

During this period, intensive work with members of Carers NSW working groups, the Carer Rights & Complaints Network and the Carer Respite Alliance, continued, with a number of project outputs close to completion.





KEY SUBMISSIONS AND INQUIRIES

Agency	Topic
NSW Department of Communities and Justice	NSW Carers Strategy 2014-2019 Evaluation
	NSW Disability Inclusion Act 2014 Review
NSW Ageing and Disability Commissioner	NSW Disability Advocacy Review
NSW Department of Premier and Cabinet	Restrictive Practices Authorisation 2019 Consultation
NSW Department of Customer Service	
NSW Department of Education	Before and After School Care
NSW Productivity Commission	Kickstarting the Productivity Conversation Discussion Paper
NSW Independent Bushfire Inquiry	NSW Independent Bushfire Inquiry – Terms of Reference
Parliament of NSW	Current and future provision of health services in the South-West Sydney Growth Region
Social Policy Research Centre (SPRC), the University of New South Wales (NSW)	National Treatment Framework
Joint Standing Committee on Electoral Matters	Voting eligibility based on mental and legal capacity
Central Eastern Sydney Primary Health Network (CESPHN)	Co-Design of Mental Health Services in Residential Aged Care Facilities (RACFs)
Department of Social Services	National Disability Insurance Scheme (NDIS) Thin Markets - Scoping Paper
	Improving the NDIS Experience: Establishing a Participant Service Guarantee and removing legislative red tape
Joint Standing Committee on the NDIS	Inquiry into NDIS Planning
	Inquiry into the NDIS workforce
Department of Health	Residential aged care: Proposed alternative models for allocating places discussion paper
	Open consultation on the National Dust Disease Taskforce
	National Obesity Strategy
	Additional service fees in residential aged care
	Dementia, Ageing and Aged Care Mission draft roadmap
Aged Care Funding Authority (ACFA)	Improving home care payment arrangements
Productivity Commission	Response to the Issues Paper on an Indigenous Evaluation Strategy
	Productivity Commission Inquiry into the Social and Economic Benefits of Improving Mental Health Draft Report



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Senate Standing Committees on Community Affairs, Parliament of Australia	Inquiry into the adequacy of Newstart and related payments and alternative mechanisms to determine the level of income support payments in Australia Inquiry into Centrelink's compliance program
Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability	Draft Accessibility Strategy Group Homes Issues Paper
Australian Human Rights Commission (AHRC)	Free and Equal: An Australian conversation on human rights Human Rights and Technology Discussion Paper
Royal Commission into Aged Care Quality and Safety	Aged Care Royal Commission Program Redesign Council Assisting on program redesign Aged care workforce stream Counsel Assisting on the future of the aged care workforce
National Disability Insurance Agency	Annual Price Review 2020-21 Issues Paper Digital Partnership Program Discussion Paper
The Treasury	Retirement Income Review consultation paper
National Mental Health Commission	Peer Workforce Development Guidelines
Council of the Ageing (COTA)	Aged Care Visitor Access Code



KEY ADVISORY GROUPS AND MEETINGS

Agency	Committees and advisory groups
NSW Department of Communities and Justice	NSW Carers Ministerial Advisory Council NSW Carers Strategy Aboriginal Working Group
Carers NSW	Strategic Carers Action Network (SCAN) Carer Respite Alliance (CRA) Carer Rights & Complaints Network (CRCN)
National Network of Carers Associations	National Policy Working Group (NPWG)
NSW Health	Disability Inclusion Action Plan Steering Committee End of Life Implementation Advisory Committee (EOLIAC) Intellectual Disability Health Teams Advisory Committee Disability Community of Practice





South East Sydney Local Health District (SESLHD)	Implementation Committee for the Disability and Carers Plans Diverse Carers Network Meeting Research Steering Committee Meeting: Carer Information Needs and Technology Preferences
Sydney Local Health District (SLHD)	Carer Committee Sydney Children & Family CALD Disability Working Group
NSW Agency for Clinical Innovation (ACI)	Neurodegenerative and Neuromuscular Conditions Governance Group NDIS Clinical Advisory Group
TAFE NSW	Upskilling Carers Advisory Group
Transport for NSW	Accessible Transport Advisory Committee
Justice NSW	Victims of Crime Interagency
Australian Aged Care Quality Agency	NSW Agency Liaison Group
Federal Department of Health	Aged Care Liaison Group
Central and Eastern Sydney Primary Health Network (CESPHN)	Disability Network
University of Technology, Sydney (UTS), Institute for Public Policy and Governance (IPPG)	Centre for Carers Research: Research Working Committee
University of South Australia (UniSA)	Carers in the Balance Advisory Group
NSW Council for Social Service (NCOSS)	Health Equity Alliance NGO Research Forum
Council of the Ageing (COTA)	NSW Ageing Alliance
Aged and Community Services Australia (ACSA)	NSW Community Care Forum
ACON	LGBTI Metro NSW Interagency
Nurses and Midwives' Association – NSW Branch	Aged Care Roundtable
Ethnic Communities' Council of NSW	'Our Journey' - creating pathways to build a safer, stronger, resilient and connected community for CALD people with disabilities
Mental Health Carers NSW (MHCN)	Peak Advisory Committee
Everymind	Carers Online Project Steering Group
National Disability Practitioners	Disability Workforce Education Reference Group (NSW)
Inner Sydney Voice	City of Sydney and Eastern Sydney Abuse of Older People Collaborative
NSW Energy and Water Ombudsman	Joint Outreach Initiatives Network (JOIN)

RESEARCH

Throughout 2019-20, Carers NSW focused on utilising findings from research to raise awareness of carers and giving carers a voice through building partnerships with external research institutions, while also prioritising internal research and evaluation projects.

2020 NATIONAL CARER SURVEY

Every two years, the Carers NSW Carer Survey collects information on the caring roles, service access, health and wellbeing, and service experiences of carers to provide an evidence base that informs the organisation's direction, support, and systemic advocacy for all carers across NSW.

In 2020 the Carers NSW Research team, in partnership with the other state and territory Carer Associations, led the process to conduct the survey nationwide for the first time. The development of the 2020 National Carer Survey started in December 2019, and the survey was conducted between May and June 2020. More than 8,500 carers from across the country, including at least 1,500 from NSW responded to the call for participation, providing nationwide data on the issues faced by carers in Australia in unique depth.

YOUNG CARER RESEARCH PROJECT

The Carers NSW Research team, in cooperation with the Young Carers team and an external Project Advisory Group including two young carers, conducted a qualitative research project between December 2019 and June 2020 on the support needs and experiences of young carers aged 16 to 25. Since this group is generally under-represented in the Carers NSW Carer Survey, this project aimed to explore the unique situation of young carers in relation to education, employment, service provision and relationships. The report was published in July 2020 and the findings will inform a Young Carer Engagement Tool.



CONFERENCES

Throughout the year, the Policy and Research teams submitted 27 conference abstracts, 24 of which (89%) were accepted, two rejected, and one presentation accepted but declined by Carers NSW due to organisational capacity at the time. Five abstracts were co-authored with academics or other organisations.

Many conferences were postponed due to safety concerns in response to COVID-19, resulting in 18 presentations held this financial year (including three poster presentations), eight of which were papers written in cooperation with representatives from universities or other organisations.

Conferences with participation of the Carers NSW Policy and Research team included:

- Australian Social Policy Conference 2019, 9-11 September 2019, UNSW, Sydney
- Australian Association of Gerontology 2019 Conference, 5-8 November 2019, Sydney
- CEPAR Colloquium on Pensions and Retirement Research, 2-3-December 2019, UNSW, Sydney
- Strengthening the Service Response for Migrant and Refugee Children and Families conference, 14 August 2019, WSU, Sydney
- SPHERE Partnerships for better health symposium, 29-30 August 2019, Sydney
- Health Justice Conference, 24-25 September 2019, UTS, Sydney
- University of Sydney Policy Symposium, 9 October 2019, Sydney
- Carers NSW Conference 2019, 17 October 2019, Sydney
- CESPHE Rethinking Mental Health Forum, 7 November 2019, Sydney
- 2020 CHSP Futures Conference, 10 March 2020, Sydney

PARTNERSHIPS

Carers NSW has continued to develop key research partnerships, most notably with academics from the University of New South Wales, University of Wollongong, University of Sydney, University of Technology, Sydney, Western Sydney University, and Macquarie University.

These relationships resulted in several collaborative project ideas including co-authored conference presentations. Carers NSW also participated in grant applications and/or steering committees for seven funded research projects.

The Research team also provided input into two media articles published by partner researchers, one in *Women's Agenda* on respite with Associate Professor Myra Hamilton and one in *The Conversation* on carers' leave with Dr Melanie Zeppel and colleagues.



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A COLLABORATIVE PEAK ORGANISATION

WORK, HEALTH & SAFETY

The Work, Health & Safety Committee have continued to meet regularly and ensure we provide a safe work environment for our staff across our Carers NSW offices. Monthly workplace inspections are conducted at each office and any actions arising from these inspections are followed up promptly.

There have only been a small number of hazard and incident reports lodged over the last 12 months, and these are also reviewed and any trends or issues identified are discussed and communicated with staff. Carers NSW provide WHS training through their induction program, training sessions and through regular WHS alerts sent out to staff.

During 2020, the WHS Committee have taken a lead role in developed and implementing WHS Controls in our offices to ensure a safe work environment continues to be provided for staff during the COVID-19 pandemic. The WHS Committee displayed posters throughout the offices, developed a COVID Safety Plan and registered each Carers NSW office as a COVID Safe Business.

Feedback from our COVID Staff Check-In Survey in April 2020, reflected 96% of staff were satisfied with our response to COVID-19 and wellbeing was high with 84% of staff indicating they felt well. The WHS Committee continue to monitor government advice during the pandemic and ensure we review and adapt the WHS Controls to ensure the health and safety of our staff.

QUALITY IMPROVEMENT

The Quality Improvement Committee continues to meet regularly and discuss quality improvement activities and review relevant policies, to ensure we meet the NDIS and QIC accreditation standards.

Carers NSW has maintained our NDIS accreditation with the NDIS Quality and Safeguards Commission and are preparing for our next Surveillance audit in September 2020. This audit is conducted by SAI Global and will review the supports and services Carers NSW are providing in NDIS Support Coordination and more recently in the National Community Connector Program.

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 November 2020.

Quality improvement continues to be a strength and area of focus at Carers NSW as the organisation evolves and adapts during COVID-19 to ensure we continue to deliver high quality support and services to carers.

HUMAN RESOURCES

Over the past year, the HR team have supported staff during a period of transition and growth. Several of our carer projects and programs ended and we were pleased to support many of these staff members into new roles within the organisation. Carer Gateway has provided wonderful opportunities for staff to develop and grow in their careers, with several internal leadership appointments and the opportunity to attract new talent to the organisation.

We continue to conduct our annual employee survey through the Voice Project. We were pleased with the results which showed that Carers NSW greatest strengths were in Work/Life Balance, Mission and Values, Customer Satisfaction and Organisation Direction all of which scored at or above 98%.



RECOGNISING DIVERSITY

Carers NSW values and acknowledges the benefit of having a diverse workforce to enable the organisation to best meet the needs of carers.

Over the last 12 months, the Diversity Group have implemented many of the planned activities as part of the 2017 – 2019 Diversity Plan. The plan included organisational actions that promote and respond to diversity and recognised the importance of diversity across the organisation – as reflected in recruitment, the workplace, programs and service delivery, education and training, policy and advocacy and engagement with others.

The Diversity Group is currently working on a new Diversity & Inclusion Plan for 2020-2022.

INFORMATION TECHNOLOGY

The IT team provides reliable and up to date information technology solutions to staff at Carers NSW. During the year there continued to be a strong focus on IT improvement and a number of enhancements were made. The installation of the new Customer Relationship Management (CRM), system that was operational in mid-May 2019 and the Finance and HR systems that were operational in July 2018, along with the upgrade of the telephony system that was completed in March 2020 will ensure that Carers NSW IT services continue to meet the changing needs of carers and the organisation into the future.

RECONCILIATION ACTION PLAN (RAP)

Our vision for reconciliation is equity between Aboriginal and Torres Strait Islander peoples and other Australians. The Carers NSW Reconciliation Action Plan (RAP) Working Group is currently working on developing a new Innovate RAP, which will continue our vision for reconciliation.

The Reconciliation Action Plan (RAP) Working Group has met bi-monthly and continued to focus on the 2016-2018 RAP engagement areas including Relationships, Respect and Opportunities.

Carers NSW continues to acknowledge Aboriginal and Torres Strait Islander people through Welcome to Country and Acknowledgement to Country at the beginning of all meetings and events. Carers NSW held internal events to acknowledge National Reconciliation Week and NAIDOC Week.



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CARERS NSW STAFF CONFERENCE

In February 2020, Carers NSW staff from across the state met in Sydney for the 12th annual Carers NSW staff conference. The staff conference is always a highlight for staff, as it enables everyone to come together to create an environment for shared learning and understanding.

The conference theme, *A New Decade of Carer Support*, presented a fantastic opportunity for the team to think about the upcoming changes to carer support with the introduction of Carer Gateway.

The conference commenced with a Welcome to Country by Uncle Chicka Madden, followed by an introduction from Carers NSW CEO Elena Katrakis, and an address from Carers NSW Honorary Treasurer, Bruce Howle.

During the conference, staff were given the opportunity to hear more about the progress of some of Carers NSW new initiatives including *Care2Work*, a project providing carer-focused support and guidance to help establish and achieve meaningful employment goals. Staff were also able to view a newly developed suite of video resources designed to help support those who care for someone at the end of their life or with a life-limiting illness.

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

The Voice Project also presented the results of the 2019 Employee Survey and highlighted areas of high performance and possible improvements.



CONNECTING CARER COMMUNITIES

NATIONAL CARERS WEEK

National Carers Week, an annual celebration of Australia's 2.7 million family and friend carers, ran from 13-19 October 2019. It is a time to recognise and celebrate the outstanding contribution carers make to Australia. Anyone at any time can become a carer, and National Carers Week is an opportunity to raise awareness among all Australians about the diversity of carers and their caring role.

The theme for National Carers Week 2019 was *Why We Care*, encouraging carers to share why they do what they do, and for non-carers or organisations to publicly acknowledge and celebrate family and friend carers.

In the lead up to, and during National Carers Week 2019, Carers NSW raised awareness of carers in print and digital publications, on social media and through the promotion of over 480 National Carers Week events across NSW.



GRANTS TO CELEBRATE NATIONAL CARERS WEEK

Carers NSW is funded by the NSW Department of Communities and Justice to award grants of up to \$300, to organisations and carer support groups to host events and activities during National Carers Week.

In 2019, 487 grants were awarded to carer support groups and organisations in NSW, with 39% of grants awarded going to culturally and linguistically diverse (CALD) carer support groups or organisations, and 3% to Aboriginal and/or Torres Strait Islander carer support groups or organisations.

Carers of children with a disability were awarded a large proportion of the funding with 18% of all grants supporting this cohort of carers, closely followed by carers of people under 65 with a disability at 13%, and carers of people living with mental illness at 11%.

National Carers Week events across the state were attended by carers, care recipients, staff members, facilitators and distinguished guests. Half of all grant recipients reported there were 11-20 carers at their National Carers Week event, with 58% of respondents reporting that their event attracted new carers to their carer support group or organisation. Of these, 76% reported that 1-5 new carers were linked to their group and 17% reported 6-10 new carers were linked to their group - indicating these events and funding from the grants are effective in reaching and linking in hidden carers.

“ It was an easy stress free process and has helped our group feel very validated and appreciated in our important role. It was wonderful to do something that was about us as carers for a change and connect with others in similar situations. ”

CARERS DAY OUT

Carers Day Out, was held on Tuesday 15 October 2019 at the Redfern Community Centre from 10:00am to 2:00pm. The free event hosted in celebration of National Carers Week, was attended by over 200 people including carers, their family and those from the local community.

Highlights of the day included free pamper treatments, health and wellbeing activities, creative workshops, live entertainment, a free BBQ lunch by the Rapid Relief Team and barista coffee sponsored by icare. Carers NSW also welcomed 17 organisations on the day to offer free information and advice to carers, with 100% of organisations agreeing that Carers Day Out raised awareness of their service and that they would like to attend in future. There was a 5% increase from 2018, with 30% of carers reporting they hadn't identified as a carer before attending Carers Day Out. This indicates that Carers Day Out continues to attract and reach hidden carers.

Overall feedback from the event was positive with 88% of attendees rating the event as 'good' or 'excellent', and 79% agreed the event helped to improve their general health and wellbeing.

Carers NSW thanks the NSW Government, City of Sydney, the Rapid Relief Team, icare, Oz Experience, Coles Group & Myer, Sniff Soy Candles, Lindt, Skin Physics, The Roving Artisan for their support of Carers Day Out 2019.

When asked what attendees enjoyed most about Carers Day Out 2019, responders said:

“ Meeting other carers, lunch and entertainment, great day, thank you. ”

“ Getting out for the day to a vibrant environment and having time for myself. And getting a haircut was also wonderful. ”

“ Being pampered and cared for, for free. ”



FINANCIAL MANAGEMENT

YEAR IN REVIEW

The 2019/2020 financial year has presented both opportunities and challenges for Carers NSW. Total revenue of \$7.357 million was a small increase of 5.9% compared to the previous year. Funding for a number of our programs finished at various dates during the year, but this loss of funding was offset by Carers NSW being the successful tenderer for the Federal Government funding for the Carer Gateway Region 4 in NSW. The Carer Gateway funding is until June 2024 which is an excellent outcome for Carers NSW. COVID-19 has had a significant impact on Carers NSW, however we have been able to adapt our operations to ensure the successful rollout of Carer Gateway services and also the ongoing delivery of services for existing programs. The environment of very low interest rates has continued all year as has the increased competition for Government funding. The net operating result for the 2019/2020 financial year was a net surplus of \$72,436.

REVENUE

The majority (91.8%) of revenue that was received by Carers NSW was derived from Federal and State government departments, 2.0% came from interest earned and 6.2% of revenue was obtained from fee for service, memberships, donations and other sources.

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EXPENDITURE

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

RESERVES AND ASSETS

During the 2019/2020 financial year, Carers NSW has continued to maintain an appropriate level of reserves to meet current and future obligations. Reserves at the end of the financial year were \$2.612 million.

FINANCIAL STRATEGY

Carers NSW has solid financial management, overseen by the Carers NSW Board's Finance, Audit and Risk Committee. The organisation's financial management is driven by a sound strategic plan and is strengthened by strong compliance and financial controls as well as prudent management of cash.

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

INFORMATION, RESOURCES AND PUBLICATIONS

TOM FINK LIBRARY

The Tom Fink Library was established in 1996 in memory of the late husband of Averil Fink, one of the founders of Carers NSW. Throughout 2019-20, the Tom Fink Library continued to be used by Carers NSW staff and members, with new resources being added to its collection.

CARERS NEWS

Carers News is a 16 page, print magazine that is published every second month and sent to members of Carers NSW. Six editions of Carers News were sent to members, carers and organisations during the year. At the end of 2019-2020 year there were 6,778 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 2019-20, the number of subscribers increased by 15% to 2,265. Due to the NSW bushfires and Coronavirus pandemic, as well as the launch of Carer Gateway and 2020 National Carer Survey, a number of special editions were distributed in 2020, including two editions per month in April, May and June 2020 to provide important updates.

RESEARCH COMMUNITY

The Carers NSW Research Community continues to be the main channel through which carers are encouraged to engage and participate in research opportunities promoted by partner researchers. During 2019-20, the number of subscribers increased 10% to 305.

SOCIAL MEDIA

Carers NSW continued to grow its online and social presence, with an increase in followers across all social media platforms. At the end of 2019-2020 Carers NSW had more than 10,800 followers across Facebook, Twitter, Instagram and LinkedIn. Carers NSW made 1,287 posts across all platforms and received more than 15,600 engagements across social media during 2019-2020.

WEBSITE

The Carers NSW website provides a central source of information for carers, service providers and professionals. More than 109,000 users visited the site which is an increase of almost 5,300 users on the previous year. There were over 292,000 page views on the website during 2019-2020.

During the 2019-2020 year, Carers NSW started redeveloping a new, accessible website, to meet the needs of carers and service providers. It is expected to be available within the next financial year.





WEBSITE

Pageviews	292,221
Users	109,551
New users	106,105
Sessions	142,700
Bounce Rate	67.69%
Session Duration	1:39



TWITTER

Followers	3.4 k
Posts	372
Engagements	780



FACEBOOK

Followers	5.3 k
Posts	393
Engagements	11 k



INSTAGRAM

Followers	1.5 k
Posts	312
Engagements	3.2 k



LINKEDIN

Followers	683
Posts	210
Engagements	709



SUPPORTERS OF CARERS NSW

FRIENDS OF CARERS NSW

Friends of Carers NSW help the organisation by contributing their time and skills. Friends do not play an active role in day-to-day operations but act as honorary consultants to the Carers NSW Board of Directors. Friends of Carers NSW are drawn from a wide range of sectors, including the arts, health, legal, media and financial services. Carers NSW is extremely grateful for the advice given and for their commitment to carers across NSW.

Professor Tony Broe AM

Jennifer Bott

Lucy Brogden AM

David Carter

Associate Professor Michael Fine

Professor Ian Hickie

Paul Livingston

Julie McCrossin

Richard Ottley

Jim Warren

Professor Melanie Oppenheimer

John Berryman

Miriam Margoyles

DONORS

Carers NSW gratefully acknowledges the following donors and all of the anonymous donors who have shown their support for carers by donating to Carers NSW in the past 12 months. Their support enables Carers NSW to achieve the best outcome for carers.

Julie Millard

Jennifer Webb

John Smith

Richard and Maria Maguire

Ken Beenie

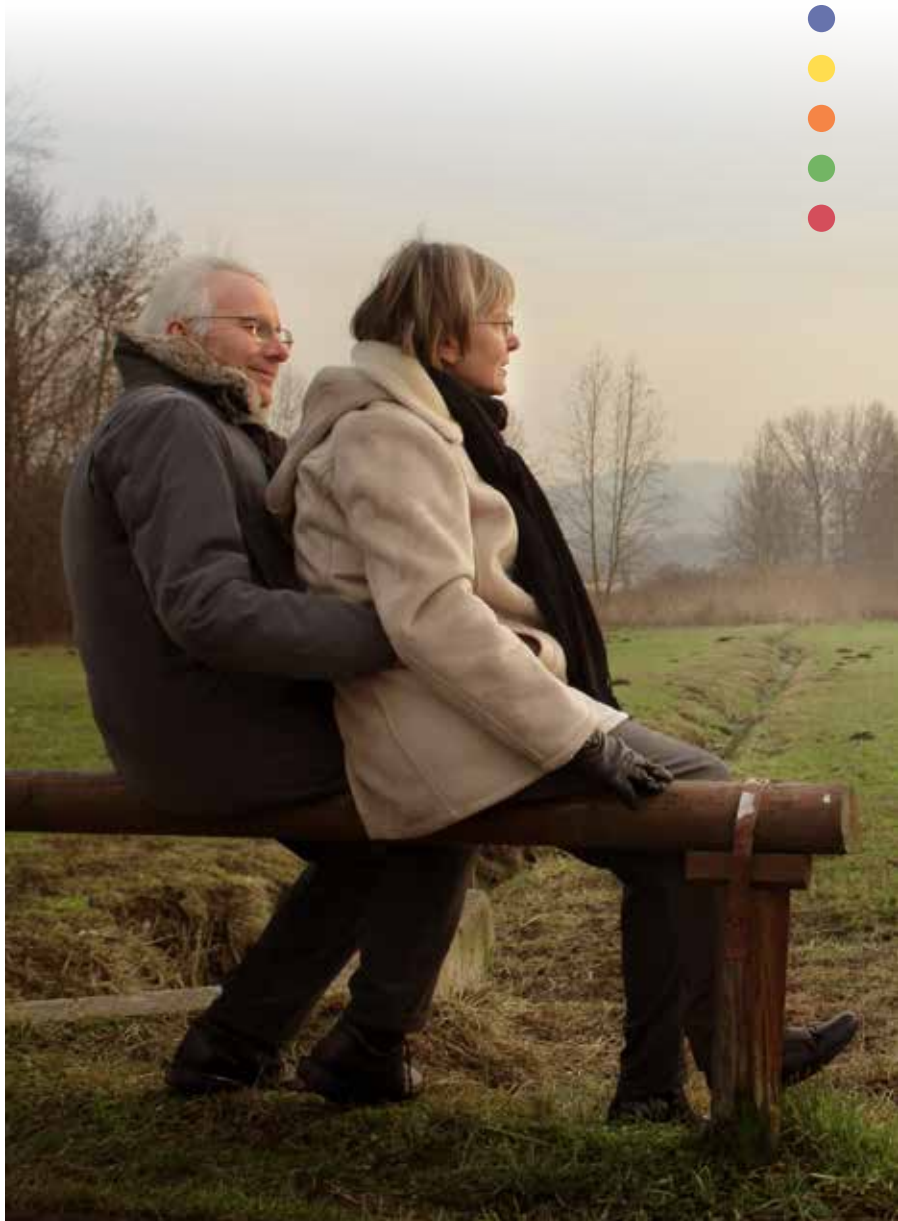
Moria Lloyd

Christine Gorman

Nicholas Kringas

Fiftyfive5

Henry Blooms / Phytologic Holdings



Carers NSW Limited

ABN 45 461 578 851

Financial Statements


For the Year Ended 30 June 2020

Carers NSW Limited

ABN 45 461 578 851

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For the Year Ended 30 June 2020

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Carers NSW Limited

ABN 45 461 578 851

Statement of Surplus or Deficit and Other Comprehensive Income For the Year Ended 30 June 2020

		2020	2019
	Note	\$	\$
Revenue	5	6,882,218	6,547,301
Other income	5	474,979	401,004
Employee benefits expense	6	(4,555,899)	(4,691,402)
Depreciation and amortisation expense		(550,415)	(192,588)
Building occupancy expense		(186,918)	(470,481)
Professional fees		(974,316)	(1,099,017)
Printing and stationery expense		(77,502)	(88,510)
Other expenses		(917,596)	(730,102)
Finance expenses	13	(22,116)	-
Surplus / (deficit) for the year		72,435	(323,795)
Other comprehensive income for the year		-	-
Total comprehensive income for the year		72,435	(323,795)

The Company has initially applied AASB 15 and AASB 1058 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118, AASB 1004 and related interpretations.

The Company has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.

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Carers NSW Limited

ABN 45 461 578 851

Statement of Financial Position

30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	543,431	625,999
Trade and other receivables	8	97,487	312,550
Other financial assets	9	9,218,609	6,961,985
Other assets	12	235,305	82,410
TOTAL CURRENT ASSETS		<u>10,094,832</u>	<u>7,982,944</u>
NON-CURRENT ASSETS			
Property, plant and equipment	11	903,718	962,343
Right-of-use assets	13	634,269	-
TOTAL NON-CURRENT ASSETS		<u>1,537,987</u>	<u>962,343</u>
TOTAL ASSETS		<u><u>11,632,819</u></u>	<u><u>8,945,287</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	14	688,907	595,450
Contract liabilities	10	6,992,522	5,106,100
Lease liabilities	13	410,609	-
Employee benefits	16	349,038	365,198
Other financial liabilities	15	160,182	158,772
TOTAL CURRENT LIABILITIES		<u>8,601,258</u>	<u>6,225,520</u>
NON-CURRENT LIABILITIES			
Lease liabilities	13	261,453	-
Employee benefits	16	158,354	180,448
TOTAL NON-CURRENT LIABILITIES		<u>419,807</u>	<u>180,448</u>
TOTAL LIABILITIES		<u>9,021,065</u>	<u>6,405,968</u>
NET ASSETS		<u><u>2,611,754</u></u>	<u><u>2,539,319</u></u>
EQUITY			
Retained earnings	17	2,611,754	2,539,319
TOTAL EQUITY		<u><u>2,611,754</u></u>	<u><u>2,539,319</u></u>

The Company has initially applied AASB 15 and AASB 1058 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118, AASB 1004 and related interpretations.

The Company has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.

The accompanying notes form part of these financial statements.

Carers NSW Limited

ABN 45 461 578 851

Statement of Changes in Equity

For the Year Ended 30 June 2020

2020

	Accumulated surplus	Total
Note	\$	\$
Balance at 1 July 2019	17 2,539,319	2,539,319
Surplus for the year	17 72,435	72,435
Balance at 30 June 2020	2,611,754	2,611,754

2019

	Accumulated surplus	Total
Note	\$	\$
Balance at 1 July 2018	17 2,863,114	2,863,114
Deficit for the year	17 (323,795)	(323,795)
Balance at 30 June 2019	2,539,319	2,539,319

The Company has initially applied AASB 15 and AASB 1058 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118, AASB 1004 and related interpretations.

The Company has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.



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Carers NSW Limited

ABN 45 461 578 851

Statement of Cash Flows For the Year Ended 30 June 2020

	2020	2019
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from government grants	8,784,751	6,116,627
Payments to suppliers and employees	(6,306,980)	(6,949,241)
Donations received	10,771	4,490
Interest received	146,081	197,714
Interest paid	(22,116)	-
Net cash provided by/(used in) operating activities	<u>2,612,507</u>	<u>(630,410)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	15,545	17,500
Proceeds / (purchases) from held to maturity investments	(2,256,624)	1,014,161
Purchase of property, plant and equipment	(169,017)	(426,217)
Net cash provided by/(used in) investing activities	<u>(2,410,096)</u>	<u>605,444</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(284,979)	-
Net cash provided by/(used in) financing activities	<u>(284,979)</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents held	(82,568)	(24,966)
Cash and cash equivalents at beginning of year	<u>625,999</u>	<u>650,965</u>
Cash and cash equivalents at end of financial year	<u>7</u> <u>543,431</u>	<u>625,999</u>

The Company has initially applied AASB 15 and AASB 1058 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118, AASB 1004 and related interpretations.

The Company has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2020

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

The principal activities of the Company for the year ended 30 June 2020 were to provide services for all carers in NSW including those caring for a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness, or who is frail.

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

The financial report was authorised for issue by the Responsible persons on 10 September 2020.

Comparatives are consistent with prior years, unless otherwise stated.

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

1 Basis of Preparation

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

Coronavirus (COVID-19) Impact

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

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

2 Change in Accounting Policy

Revenue from Contracts with Customers - Adoption of AASB 15

The Company has adopted AASB 15 *Revenue from Contracts with Customers* and AASB 1058 *Income of Not-for-Profit Entities* for the first time in the current year with a date of initial application of 1 July 2019.

The Company has applied AASB 15 and AASB 1058 using the cumulative effect method which means the comparative information has not been restated and continues to be reported under AASB 111, AASB 118, AASB 1004 and related interpretations. All adjustments on adoption of AASB 15 and AASB 1058 have been taken to retained earnings at 1 July 2019.

The key changes to the Company's accounting policies and the impact on these financial statements from applying AASB 15 and AASB 1058 are described below.



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Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2020

2 Change in Accounting Policy (cont'd)

Revenue from Contracts with Customers - Adoption of AASB 15 (cont'd)

Specific change in accounting policy

Grants - operating

Under AASB 1004, most grant income was recognised as revenue on receipt. Under AASB 1058 and AASB 15, where an agreement is enforceable and contains sufficiently specific performance obligations, the revenue is either recognised over time as the work is performed or recognised at the point in time that the control of the services pass to the customer.

Having reviewed the terms and conditions of grants received by the Company, some of them are within the scope of AASB 1058 and others within AASB 15 which has resulted in deferral of revenue for these monies.

Leases - Adoption of AASB 16

The Company has adopted AASB 16 *Leases* using the modified retrospective (cumulative catch-up) method from 1 July 2019 and therefore the comparative information for the year ended 30 June 2019 has not been restated and has been prepared in accordance with AASB 117 *Leases* and associated Accounting Interpretations.

Impact of adoption of AASB 16

The impact of adopting AASB 16 is described below:

Company as a lessee

Under AASB 117, the Company assessed whether leases were operating or finance leases based on its assessment of whether the significant risks and rewards of ownership had been transferred to the Company or remained with the lessor. Under AASB 16, there is no differentiation between finance and operating leases for the lessee and therefore all leases which meet the definition of a lease are recognised on the statement of financial position (except for short-term leases and leases of low value assets).

The Company has elected to use the exception to lease accounting for short-term leases and leases of low value assets, and the lease expense relating to these leases are recognised in the statement of profit or loss on a straight line basis.

Practical expedients used on transition

AASB 16 includes a number of practical expedients which can be used on transition, the Company has used the following expedients:

- contracts which had previously been assessed as not containing leases under AASB 117 were not re-assessed on transition to AASB 16;
- lease liabilities have been discounted using the Company's incremental borrowing rate at 1 July 2019;
- right-of-use assets at 1 July 2019 have been measured at an amount equal to the lease liability adjusted by the amount of any prepaid or accrued lease payments;
- a single discount rate was applied to all leases with similar characteristics;

Carers NSW Limited

ABN 45 461 578 851

Notes to the Financial Statements

For the Year Ended 30 June 2020

2 Change in Accounting Policy (cont'd)

Leases - Adoption of AASB 16 (cont'd)

Impact of adoption of AASB 16 (cont'd)

- the right-of-use asset was adjusted by the existing onerous lease provision (where relevant) at 30 June 2019 rather than perform impairment testing of the right-of-use asset;
- excluded leases with an expiry date prior to 30 June 2020 from the statement of financial position and lease expenses for these leases have been recorded on a straight-line basis over the remaining term;
- used hindsight when determining the lease term if the contract contains options to extend or terminate the lease.

Financial statement impact of adoption of AASB 16

The Company has recognised right-of-use assets of \$585,707 and lease liabilities of \$585,707 at 1 July 2019, for leases previously classified as operating leases.

The weighted average lessee's incremental borrowing rate applied to lease liabilities at 1 July 2019 was 4.00%.

	\$
Operating lease commitments at 30 June 2019 financial statements	592,125
Discounted using the incremental borrowing rate at 1 July 2019	(10,844)
Add:	
Variable lease payments linked to an index	27,723
Less:	
Short-term leases included in commitments note	<u>23,297</u>
Lease liabilities recognised at 1 July 2019	<u><u>585,707</u></u>

3 Summary of Significant Accounting Policies

(a) Income Tax

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

(b) Revenue and other income

For comparative year

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(b) Revenue and other income (cont'd)

Grant revenue

Grant revenue is recognised in the statement of surplus or deficit and other comprehensive income when the Company obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

For current year

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.

AASB 1058 - Income of Not-for-Profit Entities

The Company has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for 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.

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(b) Revenue and other income (cont'd)

AASB 1058 - Income of Not-for-Profit Entities (cont'd)

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.

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.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(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 nil or nominal consideration have been recorded at the acquisition date at fair value.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Company, commencing when the asset is ready for use.

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

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

Fixed asset class	Depreciation rate
Motor Vehicles	12.5%
Office Equipment	10 - 33.3%
Leasehold improvements	20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(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).



Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(e) Financial instruments (cont'd)

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.

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
- debt investments measured at FVOCI

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

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(e) Financial instruments (cont'd)

Financial assets (cont'd)

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

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

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

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

Trade receivables

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

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

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

Other financial assets measured at amortised cost

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

(f) Impairment of non-financial assets

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

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(f) Impairment of non-financial assets (cont'd)

Where an indicator exists and regardless of indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

(g) Cash and cash equivalents

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

(h) Leases

For comparative year

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

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

For current year

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.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(h) Leases (cont'd)

Lessee accounting

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

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

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

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

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

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

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

Exceptions to lease accounting

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

(i) Employee benefits

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

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

(j) Provisions

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

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Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies (cont'd)

(j) Provisions (cont'd)

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

(k) Economic dependence

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

4 Critical Accounting Estimates and Judgments

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

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

The significant estimates and judgements made have been described below.

Key estimates - employee benefits

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

5 Revenue and Other Income

Revenue from contracts with customers

	2020	2019
	\$	\$
Finance Income		
- other interest received	146,081	197,714
Other revenue		
- government grant revenue	6,736,137	6,349,587
Total Revenue	6,882,218	6,547,301
Other income		
- membership subscriptions	10,870	9,041
- grants for the acquisition of fixed assets	121,871	1,533
- other income	331,467	385,940
- donations	10,771	4,490
	474,979	401,004

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Notes to the Financial Statements

For the Year Ended 30 June 2020

6 Result for the Year

The result for the year includes the following specific expenses:

	2020	2019
	\$	\$
Other expenses:		
Depreciation and amortisation expense - plant and equipment	227,642	192,588
Depreciation and amortisation expense - right-of-use assets	322,773	-
	550,415	192,588
Superannuation contributions	356,114	376,516
Employee benefits expense	4,555,899	4,691,402
Rental expense on operating leases:		
- Minimum lease payments	-	260,638

7 Cash and Cash Equivalents

	2020	2019
	\$	\$
Cash at bank and in hand	543,431	625,999
	543,431	625,999

8 Trade and Other Receivables

	2020	2019
	\$	\$
CURRENT		
Trade receivables	70,471	218,277
	70,471	218,277
Other receivables	27,016	94,273
	97,487	312,550

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

9 Other Financial Assets

Held-to-maturity investments

	2020	2019
	\$	\$
CURRENT		
Other financial assets	9,218,609	6,961,985
	9,218,609	6,961,985

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

10 Contract Balances

	Note	2020 \$	2019 \$
CURRENT			
Contract liabilities		6,992,522	5,106,100

Contract assets and liabilities

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

	2020 \$	2019 \$
NSW Department of Communities and Justice - Statewide Peak Activities	47,149	43,303
Ageing, Disability & Home Care - Carers NSW (Carers under 65)	12,285	12,285
Department of Social Services – Commonwealth Home Support Program (CHSP)	39,947	117,343
Ageing, Disability & Home Care - Older Parent Carer Program	1,742,638	1,742,638
NSW Department of Communities and Justice - Young Carers Program	89,236	63,652
Carers Australia - DSS Young Carers Program	18,057	17,261
NSW Department of Communities and Justice - Carers Strategy	352,372	379,746
NSW Department of Communities and Justice - Hidden Carer Outreach project	64,065	64,065
Carers Australia - Carer Information Support Service (CISS)	26,690	8,670
Carers Australia - National Carer Counselling Program (NCCP)	252,051	32,151
Carers Australia - Mental Health Carer Counselling	52,557	16,568
Carers Australia - Better Start for Children with Disability	27,949	334
Department of Social Services - Mental Health Respite: Carer Support	164,860	164,860
Department of Social Services - NDIS Transition Mental Health Respite: Carer Support	165,007	15,074
NSW Department of Communities and Justice - Carers Week	29,054	161,489
NSW Department of Communities and Justice - Carers Support Group (together program)	1,601	1,601
Ageing, Disability & Home Care - My Plan My Choice	505,549	505,549
Ageing, Disability & Home Care - Supported Living Fund	45,151	45,151
Carers Australia - Drought Assistance Packages	34,468	34,468
Ageing, Disability & Home Care - Library Outreach	3,751	3,751
NSW Department of Communities and Justice - NSW Carers Strategy Consultation	40,000	40,000
Ageing, Disability & Home Care - Metro South Project	951	951
NSW Department of Communities and Justice - Speaker Sponsorship (Biennial Conference)	79,256	96,671
Carers Australia - Carer Recognition Program	612	612
NSW Department of Communities and Justice - Young Carers Drive	4,609	2,289
Carers Australia - IT Upgrade One-Off	3,194	3,194
Carers Australia - Special Infrastructure Project	24	24

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Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

10 Contract Balances (cont'd)

Contract assets and liabilities (cont'd)

	2020	2019
	\$	\$
Ageing, Disability & Home Care - Older Parent Carer Tool Kit Project	37,640	37,640
Ageing, Disability & Home Care - CALD Project	45,136	45,136
Ageing, Disability & Home Care - Working with Carers Education Package	5,848	5,848
NSW Department of Health - One Off Carers Life Course Framework	96	96
Macquarie Group Foundation - Ethics of Caring Project	16,911	16,911
NSW Ministry of Health - Developing Resources for Carers of Palliative Patients	64,715	80,000
NSW Department of Communities and Justice - Young Carers Interagency Project	39,302	39,302
South Eastern Sydney Local Health District - Multicultural Awareness Posters	4,312	4,312
Ageing, Disability & Home Care - Working with Carers Orientation Workshops	18,038	18,038
NSW Department of Communities and Justice - Carers Advisory Council Project Officer	900	20,000
Carers Australia - Moving Forward Workshops	32,414	32,414
Department of Education and Communities - Youth Opportunities Program	-	31,982
NSW Department of Communities and Justice	72,728	72,728
NSW Department of Communities and Justice - SDM Workshops for 14-18 yo and their families and carers	207,381	207,381
Insurance and Care NSW - wecare	15,468	35
Department of Social Services - Carer Achievement Pathway Project - Try, Test and Learn	40,774	64,793
Ageing, Disability & Home Care - OPC Diagnostic Project	40,164	40,164
Ageing, Disability & Home Care - OPC NDIS Transition Project	18,886	18,886
NSW Department of Communities and Justice - Carer Peer Connect	35,311	32,234
Ageing, Disability & Home Care - Walking Together with Mirri Mirri (BCAP) Project	6,979	6,979
Ageing, Disability & Home Care - Specific Carers Projects	395,265	524,840
NSW Department of Communities and Justice – Carers and Employers Network (NSW Carers Strategy)	5,983	232,681
Department of Health - Commonwealth Home Support Programme Carer, Consumer and Coaching Program	28,052	-
Department of Social Services - Integrated Carer Support Services Regional Delivery	2,056,405	-
NSW Department of Communities and Justice - Care2Work	731	-
Total grants received in advance	6,992,522	5,106,100

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

11 Property, plant and equipment

	2020	2019
	\$	\$
PLANT AND EQUIPMENT		
Motor vehicles		
At cost	222,476	252,731
Accumulated depreciation	(206,775)	(226,304)
Total motor vehicles	<u>15,701</u>	<u>26,427</u>
Office equipment		
At cost	1,613,322	1,484,450
Accumulated depreciation	(850,799)	(719,225)
Total office equipment	<u>762,523</u>	<u>765,225</u>
Leasehold Improvements		
At cost	466,853	426,708
Accumulated amortisation	(341,359)	(256,017)
Total leasehold improvements	<u>125,494</u>	<u>170,691</u>
Total property, plant and equipment	<u>903,718</u>	<u>962,343</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 2020				
Balance at the beginning of the year	26,427	765,225	170,691	962,343
Additions	-	128,872	40,145	169,017
Depreciation expense	(10,726)	(131,574)	(85,342)	(227,642)
Balance at the end of the year	<u>15,701</u>	<u>762,523</u>	<u>125,494</u>	<u>903,718</u>

12 Other Assets

	2020	2019
	\$	\$
CURRENT		
Prepayments	235,305	82,410

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

13 Leases

The Company has applied AASB 16 using the modified retrospective (cumulative catch-up) method and therefore the comparative information has not been restated and continues to be reported under AASB 117 and related Interpretations.

Company as a lessee

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

The Company has chosen not to apply AASB 16 to leases of intangible assets.

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

Terms and conditions of leases

Buildings

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

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

Motor Vehicles & Office Equipment

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

Right-of-use assets

	Buildings	Motor Vehicles	Office Equipment	Total
	\$	\$	\$	\$
Year ended 30 June 2020				
Balance at beginning of year	540,288	24,672	20,747	585,707
Depreciation charge	(295,952)	(16,448)	(10,373)	(322,773)
Additions to right-of-use assets	371,335	-	-	371,335
Balance at end of year	615,671	8,224	10,374	634,269

Lease liabilities

	2020	2019
	\$	\$
Current	410,609	-
Non-current	261,453	-
Total	672,062	-

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Notes to the Financial Statements

For the Year Ended 30 June 2020

13 Leases (cont'd)

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.

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:

	2020	2019
	\$	\$
Interest expense on lease liabilities	(22,116)	-
Expenses relating to short-term leases	(23,297)	-
Depreciation of right-of-use assets	(322,773)	-
	<u>(368,186)</u>	<u>-</u>

14 Trade and Other Payables

	2020	2019
	\$	\$
Current		
Trade payables	191,364	143,801
GST payable	201,024	67,729
Sundry payables and accrued expenses	296,519	383,920
	<u>688,907</u>	<u>595,450</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

	2020	2019
	\$	\$
CURRENT		
Funds on hold	160,182	158,772

(a) Financial guarantees

Carers NSW Limited has issued the following guarantees:

- Westpac Banking Corporation holds a rental guarantee in relation to the Company's current registered office of \$270,494.89 (2019: \$255,919.89).

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Notes to the Financial Statements For the Year Ended 30 June 2020

16 Employee Benefits

	2020	2019
	\$	\$
CURRENT		
Long service leave	92,284	115,076
Annual leave	256,754	250,122
	<u>349,038</u>	<u>365,198</u>
	2020	2019
	\$	\$
NON-CURRENT		
Long service leave	158,354	180,448
	<u>158,354</u>	<u>180,448</u>

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17 Accumulated Surplus

	2020	2019
	\$	\$
Accumulated surplus (accumulated deficits) at the beginning of the financial year	2,539,319	2,863,114
Surplus (deficit) for the year	72,435	(323,795)
Accumulated surplus (accumulated deficit) at end of financial year	<u>2,611,754</u>	<u>2,539,319</u>

Members' guarantee

The Company is incorporated under the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstandings and obligations of the Company. At 30 June 2020 the number of members was 6,778 (2019: 7,518)

18 Leasing Commitments

Operating leases

	2020	2019
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	-	302,033
- between one year and five years	-	290,092
	<u>-</u>	<u>592,125</u>

Carers NSW Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2020

19 Financial Risk Management

The Company is exposed to a variety of financial risks through its use of financial instruments.

The Company's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The most significant financial risks to which the Company is exposed to are described below:

Specific risks

- Liquidity risk
- Credit risk
- Market risk - currency risk, interest rate risk and price risk

Financial instruments used

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

- Trade receivables
- Cash at bank
- Trade and other payables

	2020	2019
	\$	\$
Financial assets		
Held at amortised cost		
Cash and cash equivalents	543,431	625,999
Trade and other receivables	97,487	312,550
Other financial assets	9,218,609	6,961,985
Total financial assets	9,859,527	7,900,534
Financial liabilities		
Financial liabilities at amortised cost	688,907	595,450
Total financial liabilities	688,907	595,450

20 Key Management Personnel Remuneration

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

	2020	2019
	\$	\$
Short-term employee benefits	466,875	447,903
Post-employment benefits	41,813	41,706
	508,688	489,609

The total remuneration paid to key management personnel of the Company is \$508,688 (2019: \$489,609).

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Notes to the Financial Statements

For the Year Ended 30 June 2020

21 Contingencies

In the opinion of the Responsible persons, the Company did not have any contingencies at 30 June 2020 (30 June 2019:None).

22 Events after the end of the Reporting Period

The financial report was authorised for issue on 10 September 2020 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



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Carers NSW Limited

ABN 45 461 578 851

Responsible Entities Declaration

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

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

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

Responsible person
Stephen Bowles (President)

Responsible person
Bruce Howle (Honorary Treasurer)

Dated 10 September 2020



Carers NSW Limited

Independent Audit Report to the members of Carers NSW Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Carers NSW Limited, which comprises the statement of financial position as at 30 June 2020, the statement of surplus or deficit and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities declaration.

In our opinion the financial report of Carers NSW Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2020 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter

We draw attention to the disclosure at Note 3(b) to the financial report, which describes the revenue recognition policy of Carers NSW Limited, including inherent limitations that may exist in relation to the recording of donations. Our opinion is unmodified in respect of this matter.

Responsibilities of Responsible Entities for the Financial Report

Management of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Management is responsible for overseeing the Registered Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable



Carers NSW Limited

Independent Audit Report to the members of Carers NSW Limited

assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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



Felsers
Chartered Accountants



Steven Zabeti
Partner

Sydney
10 September 2020

HOW YOU CAN HELP

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

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

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

Facebook @CarersNewSouthWales

Twitter @CarersNSW

Instagram @CarersNSW

LinkedIn @carers-nsw

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

