



CARERS NSW

**Annual Report
2014-2015**

ABOUT CARERS

A carer is any individual who provides **care and support** to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. 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 **857,200 carers**, comprising 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, LGBTI* 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'.

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ABOUT CARERS NSW

Carers NSW is the peak non-government organisation for carers in NSW and a member of the National Network of Carers 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. In June 2015 Carers NSW status changed to a 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-profits Commission Act 2012.

Carers NSW receives funding from a range of sources including the NSW Department of Family and Community Services and the Australian Government Department of Social Services.

Carers NSW is based in Sydney, has a number of regional offices, and provides supports to carers across NSW.

Over the past 12 months the Carers NSW Board undertook a detailed strategic planning process and engaged with a range of stakeholders, our staff and carers to develop our vision, values and strategy for the next three years.



Values

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

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

Rights-Based

- Support carers' rights to make their own choices and direct their own lives
- Protect carers' rights to privacy and confidentiality in the way we deliver our supports and services

Respectful

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

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

Open

- 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
- Act professionally and make efficient use of our resources

Values Into Action

Carers NSW:

- Focuses on improving outcomes for all carers in NSW regardless of their age, location, life-stage or caring circumstances
- Works to deliver practical improvements for carers, responsive to their individual needs and challenges
- Collaborates closely with carers, the National Network of Carers Associations including Carers Australia, and other partners including government agencies, peak bodies, non-government organisations, corporates and businesses
- Strives for innovation and evidence-based solutions through our focus on outcomes. Our professional practice is based on extensive consultation, research and effective collaboration with our partners
- Values the individual contributions of our staff, Board, carers, members and volunteers. Our work is founded on good governance and quality business processes
- Recognises the diversity of carers in NSW and the importance of responding in ways that are appropriate to a carer's age, location, gender identification, sexuality, and situation. We adopt inclusive strategies that reflect carers' cultural, language, ethnic and religious backgrounds
- Uses our extensive networks, organisational skills and commitment to maximise opportunities to better support carers throughout NSW
- Builds on our professional standing as an accredited provider and deliverer of quality products and services

Vision

An Australia that
values and supports
all carers

PRESIDENT'S REPORT



2015 has been a year of change for Carers NSW and it is with considerable pride that we have seen the Board and the Executive team handle a range of complex issues throughout the year.

We have continued to build our reputation as an effective organisation, achieving QIC accreditation this year. Our CEO and staff are still sought after by both government and non-government organisations seeking advice on the issues facing carers, as they themselves negotiate the pending rollout of the National Disability Insurance Scheme (NDIS).

The biggest change for the Board was the retirement of Laraine Toms as President, after more than ten years on the Board of Carers NSW. During that time Laraine was a strong voice for carers and challenged the Board and organisation to evolve and grow in strength and reputation. She is known for her humanity, forthrightness and single-minded pursuit of the cause of carers. Carers NSW continues to enjoy the impact of Laraine's commitment.

After Laraine's departure, Michelle Ferris was elected President at the AGM. Unfortunately Michelle had to resign a couple of months later as her caring responsibilities increased, and I was fortunate to be elected President in March 2015. During the year Gary Stanford also took the decision to resign from the Board, similarly because of his caring responsibilities. We wish both Michelle and Gary the best for the future and thank them for their contributions to the Board.

A major focus of the Board this year was the development of a Strategic Plan that would sustain us for the next few years, be adaptable and ensure we focus on our responsibility to be the voice of carers, build connections and partnerships that will support our service delivery and continue to raise awareness about carers in NSW.

In support of the Strategic Plan the Board took the decision this year to change our legal status to become a Company Limited by Guarantee.

The Board invested considerable time this year

focusing on Risk and Governance, attending workshops on Board risk management and convening a Governance Committee. This has added to the professionalism of the Board and enabled us to identify and address risks that the organisation faces in an uncertain environment.

At a national level, we are having exciting discussions with other state and territory Carers Associations around the potential to collaborate in a more formal and structured way, to ensure we deliver more cost effective services through shared ICT systems, and national responses to tenders and procurement processes. The other benefit of collaborating is increasing the volume of the voice we provide for carers nationally because, despite some regional differences, the challenges carers face daily are universal.

We continue to have a strong financial position, largely due to some very judicious decisions made over the past few years by the Board and the Executive team, under the thoughtful leadership of Treasurer Stephen Bowles and the Finance, Audit and Risk Committee.

Carers NSW is a community of employees, contractors, volunteers, friends and contributors united by one purpose: to support carers and build awareness of their needs. This singularity of purpose spurs us on to each contribute what we can despite continued uncertainty and pressure on funding. The stories that emerge of the courage and resilience of our members never ceases to amaze us.

Our community flourishes through each individual's contribution, and I hope that this will continue. The Board has the challenges we face strongly in its sights and will be diligent on your behalf in representing your voice and the needs of all carers in the decisions we make.

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

Lynette Nixon
President

CEO'S REPORT



This past year has focused on achievement, quality, and change from many perspectives, in our work with carers, our research, our events and programs, and importantly within our organisation as a whole. There are many highlights featured in this report which have come about as a result of the strong vision of the organisation and the passion and commitment of all of the staff who worked over the past 12 months to deliver on that vision.

Carers NSW has had a big and fulfilling year and has been dealt many challenges which we have taken on and embraced.

In the last 12 months we supported *Carers Australia* and *Pollie Pedal* as it journeyed across NSW in August 2014 from Moree to Penrith with many stops along the way. Carers NSW was able to bring groups of carers together to meet the key polities to share their stories and create a lasting impression of what it is like caring in rural and regional NSW. We thank the many carers and the people they care for, together with many of the local service providers who we met with on the way, for helping to raise awareness.

Straight off the back of this journey we were delighted to host a corporate event with the fabulous Chris Bath, David and Gillian Helfgott, and carers Cheryl, Barbara and Marian to *Shine a light on carers*, particularly working carers, with a high tea at the Intercontinental Hotel on a rainy Sunday afternoon.

In November 2014 we farewelled Laraine Toms, who had been the President of Carers NSW for the whole of my tenure to date as CEO. Laraine worked tirelessly for Carers NSW and for carers and I thank her for her commitment and support over those years.

Throughout this year we have worked to achieve accreditation and were successful in early 2015 with the Quality Improvement Council. We are very proud to be a quality organisation delivering quality services to carers across NSW.

In February 2015 all staff attended the Carers NSW Annual Staff Conference in Dubbo. This

year's theme of *Are we there yet...?* enabled us to examine how we work with carers, what is happening with the current reforms, and to reflect on how we get there to meet the needs of carers.

During the year, following a request from NSW Fair Trading to "take steps to transfer incorporation to an alternate structure which more appropriately supports its operation" Carers NSW Board of Directors commenced a process to examine an alternate structure for Carers NSW. Following discussion, review and advice, the Carers NSW Board approved the engagement of law firm Holman Webb to work with Carers NSW to transition our organisation to a Company Limited by Guarantee. We achieved this in June 2015 with the fantastic support of Dr Tim Smyth from Holman Webb.

In May 2015 we held our 2015 Biennial Conference *Let's revolutionise caring: inclusion, innovation, diversity* with over 200 delegates and a range of international and Australian speakers sharing their wisdom and learnings about carers, caring, balance and support. Once again, the carer panel was a key highlight, showing the value in carers sharing their stories to raise awareness, create a greater understanding about caring, and start the revolution.

Carers NSW has continued over the past 12 months to work as a key partner in the delivery of projects as part of the *NSW Carers Strategy 2014-19* which aims to improve recognition and support for carers over the next five years; we have delivered much needed Drought assistance to families, and have worked with the Network of Carers Associations to enable greater reach and responses to carers across Australia. All of our work is detailed in this report.

I look forward to the next 12 months and thank all of the staff at Carers NSW for their work, commitment and support.

A handwritten signature in black ink that reads "Elena Katrakis". The signature is fluid and cursive.

Elena Katrakis
CEO

BOARD OF DIRECTORS

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

As at 30 June 2015 there were eight Board members, including four office bearers and two co-opted members. 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 on pages 39-42.



**Lynette
Nixon**

President

- Member of the Finance, Audit and Risk Committee;
- Member of the Governance Committee;
- Chair of the Strategy Working Group



**Josephine
Maxwell**

Vice President

- Chair of the Governance Committee;
- Member of the Strategy Working Group



**Stephen
Bowles**

Honorary Treasurer

- Chair of the Finance, Audit and Risk Committee



**Jenine
Bradburn**

Honorary Secretary



Felicity Purdy

Director

- Carers NSW nominee to the Carers Australia Board;
- Member of the Finance, Audit and Risk Committee;
- Member of the Governance Committee



Eileen McDonald

Director

- Member of the Governance Committee;
- Member of the Strategy Working Group



Bruce Howle

Director

- Member of the Finance, Audit and Risk Committee;
- Member of the Governance Committee;
- Member of the Strategy Working Group



Trish McClure

Director

- Member of the Governance Committee
- Member of the Strategy Working Group



Michele Ferris

Resigned March 2015



Laraine Toms

Resigned November 2014

Gary Stanford Resigned August 2014

HIGHLIGHTS OF THE YEAR

Shining a Light on Carers

Reporter, presenter and TV personality Chris Bath joined world-renowned pianist David Helfgott and his wife and carer Gillian Helfgott to raise awareness of carer issues at a special corporate event, *An Afternoon with the Helfgotts: Shining a Light on Carers*, hosted by Carers NSW. 100 people attended the event, held at Sydney's Intercontinental Hotel.

The event's primary objective was to raise awareness of both carers and Carers NSW amongst corporate organisations and to discuss how employers can support staff with caring responsibilities. The event was a great success, as we established a dialogue with a number of organisations about future opportunities for staff education, training, volunteering and funding partnerships.

Chris Bath and Gillian Helfgott shared their own personal stories of caring, contributing generously to the day and really demonstrating that anyone, no matter who they are, can become a carer at some stage in life. The carer panel conversations were informative and factual, delivering key messages while still being emotive, warm, entertaining and fun.

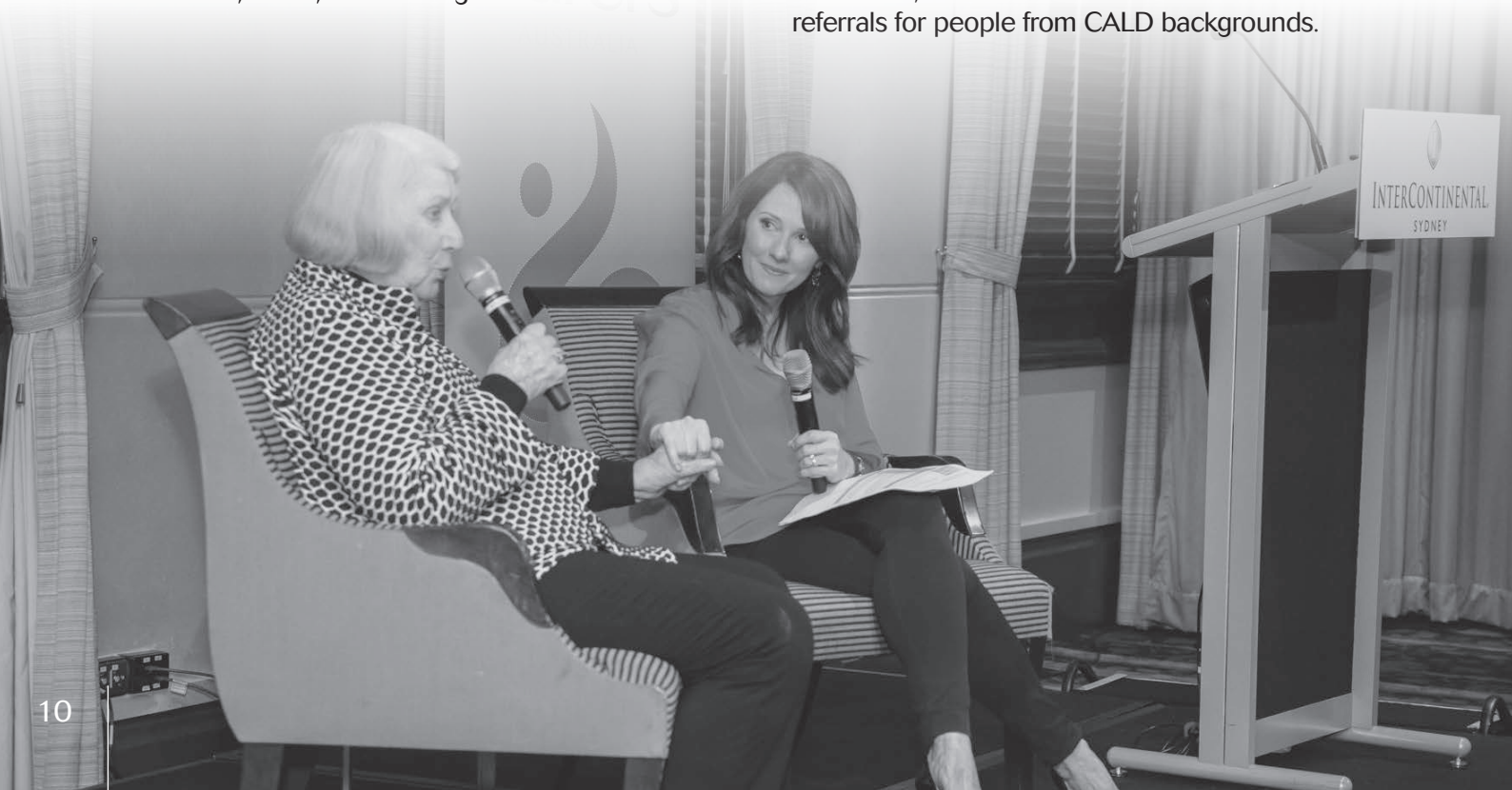
Reaching Out to Culturally and Linguistically Diverse Carers

Two Carers NSW support programs have taken active steps to build relationships and increase the participation of members of culturally and linguistically diverse (CALD) communities.

The *together* program has translated information about carer support groups into the top ten languages other than English for circulation throughout NSW. The program flyers, in Arabic, traditional and simplified Chinese, Filipino, Greek, Hindi, Italian, Korean, Spanish, and Vietnamese, will be distributed via targeted Local Health Districts to encourage the establishment of CALD carer support groups.

Information about the Mental Health Respite: Carer Support Program was translated into five community languages: Arabic, traditional and simplified Chinese, Spanish and Bangla. Over 300 CALD carers participated in various community events and over 2,200 multilingual pamphlets were distributed.

As a result, we have had a substantial increase in referrals for people from CALD backgrounds.





Celebrating Carers: Carers Week

Carers Week is an annual event which celebrates the contribution Australia's 2.7 million unpaid carers make to the lives of the people they care for, and to the wider community.

The theme for Carers Week 2014 was *Take a Break for Carers*. Carers NSW called on the public to 'take a break' for carers by taking part in or holding a Carers Week event or activity. With funding from the NSW Department of Family and Community Services, over 370 carer support groups and organisations held events across NSW to give carers a break and the chance to socialise with other carers.

Carers Day Out

A highlight of Carers Week was Carers Day Out on Tuesday 14 October 2014. This was a free event held at the Museum of Contemporary Art (MCA) in Sydney's Circular Quay. 68 carers attended and were inspired by speeches from the Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC, amongst others. Guests valued the chance to meet the Governor-General and his wife, Lady Cosgrove, and mingle in a beautiful venue. They also enjoyed a complimentary tour of the MCA exhibitions, viewing artworks from internationally renowned contemporary artists.

Our enormous thanks to staff at the MCA for whom no request was too great and who demonstrated an outstanding level of professionalism and grace.

An Afternoon at Kirribilli House

Over 40 carers and their families were treated to a Carers Week afternoon tea at Kirribilli house, hosted by Prime Minister The Honourable Tony Abbott MP on Saturday 18 October 2014. Senator The Honourable Mitch Fifield, Carers Australia CEO, Ara Cresswell and Carers NSW CEO, Elena Katrakis also attended the afternoon tea.



Carers Week Cooking Masterclass

As part of Carers Week celebrations, former MasterChef contestants Julia Taylor and Alice Zaslavsky held an interactive and entertaining cooking demonstration for carers at Carriageworks in Sydney. 79 carers attended the event and after the demonstration were treated to a complimentary lunch and the chance to mingle with the celebrity chefs.

Carers NSW Staff Conference: Are we there yet?

This year's staff conference saw Carers NSW staff travel to Dubbo.

The theme for the 2015 staff conference was *Are we there yet?* which reflected some of the challenges carers, service providers and Carers NSW staff had faced over the preceding 12 months. It also represented the long distance travelled by most staff to reach Dubbo and the distance regularly travelled by our Dubbo staff to reach carers across the greater west.

Carers NSW CEO, Elena Katrakis introduced key findings from the recent Carers NSW Strategic Directions survey, which was developed to enable carers, service providers, partners and staff to have a say about the future strategic directions of the organisation.

Representatives from Carers NSW also spoke on a range of topics including person centred approaches, health and wellbeing, quality improvement and diversity in the workplace.

Young Carers Cooking Masterclass

Young carers of people living with mental illness took part in a special event with Carly and Tresne, former My Kitchen Rules contestants. The target age group was young carers aged 7 to 16 years. Carly and Tresne came along to share their knowledge of food and cooking with the young carers, focusing on healthy, cost-effective meals using easy to find ingredients.

Blackmores Bridge Run

In September 2014 Carers NSW staff took part in the Blackmores Bridge Run, a team from Carers NSW also volunteered at the event. The run across Sydney Harbour Bridge proved to be a great day, raising awareness and providing recognition for carers throughout NSW.





Carers NSW Biennial Conference

The Carers NSW Biennial Conference was held over two days in Sydney in May 2015. This year's theme was *Let's revolutionise caring: inclusion, innovation, diversity*. 231 service providers and professionals from all levels of government who work across the broad spectrum of carer related fields came together to explore practice, ideas, research and initiatives in carer support.

Delegates included representatives from health, ageing, disability, community and welfare services, policy makers, academics, counsellors and psychologists, corporate organisations and representatives from other carer associations. This year we welcomed international delegates from Singapore and the program featured international speakers from the UK and USA.

The Hon. John Ajaka MLC, Minister for Ageing and Disability and Minister for Multiculturalism, officially opened the conference.

The 2015 conference focused on the themes of:

INCLUSION:

Enhancing social inclusivity and community connectedness opportunities for carers including implications for supportive services and social inclusion policy

INNOVATION:

In governance, service provision and support, social policy and in the way we engage with the caring community

DIVERSITY:

Planning and delivering programs and services that are accessible and equitable and meet the diverse needs of individual carers

Carer Panel

A highlight of Carers NSW conferences over the years has been the Carer Panel, and this year was no exception. The Carer Panel for 2015 spoke to the theme *Starting the revolution* and was facilitated by Chris Bath, former host of the Seven Network's Sunday Night and Seven News anchor. The panel featured five carers from diverse backgrounds and caring experiences who gave their insights and perspectives on revolutionising caring.

NSW CARERS STRATEGY

The *NSW Carers Strategy 2014-2019* is a five year plan aimed at improving the lives of carers across the state.

The Strategy is the result of extensive consultation with more than **2,500 people**, mostly carers, who shared their ideas on how government agencies, business and community groups could better support carers.

The Hon. John Ajaka MLC, Minister for Ageing, Minister for Disability Services, and Minister for Multiculturalism, launched the Strategy in August 2014.

Collaborative relationships

Collaboration is essential to the Strategy's success and will continue throughout its life. The following foundation partners are working in close collaboration with lead organisations to deliver the strategy:

- NSW Finances and Services (Apps4NSW)
- NSW Department of Attorney General and Justice (NSW Trustee & Guardian)
- Aboriginal services funded through FACS Carers Grants e.g. Yarkuwa Indigenous Knowledge Centre
- The Benevolent Society
- National Disability Services

5 focus areas:

- Employment and education
- Carer health and wellbeing
- Information and community awareness
- Carer engagement
- Building the evidence base

16 initial projects, including:

- Young carer mentoring
- Recognising carer skills
- Improved access to health care
- Media campaigns to raise the profile of carers
- Engaging carers in local decision making

8 project lead organisations:

- Carers NSW
- NSW Health
- NSW Dept of Education and Communities
- State Training Services and the NSW Community Services and Health Industry Training Advisory Body
- NSW Public Service Commission
- NSW Industrial Relations
- Healthdirect Australia
- Family and Community Services

CARER SUPPORT AND SERVICES

Carer Line

The Carer Line is a national toll free number offering specialist information, emotional support and referrals. The Carer Line is available to carers, care recipients, family members and service providers.

During 2014-15, the NSW service handled over **38,000 interactions**. Of these, **13,589** were unique incoming enquiries.

More than **3,200 carers** contacted Carers NSW through the Carer Line in 2014-15 and we made over **24,000 referrals** to the National Carer Counselling Program, Centrelink, Commonwealth Respite and Carelink Centres and other support services.

In addition to the phone support and referrals, over **30,000 information products** were distributed to carers and service providers across the state. Carer Support Officers also gave presentations to over 20 hospitals across the Sydney metropolitan area in 2014-15.

National Carer Counselling Program

The National Carer Counselling Program (NCCP) provides short term counselling by professionally qualified counsellors, to reduce stress, improve coping skills and facilitate, whenever possible, continuation of the caring role.

Every carer can access six counselling sessions to be used within a six month period. Carers can make a financial contribution to the cost of the counselling, but they are not denied access if they are not able to pay.

In 2014-15, the NCCP delivered over **4,600 counselling sessions** to more than **1,200 carers**, 95% of which were one-on-one sessions. Around 90% of these counselling sessions were provided by the 120 counsellors engaged by Carers NSW across the state.

We invited carers to fill in an evaluation at the completion of their counselling sessions and received feedback from 604 carers. Most respondents (90%) felt less stressed thanks to counselling and 88% felt better able to cope in their caring role.

Group Counselling

In addition to individual counselling, Carers NSW offers group counselling sessions either through face-to-face meetings or via telephone, for carers who would benefit from this format.

Predominantly led by the Carers NSW in-house counselling team, groups included Carer Wellbeing Groups for male carers, mixed groups and carers of someone with muscular dystrophy. We also ran Creative Mindfulness Art Therapy for Carers and Grief and Loss for Former Carers.

During the year we engaged 11 new counsellors to help close gaps in regional and rural areas for CALD and LGBTI communities. Carer Sensitivity Training sessions were delivered to more than 18 brokered counsellors.

Carer Representatives

Carer Representatives are volunteers who participate in opportunities to raise awareness of carers.

Carer Representatives participate in consultations, guest speaking events and media interviews, depending on their availability and interests. There are currently **over 60 Carer Reps**, representing a range of caring situations.

Young Carer Program

The Young Carer Program supports and connects young carers through its information, support and referral service, as well as through counselling, awareness raising workshops, leadership and the media.

Connecting with young carers

We are reaching more and more young carers, their families and service providers online.

A significant achievement of the program this year was the redevelopment of the Young Carer Website, www.youngcarersnsw.org.au, which was launched in October 2014 as part of Carers Week. Between October 2014 and June 2015, **more than 6,000 users** looked at nearly **31,280 pages** in over **9,000 separate sessions**.

Young Carer Leadership Program

The Young Carer Leadership Program provides young carers with the skills, confidence and opportunities to publicly share their personal story to help identify, acknowledge and support other 'hidden' young carers in the community.

The Carers NSW Young Carer Leadership Program expanded again in 2014-15. Originally piloted in 2012 as a two-day workshop, this year for the first time the program ran for four days, providing the 18 young carers who attended a greater opportunity to gain skills in leadership, media and story-telling. Participants also benefited from some respite from their caring role and enjoyed the chance to connect with other young carers.

Who is a young carer?

Young Carers are children and young people, aged 25 years or under, who help to support a family member or friend with disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail.

The person they help care for may be a parent, sibling, grandparent, other relative, or friend.

There are around 104,500 young carers in NSW, of these 9,300 young carers in NSW are primary carers.

In 2014-15, 345 young carers were identified and registered to the Young Carers program.



"I just really am speechless, I had such an amazing and wonderful time with you all... you are all such wonderful women... what you do for young carers is incredible! I hope we meet again!"

Feedback from a Young Carer Leader, 2015

Jazz's story

Jazz has been her mother's primary carer since she was just 11 years old. Jazz linked in with the Carers NSW Young Carer Program in February 2015.

My name is Jazz, I'm 16 years old and I live on the Far North Coast of NSW. I have been caring for my mum who has severe epilepsy for the past five years. In my free time, I love playing soccer – I play in the Women's National Premier Leagues. I also like skateboarding, motorbikes, hanging out with friends at the beach and movies!

I help mum out as much as possible. I drive her places, make sure she takes her medication at the right times, take her to see doctors, the neurologist and lots more. I try to limit mum's stress by doing what I can around the house, making sure she has everything she needs and taking her shopping whenever she needs. I also make sure she's okay when she has a seizure, which can be pretty scary.

Being a young carer can be pretty challenging. For me, seeing my mum suffer and live with her disability, as well as juggling school work and soccer with it all is the hardest part.

I joined the Carers NSW Young Carer Program in February 2015. I heard about it at school – I was talking to a teacher who actually listened to me and wanted to help me. She linked me into the program. They don't assist me in my day to day responsibilities, but it really helps knowing that they're always there if I need to talk about stuff and they give great advice.

In April 2015, I applied and was selected to attend the Carers NSW Young Carer Leadership Program in Sydney. I had such an amazing and wonderful time! I learned new things about being a young carer. Also, it has opened my eyes more and now I know that I'm not alone and there are so many more people out there in a similar situation! And no matter what you go through, there are people that are there to help you and care about you. So other young carers don't ever have to think they are alone!

Now that I have completed the leadership program, I think I would like to help other people who are going through the same things as me. I think it has given me more confidence to talk to people about what I go through, too.



A Better Start for Children with Disability

The Better Start for Children with Disability Initiative provides funding to families to access early intervention services for children with specific disabilities.

The Carers NSW Better Start team is responsible for assessing the eligibility of children, registering children for funding and providing information, referrals and support to families during what can be a very challenging time. Over **550 families** were registered to the program in 2014-2015 and **980 families** received some type of information, referral or support beyond registration to Better Start.

Some feedback from parents whose children were registered to Better Start:

“Without a doubt this has been one of the easiest steps in our journey, which in no small way is thanks to your work! Please know how grateful we are for your friendly and caring assistance (it is so refreshing to talk to a human).”

“Thank you for helping us navigate our way through the Better Start program. Your understanding, kind words and compassion to our situation was wonderful.”

Supporting families moving forward

The Carers NSW Better Start Team also deliver *Moving Forward* workshops across NSW, to support Better Start families whose children are preparing for, or have recently entered, primary school. The workshop is designed to inform and help parents and guardians support their child through this transition period and also give families the opportunity to connect with each other.

In 2014-15 Carers NSW held **17 Moving Forward workshops** across NSW, **10 in metro areas** and **7 in regional areas**. Over **110 families** attended the workshops and feedback from participants was overwhelmingly positive.

Carers Craft Studio

The Carers Craft Studio first opened its Coffs Harbour doors in July 2013. What began as a fortnightly activity for three hours in the afternoon now runs weekly from 9.00am – 3.00pm. In 2014-15 there were approximately 300 visits to the Carers Craft Studio.

Carers in the Coffs Harbour area can drop in any time during opening hours and participate in craft activities, socialise with other carers and staff and have some much deserved respite from their caring responsibilities. In this environment carers feel well supported by each other in a non-judgmental way. Many have also, via the Carers Craft Studio, accessed other Carers NSW services such as counselling or the Older Parent Carer Program, or have been referred to local services.

Number of carers who responded

1,684



20%
under 45 years

52%
45-64 years

28%
65+ years

84%

Female



15%

Male



Carers NSW 2014 Carer Survey

Debbie's Story

My name is Debbie. I live with my partner David and our two boys, Sam aged 10 and Ben aged 7, both with diagnoses of Autism Spectrum Disorder.

Moving to Coffs Harbour was a very stressful event for our family. Discovering the Carers Craft Studio opened up a whole new world for me. I finally recognised that I was a carer, met other Carers and joined Carers NSW. I found amazing support and was connected to many other helpful organisations. I no longer felt isolated, depressed, stressed and on craft studio days I was able to get out of bed easily with something to look forward to.

The change in me personally was profound. My mental health improved, my confidence skyrocketed and I was better able to cope in my many roles as Carer/Mum/Partner/friend etc. My boys were much happier because I was!

The Carers Craft Studio has totally changed my life. I have also completed the Cert IV in Training and Assessment (thanks to Carers NSW applying for funding for me from the Medicare Local) and hope to one day follow in Ruth's footsteps as a facilitator of a craft studio for carers.

I am so grateful to Carers NSW, Carers Craft Studio and the Medicare Local who have not only made an immediate difference in my life but have made long term choices available to me and my family.



Mental Health Respite: Carer Support

The Mental Health Respite: Carer Support (MHR:CS) program run by Carers NSW is for those who care for a family member or friend living with mental illness. MHR:CS offers flexible, person-centred support services to help carers of people living with mental illness sustain their caring roles and stay connected with their communities. Carers NSW has provided over 5,800 instances of support since the program began in January 2014.

In 2014-15, we helped **718 carers** across the **six LGAs** in the Hunter and South East Sydney and ran **28 education activities**, including Mental Health First Aid, Safetalk, Partners in Depression and Seasons for Growth. Our team organised more than **75 carer respite activities**, including young carer cooking workshops, a high tea, movie nights and movie mornings, book clubs, carers yoga, mindfulness and many more.

What carers told us about MHR:CS

In February to June 2015, Carers NSW used a survey to evaluate the MHR:CS program; 99 program participants provided feedback about their experiences.

Carers told us they value the support they receive from Carers NSW and that knowing someone is there for them is critical to their ability to cope. Carers who had learned strategies to cope with mental health issues reported being better able to manage in their caring role. Most respondents felt their caring role had improved with support from Carers NSW and felt more valued and recognised as carers. A copy of the report is available on the Carers NSW website: www.carersnsw.org.au

Older Parent Carer Support

The Older Parent Carer (OPC) Support Coordination Program provides individual case management and support with a focus on future planning for older carers who are caring for adult children with disability or chronic illness.

The past 12 months have been full of activity for the OPC Program. In 2014-15, the program supported **245 carers** with **5,532 hours** of case management. In addition, the OPC Program continued to seek out hidden older carers through program promotion and building partnerships with other key organisations.

OPC targeted the Chinese community in Kogarah City with a Chinese Carers Expo which was attended by **24 carers** and **10 service providers**.

Annual Older Parent Carer Forum

The annual Carers NSW Older Parent Carer (OPC) Forum is an opportunity for OPC service providers across NSW to come together and hear about relevant policies and changes in the sector, share best practice and learn more about the role of Carers NSW.

In June 2015, the Forum was attended by **45 OPC staff** from various agencies operating in 10 regions across the state. Of particular interest at the forum this year was the National Disability Insurance Scheme (NDIS) and hearing about the experiences of the OPC service provider in the Newcastle launch site and the approaches service providers have developed to support older parent carers through the transition process.

Some comments made by carers on the survey:

"Being nurtured, allowing myself to take the time to nurture me on a continual basis will give me the resources to continue caring and to be a better carer."

"There have been certain situations where Carers NSW has literally saved me. I am so grateful that they are there."

"I learned how to communicate with the person I care for much more effectively."

"I love hearing about other people's experiences. Meeting other carers really makes me feel less alone."

My Plan My Choice

My Plan My Choice (MPMC) is an individualised funding program that helps older carers in the NSW Mid North Coast continue in their caring role with funding packages.

The MPMC program supported 11 carers during 2014-15. Over the past year there has been a strong focus on assisting care recipients to access their community and to further develop life skills. With this in mind many carers used the funding to purchase community support workers, therapists and support through Day Programs.

Koori Yarning Carers Group

The Koori Yarning Carers Group was originally started in 2011 to support Aboriginal carers in Dubbo and the surrounding areas. The aims are to empower carers, bring services to them and provide time out from their caring role.

In 2014-15 the Koori Yarning Carers Group has gone from strength to strength. Thanks mainly to the power of word of mouth, the group which initially started with only a few people now has a membership of over 40 carers. A bonus for the group is the increase in the number of male carers who have started to attend.

The program is run in partnership with National Disability Services, Western Area Health Service and Catholic Community Care Aboriginal Dementia Program.

together program

The *together* program, now in its second year, aims to develop, coordinate and resource support groups for people who are caring for someone with disability. The program came about in response to a recognised need for peer support for carers of people with disability.

Carer Support Groups – The stats

During 2014-15, the number of Carer Support Groups (CSGs) registered with the *together* program **grew by 66% to 267 registered groups**. Groups are located in every local health district of NSW.

Amongst the CSGs, there are **38 culturally and linguistically diverse** groups, **four Aboriginal and Torres Strait Islander** groups and **four young carer** groups.

Working in partnership – Regional Assisting Organisations

Staff in the *together* program have partnered with Regional Assisting Organisations (RAOs) to support CSGs around the state. RAOs regularly liaise with CSG facilitators and manage the funds for the groups with which they are linked.

There are **24 RAOs** throughout NSW, supporting **191 carer support groups**; *together* program staff directly manage **76 carer support groups**.

The inaugural RAO Forum in June 2015 was the first time that representatives from 14 out of 19 active (at the time) RAOs met face to face, to discuss their experiences of supporting and nurturing CSGs in the *together* program.

Working in Partnership – CSG facilitators

Due to popular demand, *together* program staff host a monthly tele-meeting, which brings CSG facilitators together over the phone, enabling them to discuss and address achievements and challenges they have experienced in their group. In the last financial year, we hosted 11 tele-meetings with a total of 93 attendees, including 50 carers.

The inaugural forum for volunteer carer support group facilitators was held in Sydney on 27 November 2014, in response to feedback from CSG facilitators who said they would value connecting with and learning from other facilitators. 58 participants attended, travelling from Broken Hill, Deniliquin and Dubbo, as well as from Sydney and surrounding areas.

Highlights of the day included sessions on the National Disability Insurance Scheme (NDIS), advocacy for carers and carer support groups, the role of ethics in carer support groups, attracting and maintaining members and managing diversity in groups.

Supporting drought affected communities

In February 2014, the Australian Government pledged \$10.7 million for drought declared areas to specifically increase social and mental health services to affected regions across Eastern Australia.

This funding provides access to free events and professional help for farmers, farming families and rural communities affected by the drought.

Carers NSW, with funding from Carers Australia, was selected as a Targeted Community Care (TCC) provider to deliver and facilitate events to improve the health and wellbeing of individuals and communities within ten Local Government Areas (LGAs) across NSW: Armidale Dumaresq, Glen Innes Severn, Guyra, Gwydir, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla, Walcha and their surrounding villages.

Carers NSW partnered with The Ascent Group, Anglicare Northern Inland, Centacare New England North West, Schizophrenia Fellowship of NSW, Challenge and Richmond PRA to host the events.

What we achieved

We held a total of **102 free community events** across the ten LGAs.

Events were attended by **32,545 people**, with support provided to **5,796 people**. Of the people who came along to the various events and gave us feedback, **33%** identified as being a carer.

445 referrals were made to the Family Support Provider who offer free counselling and support.

Over **150 people** received a free health check from a Primary Health Care Nurse at the *Be self-care aware* workshops. This includes a blood test, glucose test and cholesterol test.

26 farmers or farming families won a crew from Back Track to work on their property for a day and **39 people won membership** to the Rural Fit wellness program.

38 people won a \$200 gift voucher and one **major prize winner**, won a \$5,000 gift voucher to spend at the rural store of their choice.

"I had more fun in one day than I've had in 10 years."

Glen Innes resident

"We haven't seen our friends in 15 years and they only live up the road. Tonight has provided an opportunity for us to catch up when we are all so busy working on the farm."

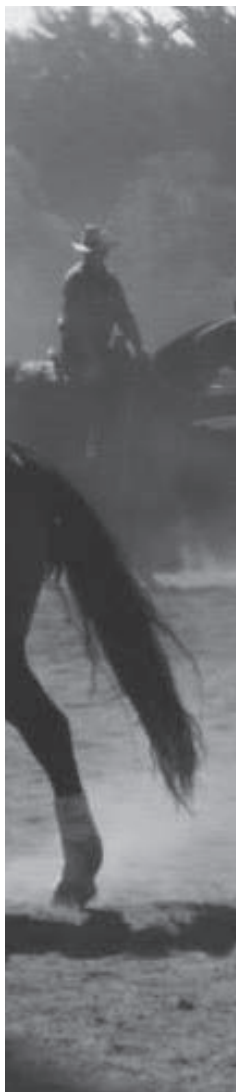
Bundarra Farmer

"This has been life changing."

82 year old participant from Moree

"Absolutely fantastic."

Urbenville resident



EDUCATION AND TRAINING

Carers NSW has a strong commitment to capacity building and professional development. Our ultimate goal is to ensure that all carers in NSW have improved opportunities and awareness of and access to services.

We develop, promote and deliver high quality carer education and training to equip carers with vital knowledge and skills, increase the ability of service providers, health professionals and employers to work with and support carers and to empower stakeholder groups.

Highlights of the year

The Education and Training team gave presentations and promoted the work of Carers NSW services to approximately **2,145 carers** and over **2,300 service providers**.

106 service providers completed our five hour workshop, *Understanding and Supporting Carers*.

30 people completed our workshops designed for carer support group facilitators, to gain the knowledge and skills to assist them in their facilitation role.

Also focusing on corporate employers, we distributed a new Carers NSW brochure highlighting our specialised services to corporate employers to help them develop and enhance support for their employees who have current and/or future caring responsibilities. The brochure led to invitations to Optus and Deutsche Bank where we spoke with over **80 staff**.

The team developed a new workshop aimed at helping carers better understand and access the NDIS. We piloted this workshop, *Getting ready for the NDIS*, in May 2015 in partnership with the Nepean Area Disability Organisation. **14 carers attended** and their positive feedback confirmed that the workshop met its aims.

The Education and Training team created two

new modules to add to our existing suite. The new modules, specifically for employers, are titled *Awareness of staff who have caring responsibilities* and *Managing staff who have caring responsibilities*.

277 carers and 79 professionals/service providers engaged in education by the *together* program.


A total of **53 participants** attended our workshop *Setting Up A Carer Support Group*. This workshop was run in Coffs Harbour, Epping, Liverpool, Parramatta and Penrith.

39 participants attended the *Carer Support Group: Facilitator Skills* workshops held in Coffs Harbour, Dubbo, Newcastle, Parramatta and Sydney.

The Young Carer Program delivered ten *Young Carer Awareness* presentations and workshops to teachers, school counsellors, university students and service providers. These included workshops developed by Carers NSW, *Through the Cracks* and *Behind the Behaviour*.

2,145 carers attended our education workshops and presentations

 **9 in 10**
carers are primary carers

1 in 4
care for more than one person 

1 in 5
carers are from a culturally & linguistically diverse background

Carers NSW 2014 Carer Survey

POLICY AND ADVOCACY

The Policy and Research team at Carers NSW provides leadership and advocacy to drive systemic change for carers. We do this through our numerous submissions, presentations and involvement on committees and advisory groups.

The year in numbers

We made **28 submissions** to state and federal government bodies across a number of sectors including health, community services and mental health.

We took part on **19 committees and advisory groups** for **14 state government departments and peak bodies**.

We attended **33 meetings and events** held by **27 NGOs and state government departments** to discuss a range of issues impacting on the lives of carers.

We gave **19 presentations** at various conferences and other forums to provide information on matters relevant to carers.

NSW State Election

In the lead up to the 2015 NSW State Election, Carers NSW rolled out its election platform calling on all parties and candidates to seriously consider how they could support carers across the state and recognise their vital contribution to our community and economy.

Our Policy Team analysed feedback from various sources including the Carer Line and the 2014 Carer Survey to determine the issues most important to carers and appropriate to the context of the state election. Based on this, we developed a Platform with three key themes and associated targeted messages.

OUR STATE ELECTION PLATFORM – KEY THEMES

Continuity and Support – no carer worse off

Carers need services and supports in their own right.

Carers need the assurance of a provider of last resort.

Carers need targeted support in transitioning to new person centred arrangements in disability and mental health.

Access to Health Services – getting there is the first step

Carers need reliable, accessible and available health transport.

Carers, particularly rural and remote carers, need quality, low cost accommodation close to health facilities in metropolitan areas.

Ageing Parent Carers – need extra care

The Older Parent Carer (OPC) program should continue.

The OPC program should be expanded to include ageing parents caring for adult children living with mental illness.

Ageing carers need specialised assistance to manage the current reforms.

28 submissions means Carers NSW makes a difference to carers

Carers and the National Disability Insurance Scheme

In September 2014, the Policy Team released an issues paper, *The NDIS one year in: Experiences of carers in the Hunter trial site*. The issues paper generated widespread interest and associated media coverage.

The issues paper drew on data from the Carers NSW 2014 Carer Survey, ongoing consultation with carers and service providers in the trial site and across NSW and analysis of the National Disability Insurance Scheme (NDIS) policy framework in the NSW context.

We continue to focus on helping carers understand and navigate the NDIS. A monthly newsletter, factsheets and the Carers NSW website provide carers and other stakeholders with current and relevant information that is clear and easy to read.

Key Submissions and Inquiries

STATE	
Agency	Submission/Topic
NSW Government	Supporting carers: achieving the vision, Carers NSW 2015-16 pre-budget submission
NSW Department of Family and Community Services	<ul style="list-style-type: none"> • Discussion paper on social housing in NSW • Review of the ADHC Behaviour Support Policy and Practice Manual
NSW Agency for Clinical Innovation	Draft guidelines for the use of telehealth for clinical and non-clinical settings in NSW
Independent Pricing and Regulatory Tribunal NSW	Review of external benefits of public transport
Mental Health Commission of NSW	Consultation on medication and mental illness
NSW Ombudsman	Consultation on making complaint handling in relation to people with disability
South Western Sydney Local Health District	Development of a Palliative Care Strategic Plan for South Western Sydney
FEDERAL	
Agency	Submission/Topic
Department of Social Services	<ul style="list-style-type: none"> • Review of Australia's Welfare System Interim Report • Exposure draft of the User Rights Amendment (Consumer Directed Care) Principles 2015 • Draft Quality and Safeguarding Framework for the National Disability Insurance Scheme
Senate Standing Committees on Community Affairs	Inquiry into the adequacy of existing residential care arrangements available for young people with disability
Senate Select Committee on Health	Inquiry into health policy, administration and expenditure
National Disability Insurance Agency	Draft Information, Linkages and Capacity Building Framework for the National Disability Insurance Scheme
Department of Education and Training	Review of the Disability Standards for Education
Department of Infrastructure and Regional Development	Draft report of the Review of Disability Standards for Accessible Public Transport 2002
Productivity Commission	Draft report for the Inquiry into child care and early childhood learning

Committees, Key Meetings and Partnerships

Agency	Committees and advisory groups
NSW Department of Family and Community Services	<ul style="list-style-type: none"> NSW Ministerial Carers Advisory Council NGO Housing Partners Reference Group Aboriginal Carers Steering Committee Housing and Mental Health Agreement; Implementation Steering Committee
National Network of Carers Associations	National Policy Working Group
Transport for NSW	Accessible Transport Advisory Committee
NSW Health	SHAPE reference group – End of Life Care
Health Care Complaints Commission	Consumer Consultative Committee
South Eastern Sydney Local Health District	SESLHD Disability Action Plan and Carer Recognition Act Implementation Committee
Sydney Local Health District	SLHD Carer Committee
Western Sydney Local Health District	WSLHD Carers Committee
Council of Social Services of NSW	<ul style="list-style-type: none"> Transport Policy Advisory Group Health Policy Advisory Group
NSW Electoral Commission	Equal Access to Democracy Disability Reference Group
Australian Aged Care Quality Agency	NSW Agency Liaison Group
ARAFMI	Older Persons Mental Health Peak Advisory Committee
Baptistcare, Norwest	Stronger Carers Steering Committee
Western Sydney Medicare Local	<ul style="list-style-type: none"> Western Sydney Partners in Recovery Advisory Committee Australian NZ Hip Fracture Registry Steering Group

48% care for their son or daughter

31% care for their spouse or partner

21% care for their parent/s



7 in 10
care recipients live
with their carer



48% of carers have university qualifications

36% have TAFE qualifications

31% have completed high school or lower



1 in 4

care recipients require 70+ hours of care per week

Carers NSW 2014 Carer Survey

Agency	Meetings and events
NSW Government	NSW State Budget 2015-16 Lock Up
NSW Department of Family and Community Services	<ul style="list-style-type: none"> • Ministerial launch of NSW Carers Strategy 2014-2019 • Liveable communities for older people, people with disability and carers • Meeting with NDIS Communications about information needs of carers • Meeting regarding carer content for training Ability Linkers
Nous Group	Meeting about NDIS transition issues for carers
Diverse Werks	CALD Community Sector Workshop 2 – Ability Links NSW
Department of Social Services	Options paper for the reporting obligations of charities
NSW Ombudsman	Disability Roundtable
NSW Health	<ul style="list-style-type: none"> • Partnering with carers – health education • Carers (Recognition) Act Implementation Group
NSW Trustee and Guardian	Planning for Later Life Forum
Office for Communities	Young Carer Mentoring (Carers Strategy)
Lifetime Care and Support Authority	Behaviour Support Appreciative Inquiry
Council of the Ageing NSW	NSW Ageing Alliance
Council of Social Services of NSW	Assistive Technology Community Alliance NSW
Aged and Community Services NSW & ACT	Community Care Issues Forum
Aged Care Accreditation Agency	NSW Agency Liaison Group Meeting
Care Connect	Metro NSW LGBTI Interagency
Alzheimer's Australia NSW	Younger Onset Dementia Service Providers Network Meeting
Ethnic Community Services Cooperative	Multicultural Disability Interagency
South Eastern Sydney Local Health District	SESLHD Culturally Diverse Carers Network meeting
Carers Australia and Mental Health Australia	Mental Health Carer NDIS Project Advisory Group
National Respite Association	<ul style="list-style-type: none"> • Preparing families discussion group • Regional Network Meeting, South West Sydney
Federation of Ethnic Communities' Councils of NSW	Consultation on CALD women's experiences in accessing government services and programs
Health Direct / Carers NSW	Working group to embed and improve information for carers
Focus on Early Childhood Inclusion	Project Networking Meeting for South West Sydney District
Council for Social Services NSW	Public Participation Roundtable
Agency for Clinical Innovation	Chronic Disease Management Roundtable
Social Policy Research Centre, University of NSW	<ul style="list-style-type: none"> • Roundtable for NSW peak bodies with Dr Karen Jones • Seminar on supported decision making for people with disability
KPMG	Analysis of DSS funded dementia programs

RESEARCH

During 2014-15, Carers NSW continued to build on existing partnerships with external research institutions, as well as conducting and publishing our own research. We have also expanded our team with the very welcome addition of a Research and Development Assistant.

Research Partnerships

Carers NSW has partnered with Macquarie University's PACE program, hosting research student placements in each university semester.

Carers NSW also supported and promoted more than 20 local and national university based research projects conducted by researchers from institutions including: the Social Policy Research Centre, UNSW Australia, University of Sydney, Western Sydney University, Macquarie University, University of Newcastle, Relationships Australia, Australian Catholic University, University of Queensland, Queensland University of Technology, Deakin University, University of Melbourne, La Trobe University and James Cook University. We have also continued our involvement in the NGO Research Forum, a regular source of support and information sharing amongst researchers in the sector.

Research Community

The Carers NSW Research Community is a database of carers interested in receiving information about opportunities to participate in research projects. Throughout 2014-15, the Research Community grew by about 17% to a membership of over 200 individuals. The database enables Carers NSW to keep carers informed about research opportunities, and has helped to enhance our reputation and appeal as a research partner for external organisations.

Carer Survey

The Carers NSW 2014 Carer Survey collected more information than in previous years. 1,684 carers completed the 2014 survey, providing valuable data to help guide the work of Carers NSW.

Findings from the 2014 Carer Survey informed presentations at the National Carer Conference and Carers NSW Conference, as well as the International Carers Conference, the Australian Social Policy Conference and the Australian Association of Gerontology Conference. Key findings from the survey are featured throughout this report.

Research and Evaluation

As part of our commitment to research and quality improvement, Carers NSW established a Research and Evaluation Committee.

This Committee, comprising Carers NSW staff and volunteers, will oversee between 20 and 25 research projects each year, including both internal and external projects, making sure that all activities are appropriate and done ethically. The Committee is also responsible for the Evaluation Framework which is designed to guide the consistent and transparent evaluation of the work of Carers NSW.

CONSULTATIONS, MEETINGS, PARTNERSHIPS, CONFERENCES, ABSTRACTS

The *together* program exhibited at **2 events**, raising awareness of the program amongst service providers and making contact with more than **20 carers** on these occasions.

Carer awareness and the role of Carers NSW was raised at **13 conferences and exhibition events** including the Ausmed Women's Health 45+ Educational Conference, Blacktown Council's Relay for Life and the PossABLE Ideas Expo in Maitland.

Staff from the *together* program attended **27 Carer Support Groups** as guest speaker, reaching **244 carers**, including **137 CALD carers**.

Throughout the year, OPC staff attended 59 promotional meetings and events across Western and Far West NSW, travelling 14,449 kilometres in 12 months.



43%
of carers are
employed:

- 34%** would like to work less but can't afford to
- 28%** want to work more but can't because of caring
- 23%** are happy with how much they work
- 76%** feel supported by their workplace to balance work and care



1 in 2
unemployed carers stopped
work because of caring

Carers NSW 2014 Carer Survey



AN EFFECTIVE PEAK ORGANISATION

Work Health and Safety

The WHS Committee developed a number of strategies to address issues identified in incident and hazard reports, including installing a standing desk in the Sydney office and developing a Safe Home Visiting phone procedure.

Mental health in the workplace is a standing agenda item for WHS committee meetings, as we recognise the benefits and importance of promoting mental health in the workplace. The WHS Committee led a number of activities, most notably *R U OK? Day*, a suicide prevention initiative.

Our staff identified **safety as one of the top 5 greatest strengths** of Carers NSW and we have achieved a score of **15% above the benchmark** in the Non-Government/Non-Profit Sector, a testament to the dedication of the WHS committee and support from the Executive Management team.

Quality Improvement and Accreditation

Carers NSW successfully achieved three year accreditation under the Quality Improvement Council Health and Community Services Standards.

We also met the requirements of the NSW Disability Services Standards for these services: Better Start for Children, Older Parent Carer Program, My Plan/My Choice and the *together* program.

The Assessment Team described Carers NSW as “a committed and vibrant organisation with a demonstrated ability to influence the agenda for carers, provide well-targeted direct services and promote community awareness about carers and the caring role.”

Human Resources

During the last year Human Resources has worked closely with all to implement and support changes to new governance and funding bases and maintain effective and efficient services.

With the development of our new Carers NSW Business Plan for 2015-2016, Human Resources will continue to provide support both operationally and strategically to meet our strategic directions into the future.

Employee Survey

This is the second year Carers NSW has provided staff the opportunity to undertake an Employee Survey using the Voice Project. We are committed to using the survey to progress Carers NSW as an organisation and improve engagement, inspire leadership and support service quality.

The survey found that Carers NSW greatest strengths were Mission and Values, Teamwork, Work/Life Balance, Safety and Role Clarity, all of which scored above 90%. There have been some noticeable improvements since the last survey; Flexibility (+7%), Work/Life Balance (+11%), and Learning and Development (+7%). We thank the Voice Project for working with us on the survey.



Recognising Diversity

Carers NSW acknowledges and values the contribution that people of diverse backgrounds make to the social, cultural and economic life of the community. Carers NSW prides itself on having an inclusive and diverse workplace and recognises the benefits of a diverse workforce in the support and services it provides to all carers.

The Carers NSW Diversity Group acknowledges the diversity of carers, Board members, staff and volunteers across the organisation. The Group comprises staff from regional and Sydney offices who provide advice and feedback and identify opportunities to recognise, respect and value the diversity of carers, employees, volunteers and members.

Information Technology

Carers NSW is committed to providing comprehensive and reliable IT services to best support our staff and the thousands of carers across the state who increasingly rely on digital forms of communication and engagement.

IT Support Services

A combination of in-house and contracted IT staff has ensured that Carers NSW has a mix of skilled specialists to provide strategic solutions, up to date expertise and best practices. Our team responds quickly to user issues and has an excellent track record in customer satisfaction.

Some of the IT projects we completed in 2014-15 include the upgrade of boardroom video conferencing systems, development and implementation of IT Policies and a Sharepoint based staff intranet solution.

Reconciliation Action Plan

In 2014 Carers NSW established an internal Reconciliation Action Plan (RAP) working group with staff from our Sydney and regional offices, to develop a RAP in partnership with Reconciliation Australia. We anticipate the RAP will be launched in early 2016.

Financial management

The year in review

From a financial point of view, 2014-15 was a productive year for Carers NSW. The surplus from operations was \$141,970, **17% higher than our previous year's surplus.**

Finance, Audit and Risk Committee

The Finance Committee ensures Carers NSW has solid financial management. The Committee is driven by a sound financial strategy which is underpinned by legislative compliance and financial controls, as well as prudent cash management.

Reserves and Assets

For the 2014-15 financial year, Carers NSW maintained an appropriate level of reserves to meet current and future obligations. Reserves at the end of the financial year were \$3.26 million.

Income

The majority (95%) of Carers NSW's income in the 2014-15 financial year came from Federal and State government funding, 3% of income came from interest and 2% from membership, donations and other sources.

Expenditure

Carers NSW resources are used primarily to deliver services that directly support carers, advocate for carers and raise awareness of the status and needs of carers in the community.

INFORMATION, RESOURCES & PUBLICATIONS

Tom Fink Library

The Tom Fink Library was established in 1996 in memory of Tom Fink, husband of the late Averil Fink, one of the founders of Carers NSW.

The Tom Fink Library continued to expand its collection of books, films and other resources in 2014-15, including the acquisition of a number of books written by carers and books specifically for young carers. The Library is for the use of Carers NSW staff and also offers a free lending service for all carers. The full catalogue is available online at www.carersnsw.org.au.

Supporting Carers in the Workplace

The Education and Training Team submitted two articles about unpaid carers in the workplace to prominent business magazines to promote Carers NSW employer services and raise awareness of carers in the workplace. The articles, *Would you be interested in eldercare benefits?* and *What you can do to support carers in your workplace*, were published by NRMA magazine and HC online magazine respectively. Both articles can be viewed online at www.carersnsw.org.au.

Young Carers News and YC E-news

We engage with young carers, their families and service providers through various media. *Young Carer News* is a hardcopy newsletter that we send to over **2,700 young carers**. YC E News is our electronic news bulletin and, as at 30 June 2015, there were **2,243 subscribers**.

eBulletin

2,108 subscribers receive our monthly *eBulletin*. It aims to keep subscribers up to date with the latest developments for carers and features research, policy and best practice on carer-related issues, plus the latest news, conferences and publications. The *eBulletin* subscribers are primarily service providers, government departments and other organisations.

Carers News

Carers News is a key means of communicating with members of Carers NSW. Over **5,300 individuals**, groups and organisations receive the bi-monthly newsletter. In 2014-15, *Carers News* covered a range of news, carer stories, feature articles, book reviews and other editorial pieces.

Social Media

Carers NSW Facebook and Twitter accounts continued to gain following at a rapid rate. On 30 June 2015, there were **1,273 Carers NSW Facebook page likes**, an increase of nearly 50% on the previous year and **2,422 followers on Twitter**, with Twitter followers increasing at an average rate of nearly two people a day.

The Facebook page has a very positive focus and engages an increasingly large number of carers, whereas the Twitter account has a higher following amongst service providers and organisations, and is primarily used to enhance Carers NSW's leadership position and provide information.

Website

The Carers NSW website continues to provide a vital point of reference for all Carers NSW services and programs. This is of particular importance in the current environment, as carers and service providers seek information about the National Disability Insurance Scheme (NDIS).

In 2014-15, there were over **100,000 visits** to the Carers NSW website by over **69,000 users**.

Media

Carers NSW continued to promote carers issues in the media throughout 2014-2015. We issued **19 media releases** in metro and regional areas, covering topics such as Carers Day Out, the NDIS, the Carers NSW Biennial Conference and current carer statistics.

Media interest in carers and carer issues continued throughout the year on both a state and national platform. There was increased media coverage in October 2014 around Carers Week.



1 in 3

carers have a long-term illness/disability - they experience lower wellbeing, less service access & less social support

2X

as many carers agree that caring is positive than disagree

37%

of carers report high/very high levels of psychological distress



4 in 5

carers report below average wellbeing



64%

of carers are satisfied with their relationships with family/friends

56% are satisfied with services received by care recipients

55% are usually/always included by services

62% benefit from care recipients receiving services

64% provide some form of assistance to service providers

Carers NSW 2014 Carer Survey

SUPPORTERS OF CARERS NSW

Friends of Carers NSW

Friends of Carers NSW help our organisation by contributing their time and skills. They assist in strategy development and decision making by supplementing the knowledge of the staff and Board.

This might be through the provision of legal advice, or ideas on how to raise our profile and increase our networks. Friends do not play an active role in day-to-day operations but act as honorary consultants to the Board.

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

- Dr Christina Aggar
- Emeritus Professor Peter Baume AO
- John Berryman AM
- Jennifer Bott
- Professor Tony Broe AM
- Lucy Brogden
- David Carter
- Anne Deveson AO
- Associate Professor Michael Fine
- Dr Ian Fitzpatrick
- Michael J Fitzpatrick
- Patricia Harrison
- Professor Ian Hickie
- Robin Hughes AO
- Paul Livingston
- Miriam Margolyes OBE
- Julie McCrossin
- Andrew McKinnon
- Ross McLuckie
- Charles G. Mendel
- Mary Moody
- Associate Professor Melanie Oppenheimer
- Richard Ottley
- Vivienne Pusey
- Christopher Taylor
- Emeritus Professor Ian Webster AO

Donors

Carers NSW gratefully acknowledges individual donors.

- John Cameron
- Garry Conlan
- Susan Dickinson
- Helen Feeney
- Christine Gorman
- Ernest Isles
- Nisha Khan
- Ruth Leon
- David Lynch
- Jeanette Park
- Louise Telfer
- Christine Tomlinson
- Margot White
- Alexander Yendle
- Caroline Yuile



Corporate Supporters

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- Rothschild Australia
- ADY Industry Pty Ltd
- Pennant Hills Golf Club
- Perpetual
- The Grill'd Pty Ltd

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- Julie Millard
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- Steven Bowman - Conscious Governance
- Mirri Mirri
- Tech Supply
- Holman Webb
- Jones Lang LaSalle

Volunteers

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

- Roxy Brady
- Lilian Clayton
- Jean Foxover
- Philip Hung
- Elizabeth Hung
- Isabel Kane
- Vincent Kane
- Ian Kirkham
- Barbara Lee
- Regina Lyon
- Bart Madden
- Sally Moss
- Helen O'Doherty
- Marie Shipway

Special Mention

Special thanks to Margaret Dunne, our Volunteer & Resource Coordinator who retired in June 2015 after 7 years at Carers NSW.

Margaret (sixth from left) with Carers NSW volunteers.



DIRECTORS' REPORT AND FINANCIALS



DIRECTORS' REPORT

CARERS NSW LIMITED
ABN 45 461 578 851

DIRECTORS' REPORT

Your Directors present this report on the company for the financial year ended 30 June 2015.

Directors

The names of each person who has been a Director during the year and to the date of this report are:

- Lynette Nixon
- Josephine Maxwell
- Stephen Bowles
- Jenine Bradburn
- Felicity Purdy
- Eileen McDonald
- Bruce Howle
- Trish McClure
- Michele Ferris (Resigned March 2015)
- Laraine Toms (Resigned November 2014)
- Gary Stanford (Resigned August 2014)

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

Principal Activities

The principal activity of the company during the financial year was 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.

Short-term and Long-term Objectives

The company's short-term objectives are in four key areas, all of which are underpinned by our commitment to quality and sustainability.

A voice:

- Representing and enabling the 'voice' of carers in NSW through leadership and advocacy on behalf of carers
- Use research and consultation to drive evidence based policy and service change

Connections:

- Provide carers with access to advice, information and services
- Meet the needs of individual carers regardless of age or circumstance

Partnerships:

- Work with the broader community to improve outcomes for carers
- Train carers, service providers and businesses to build capacity and create a more inclusive society

Awareness:

- Participate in community events and media activities to highlight the importance of caring
- Reach out to carers not currently linked to support to improve their wellbeing

Carers NSW is a responsive organisation which makes optimal use of resources and networks based on quality and sustainability principles

The company's long term objectives are to:

- Work with carers to improve their health, wellbeing, resilience and financial security
- Have caring recognised as a shared responsibility of family, community and government

Strategies

To achieve the stated objectives, the company has adopted the following strategies over the next three years:

A voice – the company will:

- Invest in research and consultation with carers and the wider community
- Provide carers with opportunities to influence decision makers directly
- Promote carer interests in key government and community forums
- Advocate for carer issues in major public reforms
- Lead and partner in the implementation of the NSW Carers Strategy

Connections – the company will:

- Respond to carers' day-to-day needs through our direct services and carer information
- Deliver education and training to carers to build their resilience, confidence and capabilities
- Support existing and new carers by offering innovative programs and counselling services that respond to their diverse needs
- Expand activities focused on young carers suited to their specific challenges and life stage
- Strengthen carer support options across NSW including through connecting carers to each other, peer support and effective use of social media
- Research emerging issues, and the needs of specific carer groups, and then tailor new service responses

Partnerships – the company will:

- Work with the National Network of Carers Associations to progress our collective goals
- Partner with businesses and other organisations to build their capacity to be more carer focused
- Develop a corporate carer program with options for improved carer-employee support

- Expand alliances and linkages with other not-for-profit organisations and research bodies to:
 - better influence and respond to public reforms
 - innovate our services and expand our impact in the community
 - secure new revenue streams

Awareness – the company will:

- Use our research to drive a public conversation around carers and their needs
- Build on our participation and impact in Carers Week
- Expand opportunities to promote carer issues in the media
- Work with partners to identify, outreach and support hidden carers
- Host effective conferences and events

Responsive organisation – the company will:

- Embed strong governance and management systems
- Explore opportunities to diversify and enhance our funding and revenue options
- Broaden our marketing program to increase carer and community awareness of Carers NSW
- Upgrade our online presence and information technology options
- Continue to implement measures consistent with our quality accreditation standards
- Create an inclusive and inspiring environment for all of our staff and volunteers who are committed to working with carers

Key Performance Measures

Overall the performance measures are strongly tied to our strategies. They include:

- Increase in government and community initiatives, recognition and support that directly support carers or include carers as a target group
- Increase in the number of individuals who identify as being in a caring role
- Increase in the number of carers who report improvement in access to appropriate services and supports
- Increase in the number of service providers/ agencies that refer carers to Carers NSW
- Increase in the number of organisations who actively recognise and support carers in their workforce
- Increase in the number and diversity of carer related collaborations and new partnerships
- Increase in Carers NSW quality performance
- Increase in Carers NSW funding diversity and financial security
- Increase in media coverage of carer issues as well as Carers NSW and services.

Information on Directors

Lynette Nixon President	
Qualifications	M Com (UWS), MAICD
Experience	Lynette Nixon joined the Board in 2014 as a co-opted member. She was Chair of the Strategy Working Group. Her career has spanned two key roles – as a teacher for 20 years, Lynette focused on boys’ education and closer connections between schools and business. For the past 16 years Lynette has worked at PricewaterhouseCoopers, with her primary focus in innovation and human centred design. This sees her working with both corporates and not-for-profits with a particular focus on helping businesses unlock the potential of their people and customers to create shared value. She has attended Innovation courses at Harvard and is current a Design and Innovation Fellow with UTS. Lynette was elected to Vice President in November 2014 and President in March 2015.
Special Responsibilities	<ul style="list-style-type: none"> • Member of the Finance, Audit and Risk Committee • Member of the Governance Committee • Chair of the Strategy Working Group
Josephine Maxwell Vice President	
Qualifications	BA LLB (Sydney), MLLR (Sydney) GAICD
Experience	A senior legal counsel with over 20 years’ experience in employee relations, inclusion and diversity and commercial advising. Josephine Maxwell has held senior positions locally and regionally with the Australian Government and a global consulting services, information technology and business process outsourcing company. Currently, Josephine is a senior legal counsel for an ASX listed end to end IT services company. Josephine is a former carer with a particular interest in community connections, the participation of the ageing in society and end of life care. Josephine has been on the Board of Carers NSW since 2011.
Special Responsibilities	<ul style="list-style-type: none"> • Chair of the Governance Committee • Member of the Strategy Working Group

Stephen Bowles	Honorary Treasurer
Qualifications	B Com CA
Experience	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 on the management executive of a growing Sydney accounting group. Stephen joined the Board of Carers NSW as a co-opted member in August 2009 and was appointed as Honorary Treasurer in November 2013. He previously held the position of Vice President from November 2012 – November 2013.
Special Responsibilities	Chair of the Finance, Audit and Risk Committee
Jenine Bradburn	Honorary Secretary
Qualifications	Cert IV Training & Assessing, Dip Bus Management, Dip Dental Technology, AdvDip Dental Prosthetics
Experience	Jenine Bradburn is a Dental Prosthetist and has been politically active within her profession for the last fifteen years. Jenine, aside from caring for her ageing mother, also cares for her step-father with Alzheimer's and an aunt who has had a disability since childhood. Her specific interest is in aged care. Jenine joined the Board of Carers NSW in November 2012 and was appointed Honorary Secretary in November 2014.
Special Responsibilities	
Felicity Purdy	Director
Qualifications	BA (Hons) Psychology
Experience	Felicity Purdy is a former carer, and has worked with children and adults with disabilities, their families and services for more than 40 years. She is a life member of National Disability Services and holds a number of voluntary and advisory positions concerned with health and severe disability. She has been a member of the Carers NSW Board for 18 years and has served as Secretary and Vice President.
Special Responsibilities	<ul style="list-style-type: none"> • Member of the Finance, Audit and Risk Committee • Member of the Governance Committee
Eileen McDonald	Director
Qualifications	M Counselling, Grad Dip DMT, BA Communications, Cert IV TAE
Experience	Eileen McDonald is a carer for two family members. She is a family and carer consultant, educator and researcher in disability and mental health. Eileen is a Carers NSW Carer Representative, is on the Mental Health Australia National Register of Consumer and Carer Representatives, and is the NSW Carer Representative on the National Mental Health Consumer & Carer Forum as well as a carer representative on national and state committees and advisory committees.
Special Responsibilities	<ul style="list-style-type: none"> • Member of the Governance Committee • Member of the Strategy Working Group

Bruce Howle Director	
Qualifications	BEC, CA
Experience	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 company auditor and 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.
Special Responsibilities	<ul style="list-style-type: none"> • Member of the Finance, Audit and Risk Committee • Member of the Governance Committee • Member of the Strategy Working Group
Trish McClure Director	
Qualifications	BCom (Ec and IR), Masters (Human Geog), PGrad Traffic Eng and Safety, IAPP Community and Stakeholder Engagement
Experience	Trish McClure has over fifteen years' experience as a carer and understands well the challenges of meeting complex care needs as well as balancing family and work commitments having worked for over twenty five years delivering infrastructure in the public sector, whilst bringing up her family including caring for her daughter with high support needs. Trish has a strong focus on delivering quality of life outcomes and enhancing carers' abilities to make choices and effectively plan for their futures and those they care for. Trish brings to Carers high quality skills in strategic planning government and governance, with the balance and empathy of real life experiences. She currently holds a senior position in the Transport portfolio. Trish has also been an active fund raiser taking leadership roles with various organisations including The Parameadows Foundation. Trish is also an experienced and trained Board member having been a member of Carers NSW for nearly twenty years and a Board member for two years. She was also a member of the Board for Interchange Illawarra for 14 years and currently sits on the Shellharbour Business Unit Board.
Special Responsibilities	Member of the Governance Committee
Michele Ferris Resigned March 2015	
Qualifications	Dip Bus Management, Cert IV Aged Care, studying Dementia Care
Experience	Michele Ferris joined the Board of Carers NSW in November 2012. Michele is a current carer whose teenage son lives with intellectual disability and vision impairment and is now a carer/advocate for her mother who lives with Alzheimer's disease. Michele has a work background in aged care and disability service provision for a decade. She has a strong passion for advocacy rights for those in aged care and disability. Michele was appointed Honorary Secretary in November 2013 and President in November 2014. Michelle resigned from the Board in March 2015.

Laraine Toms		Resigned November 2014	
Qualifications	MA BA Dip Ed Churchill Fellow		
Experience	Laraine Toms is a carer and active community advocate in health and welfare services. She has a background in education and business, has Bachelor and Master of Arts degrees, a Diploma in Education and is a Churchill Fellow, her research being international carer advocacy. Laraine is currently a member of the NSW Health Ministerial Advisory Committee and Board member of the Inner West Sydney Medicare Local. She has served on a number of Ministerial and government advisory committees. Laraine resigned from the Board in November 2014. Laraine was a Board member of Carers NSW for 13 years and President for seven.		
Gary Stanford		Resigned August 2014	
Experience	Gary Stanford joined the Board as a co-opted Member in February 2014. He resigned in August 2014.		

Meetings of Directors

During the financial year, 6 meetings of Directors were held. Attendance by each Director were as follows:

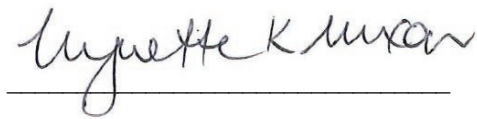
Director's Meetings			
	Number Eligible to Attend	Number Attended	
Lynette Nixon	6	6	
Josephine Maxwell	6	4	
Stephen Bowles	6	5	
Jenine Bradburn	6	4	
Felicity Purdy	6	6	
Eileen McDonald	6	5	
Bruce Howle	6	6	
Trish McClure	6	5	
Michele Ferris	4	4	
Laraine Toms	2	2	
Gary Stanford	0	0	

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity. At 30 June 2015, the total amount that members of the company are liable to contribute if the company is wound up is \$5,922.

Auditor's Independence Declaration

The auditor's independence declaration for the year ended 30 June 2015 has been received and can be found on page 44 of the financial report.

This Directors' report is signed in accordance with a resolution of the Board of Directors.



Lynette Nixon (President)
Dated 14 August 2015



Stephen Bowles (Honorary Treasurer)
Dated 14 August 2015

CARERS NSW LIMITED
A.B.N. 45 461 578 851

**AUDITOR'S INDEPENDENCE DECLARATION UNDER S60-40 OF THE AUSTRALIAN CHARITIES
AND NOT-FOR-PROFITS COMMISSION ACT 2012**

We declare that, to the best of our knowledge and belief, during the year ended 30 June 2015 there have been:

- (i) no contraventions of the auditor independence requirements of s60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



FELSERS
Chartered Accountants



Steven H. Zabeti
Partner
13 August 2015

**STATEMENT OF SURPLUS OR DEFICIT AND OTHER COMPREHENSIVE INCOME FOR THE
YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
Revenue and other income	2 (a)	9,503,258	8,151,200
Depreciation	2 (b)	(212,729)	(190,008)
Grant expenditures		(8,651,140)	(7,302,982)
Office Costs		(23,029)	(17,524)
Other expenses		(263,918)	(414,561)
Premises and Equipment Expenses		(804)	(2,211)
Professional Fees		(87,578)	(12,821)
Staff Costs		(112,866)	(50,679)
Staff Training Costs		(6,727)	(99)
Transfer of Operating Deficit from Grants		-	(35,043)
Travel Expenses		(2,496)	(4,301)
Surplus from operations		<u>141,971</u>	<u>120,971</u>
Other comprehensive income		-	-
Total comprehensive income for the year		<u><u>141,971</u></u>	<u><u>120,971</u></u>

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
<u>Current Assets</u>			
Cash and cash equivalents	3	8,606,195	1,973,707
Trade and other receivables	4	171,311	170,269
Other current assets	5	83,335	67,980
Financial assets	6	9,568,057	7,760,262
Total Current Assets		<u>18,428,898</u>	<u>9,972,218</u>
<u>Non-Current Assets</u>			
Property, plant and equipment	7	540,097	655,924
Total Non-Current Assets		<u>540,097</u>	<u>655,924</u>
Total Assets		<u>18,968,995</u>	<u>10,628,142</u>
<u>Current Liabilities</u>			
Trade and other payables	8	15,293,139	7,129,007
Short-term provisions	9	241,052	201,333
Total Current Liabilities		<u>15,534,191</u>	<u>7,330,340</u>
<u>Non-Current Liabilities</u>			
Long-term provisions	9	172,201	177,170
Total Non-Current liabilities		<u>172,201</u>	<u>177,170</u>
Total Liabilities		<u>15,706,392</u>	<u>7,507,510</u>
Net Assets		<u>3,262,603</u>	<u>3,120,632</u>
<u>Equity</u>			
Accumulated surplus		3,262,603	3,120,632
Total Equity		<u>3,262,603</u>	<u>3,120,632</u>

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Accumulated Surplus \$	Total \$
Balance as at 1 July 2013	<u>2,999,661</u>	<u>2,999,661</u>
Surplus from operations	120,971	120,971
Balance as at 30 June 2014	<u>3,120,632</u>	<u>3,120,632</u>
Surplus from operations	141,971	141,971
Balance as at 30 June 2015	<u>3,262,603</u>	<u>3,262,603</u>

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
<u>Cash flow from operating activities</u>			
Receipts from government grants		16,530,368	6,451,952
Payments to suppliers and employees		(8,430,221)	(7,530,553)
Donations received		18,465	6,406
Interest received		418,573	392,724
Net cash provided by (used in) operating activities	14	8,537,185	(679,471)
<u>Cash flow from investing activities</u>			
Purchase of property, plant and equipment		(96,902)	(173,031)
Proceeds from sale of property, plant and equipment		-	-
Proceed / (purchase) from held to maturity investments		(1,807,795)	1,867,236
Net cash provided by (used in) investing activities		(1,904,697)	1,694,205
<u>Cash flow from financing activities</u>			
Proceeds from borrowings		-	-
Net cash provided by (used in) financing activities		-	-
Net increase in cash held		6,632,488	1,014,734
Cash at beginning of financial year		1,973,707	958,973
Cash at end of financial year	3	8,606,195	1,973,707

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

The financial statements cover Carers NSW Limited as an individual entity, incorporated and domiciled in Australia. Carers NSW Limited is a company limited by guarantee.

The financial statements were authorised for issue on 14 August 2015 by the directors of the company.

Note 1: Statement of Significant Accounting Policies

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the *Australian Charities and Not-for-profits Commission Act 2012*. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

During the previous financial year, the former legal entity applied all the recognition and measurement requirements of Australian Accounting Standards in its special purpose financial report, therefore the comparatives did not require restatement.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a. Income tax

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

b. Property, plant and equipment

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

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset.

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

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

Plant and equipment that have been contributed at no cost or for nominal cost are recognised at the fair value of the asset at the date it is acquired.

Depreciation

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

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

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

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are recognised immediately in surplus or deficit. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to accumulated surplus.

c. Grants for the acquisition of fixed assets

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

d. Leases

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

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

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

e. Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transaction costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at either of fair value, amortised cost using the effective interest rate method, or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instruments to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(ii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the company's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iii) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

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

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset or a group of financial assets will be deemed to be impaired if, and only if, there is objective evidence of impairment as a result of the occurrence of one or more events (a "loss event"), which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors, or a group of debtors, are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indication that they will enter into bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having undertaken all possible measures of recovery, if the management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance accounts.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

f. Impairment of assets

At the end of each reporting period, the company reviews the carrying amount of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

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

Where it is not possible to estimate the recoverable amount of an asset's class, the company estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

g. Employee entitlements

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

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

i. Cash and cash equivalents

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

j. Accounts receivable and other debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.

k. Revenue and other income

Non-reciprocal grant revenue is recognised in profit or loss when the company obtains control of the grant and 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.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

For grants received in advance, it is the policy of the company to bring grants received to account during the period to which they relate, rather than the period in which they were received. However, certain grants received during the year, and in prior years, did not have an expiration date, or were not fully expended at 30 June 2015. The balance of grants outstanding and grants in advance at 30 June 2015 are listed in detail in Note 8(a).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

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

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

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, maybe subject to inherent limitations regarding the completeness of revenue from such sources.

All revenue is stated net of the amount of goods and services tax.

i. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australia Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

m. Trade and other payables

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

n. Comparative figures

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

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

o. Critical accounting estimates and judgements

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

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

Key judgements

(i) 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.

p. Economic dependence

Carers NSW Limited is dependent on government grants for the majority of its revenue used to operate the business. At the date of this report, the Board of Directors has no reason to believe the government grants will not continue for the next 12 months from the date this financial report is signed.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 2 : Surplus from operation	2015	2014
	\$	\$
a) Revenue and other income		
Government grant revenue	8,603,721	7,334,124
Other Revenue		
- Consultancy fees and room hire	-	77,420
- Donations	18,465	6,406
- Grants for the acquisition of fixed assets	85,834	140,888
- Interest received	418,573	392,724
- Membership subscriptions	7,140	11,769
- Other income	368,572	187,869
- Sale of publications/merchandise	953	-
Total Revenue	<u>9,503,258</u>	<u>8,151,200</u>
b) Expenses		
Depreciation expenses	212,729	190,008
Employee benefits expense - contributions to defined contribution superannuation funds	365,394	328,605
Administration and management fees included in grant expenditures comprise the following major expenses:		
Staff costs	848,257	817,756
Rental expenses	316,701	310,514
Accounting fees	20,952	16,120
Auditor's remuneration		
- Audit	17,000	17,002
- Other services	6,766	11,746
Note 3 : Cash and cash equivalents		
Current		
Cash at bank and on hand	8,606,195	1,973,707
	<u>8,606,195</u>	<u>1,973,707</u>
Note 4 : Trade and other receivables		
Current		
Trade receivables	44,499	33,396
Provision for impairment of receivables	-	-
Other receivables	126,812	136,873
	<u>171,311</u>	<u>170,269</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 5 : Other current assets	2015	2014
	\$	\$
Current		
Prepayments	83,335	67,980
	<u>83,335</u>	<u>67,980</u>

Note 6 : Financial assets

Current		
Held to maturity investments	9,568,057	7,760,262
	<u>9,568,057</u>	<u>7,760,262</u>

Note 7 : Property, plant and equipment

Non-Current		
Office equipment	781,827	684,926
Accumulated depreciation	(429,973)	(287,523)
Motor vehicles	267,470	267,470
Accumulated depreciation	(144,860)	(111,426)
Leasehold improvements	184,224	184,224
Accumulated depreciation	(118,591)	(81,747)
	<u>540,097</u>	<u>655,924</u>

Movements in carrying amounts

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

	Office Equipment	Motor Vehicles	Leasehold Improvement	Total
	\$	\$	\$	\$
Balance at 1 July 2013	378,183	166,444	128,274	672,901
Additions	140,887	22,700	9,444	173,031
Depreciation expense	(121,667)	(33,101)	(35,240)	(190,008)
Balance at 30 June 2014	<u>397,403</u>	<u>156,043</u>	<u>102,478</u>	<u>655,924</u>
Additions	96,902	-	-	96,902
Depreciation expense	(142,450)	(33,434)	(36,845)	(212,729)
Balance at 30 June 2015	<u><u>351,855</u></u>	<u><u>122,609</u></u>	<u><u>65,633</u></u>	<u><u>540,097</u></u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 8 : Trade and other payables	2015	2014
	\$	\$
Current		
Trade payables	715,631	343,716
Sundry payables and accrued expenses	516,161	298,608
Grants received in advance	8 (a) 14,061,347	6,486,683
	<u>15,293,139</u>	<u>7,129,007</u>

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

NSW Department of Family and Community Services - Peak Funding & Statewide Peak Activities	420,939	113,361
NSW Department of Family and Community Services - HACC Carers under 65yrs	16,430	2,982
Department of Social Services - HACC DSS Carers over 65yrs Ageing, Disability & Home Care - Older Parent Carer Program	38,099 3,572,872	35,871 3,933,513
NSW Department of Family and Community Services - Young Carers Program	1,640	23,406
Carers Australia - DSS Young Carers Program	5,793	3,295
NSW Department of Family and Community Services - Aboriginal Carers	194,179	-
NSW Department of Family and Community Services - Carer Health & Wellbeing	190,505	-
NSW Department of Family and Community Services - Carer Engagement & Info on Individualised Packages	190,177	-
NSW Department of Family and Community Services - Carer Engagement in Local Decision Making	146,636	-
NSW Department of Family and Community Services - Carer Information - Carer Peer Support Strategy	202,900	-
NSW Department of Family and Community Services - Young Carers App	53,104	-
NSW Department of Family and Community Services - Hidden Carer Outreach project	145,349	190,000
NSW Department of Family and Community Services - Young Carers Policy	-	42,187
Carers Australia - Carer Information Support Service (CISS)	121,330	15,645
Carers Australia - National Carer Counselling Program (NCCP)	2,900	7,396
Carers Australia - Mental Health Carer Counselling	12,053	64
Carers Australia - Better Start for Children with Disability	35,925	43,131
Department of Families, Housing, Community Services and Indigenous Affairs - Mental Health Respite	164,860	769,603
NSW Department of Family and Community Services - Carers Week	1,500	-
NSW Department of Family and Community Services - Carers Support Group (together program)	186,555	34,945
Ageing, Disability & Home Care - My Plan My Choice	1,040,170	855,528
Ageing, Disability & Home Care - Supported Living Fund	52,481	33,625
Carers Australia - Drought Assistance Packages	125	111,046
Ageing, Disability & Home Care - Library Outreach	3,751	3,751
Ageing, Disability & Home Care - Connecting Carers Through IT	-	39,681

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 8 : Trade and other payables (cont'd)	2015	2014
	\$	\$
8 (a) Grants received in advance comprise the following:		
NSW Department of Family and Community Services - NSW Carers Strategy Consultation	40,000	40,000
Carers Australia - Promotion of GP After Hours Helpline	-	20,000
Ageing, Disability & Home Care - Metro South Project	951	951
NSW Department of Family and Community Services - Speaker Sponsorship (Biennial Conference)	6,671	6,671
Carers Australia - Carer Recognition Program	612	612
Carers Australia - IT Upgrade One-Off	3,194	3,194
Carers Australia - Special Infrastructure Project	24	24
Ageing, Disability & Home Care - Older Parent Carer Tool Kit	37,640	37,640
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
Coffs Harbour City Council - Coffs Harbour Carers Day Out	909	909
NSW Department of Family and Community Services - Western NSW Family & Support	-	33,145
NSW Department of Family and Community Services - Young Carers Interagency Project	39,302	39,302
South Eastern Sydney Local Health District - Multicultural Awareness Posters		
Ageing, Disability & Home Care - Working with Carers Orientation Workshops	18,038	18,038
Carers Australia - Pollie Pedal 2014	10,000	-
Department of Education and Communities - Youth Opportunities Program	41,566	-
NSW Department of Family and Community Services	6,380,000	-
NSW Department of Family and Community Services - Decision Making Capacity Building Project 2015-2016	650,000	-
Department of Education and Communities - OPC One-off grant from Rockdale Council	5,000	-
	<u>14,061,347</u>	<u>6,486,683</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 9 : Provisions	2015	2014
	\$	\$
Current		
Provision for annual leave	221,910	201,333
Provision for long service leave	19,142	-
	<u>241,052</u>	<u>201,333</u>
Non-Current		
Provision for long service leave	172,201	177,170
	<u>172,201</u>	<u>177,170</u>

Employee Provisions

Employee provisions represent amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, (the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

Note 10 : Capital and Leasing Commitments

Operating Lease Commitments

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

Payables - minimum lease payments		
- not later than 12 months	419,709	336,807
- between 12 months and five years	262,792	114,971
- greater than five years	-	-
	<u>682,501</u>	<u>451,778</u>

Note 11 : Contingent Liabilities and Contingent Assets

There are presently no contingent assets or liabilities that need to be disclosed in the financial report.

Note 12 : Events Subsequent to Balance Date

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 13 : Key Management Personnel Compensation

	2015	2014
	\$	\$

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any director (whether executive or otherwise) is considered key management personnel.

Key management personnel compensation:

- Short-term benefits	545,261	392,075
- post-employment benefits	49,359	36,048
	594,620	428,123

Note 14 : Cash flow information

Reconciliation of cash flow from operations

Surplus for the year	141,971	120,971
Non-cash flows in operating result		
Depreciation	212,729	190,008
Changes in assets and liabilities		
(Increase) / Decrease in trade and term debtors	(1,042)	146,400
(Increase) / Decrease in other assets	(15,355)	(25,068)
Increase / (Decrease) in payables	8,164,132	(1,180,973)
Increase / (Decrease) in provisions	34,750	69,191
Net cash provided by operating activities	8,537,185	(679,471)

Note 15 : Bank Guarantee

Westpac Banking Corporation holds a rental guarantee in relation to the company's registered office of \$93,816.68 (2014: \$83,894.69).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Note 16 : Financial Risk Management

The company's financial instruments consist mainly of deposits with banks, accounts receivable and payable.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

Financial assets	Note	2015	2014
		\$	\$
Cash and cash equivalents	3	8,606,195	1,973,707
Loans and receivables	4 & 5	254,646	238,249
Held-to-maturity investments	6	9,568,057	7,760,262
Total financial assets		<u>18,428,898</u>	<u>9,972,218</u>
Financial liabilities			
Financial liabilities at amortised cost:			
- trade and other payables	8	15,293,139	7,129,007
Total financial liabilities		<u>15,293,139</u>	<u>7,129,007</u>

Note 17 : Company details

Registered office and principal place of business:

Carers NSW Limited
Level 18, 24 Campbell Street
Sydney NSW 2000

DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Carers NSW Limited, the directors declare that:

1. The financial statements and notes, as set out on page 45 to 62, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012 and*
 - a. comply with Australian Accounting Standards - Reduced Disclosure Requirements; and
 - b. give a true and fair view of the financial position of the company as at 30 June 2015 and of its performance for the year ended on that date.
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



_____, Director
Lynette Nixon (President)

14 August 2015



_____, Director
Stephen Bowles (Honorary Treasurer)

14 August 2015

CARERS NSW LIMITED
A.B.N. 45 461 578 851

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CARERS NSW LIMITED**

Report on the Financial Report

We have audited the accompanying financial report of Carers NSW Limited, which comprises the statement of financial position as at 30 June 2015, the statement of surplus or deficit and other comprehensive income, statement of changes in equity, and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a fair and true view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of Carers NSW Limited, would be on the same terms if provided to the directors as at the date of this auditor's report.

CARERS NSW LIMITED
A.B.N. 45 461 578 851

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CARERS NSW LIMITED**

Report on the Financial Report (cont'd)

Auditor's Opinion

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

- i. giving a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Emphasis of Matter

We draw attention to the following:

- a) Note 1(k) 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.
- b) Note 1 Basis of preparation, which describes the change in legal status to a company limited by guarantee (formerly Carers NSW was an association incorporated under the *Associations Incorporations Act 2009*). Our opinion is unmodified in respect of this matter.



FELSERS
Chartered Accountants



Steven Zabeti
Partner
14 August 2015

LOCATION OF CARERS NSW OFFICES

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Tweed Heads

The Family Centre
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Tweed Heads South
NSW 2486

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Dubbo

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Dubbo NSW 2830

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F: 02 6881 6080

Newcastle

Suite 6, 235 Darby Street
Cooks Hills NSW 2300

T: 02 9289 4280

HOW YOU CAN HELP

We rely on the generosity of our supporters to help us be there for carers and to make a difference in their lives.

We are grateful to the individuals, organisations, businesses and corporates who give what they can and support our work. There are many ways you can get involved and help:

- Make a donation
- Remember Carers NSW in your will with a bequest
- Make us your chosen charity when raising funds
- Your business or workplace can partner with us
- Make a gift in memory of somebody important
- Volunteer in our Sydney office
- Become a member of Carers NSW
- Sign up for our newsletter to stay up-to-date
- Like us on Facebook and follow us on Twitter

Visit www.carersnsw.org.au to find out more.



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