

Carers Victoria



2002-2003

ANNUAL REPORT



Carers Association Victoria Inc "Carers Victoria"

is incorporated under the Associations
Incorporation Act.

Incorporation Number: A002674M ABN
12533636427

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Annual Report 2002-2003

This report was prepared by Maria Bohan, Eileen Hayes, Alison Pope and Carers Victoria staff. Commentary contained in this report is based on results achieved during the year July 2002 to June 2003. Artwork used in this report is by Alison Pope, Kor Design, and copyright applies.

Carers Victoria is committed to environmental sustainability and has a "Greening Carers Victoria Policy".

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CARERS VICTORIA

Vision

Caring together – Strengthening lives

Mission

Carers Victoria will lead the community in support for carers.

Objectives

Accomplish the following strategic outcomes for carers:

- Carers will be less isolated and better connected;
- Carers will have access to adequate, individualised and flexible support options;
- Carers will have increased income options and financial security;
- Carers will be an effective lobby group and their voices will be heard;
- Carers will be empowered to advocate for themselves;
- Carers will have mandated carer participation in the service delivery system;
- Carers will benefit from a whole of government approach to carer issues.

Create a collaborative, learning organisational environment.

Be financially viable, sustainable and forward looking.

Values

Our values, expressed in what we do for carers are:

- Justice and equity;
- Openness and integrity;
- Human dignity;
- Respecting diversity.

Everyone has the potential to be a carer

Carers Australia's President, Louise Gilmore, opened the National Carers Conference with these reflections...



Louise Gilmore

Research suggests that when people in the broader community think about carers, if they think about us at all, they imagine us to be something like a cross between a guardian angel and motherhood itself.

We must be. Aren't we always kind, patient, forgiving? Aren't we ready to go night after night without sleep, willing to provide the most menial of services for many hours a day, able to get by with very little money? Don't we smilingly give up our careers, our superannuation, holidays, friendships, hobbies and health? People often say to carers, "*You're so wonderful, I don't know how you do it.*"

The trouble is that this view of carers is a comfortable fantasy. It's more than that. It is quite insidious. If we buy into the fantasy that carers are just 'like that', we do it because we're special, then like mothers and guardian angels, it makes us invisible and easy to ignore.

Carers are not necessarily warm, kind, self-effacing, heroines and heroes. Carers are people. Some of us are kind. Some of us are not. Some do it for love. Some do it for duty. Some do it because there are simply no other choices. Many would give anything not to be doing it. Some shoulder the task with resignation, others with grief, with bitterness and even with resentment. Carers are not exceptional people, but many carers do an exceptional job in the role that fate has assigned them.

Everyone has the potential to be a carer. It can be so abrupt. Just for a moment, imagine that one day you take a call, which tells you that someone close to you is in trouble. A child has been knocked off a bike. A parent has had a serious fall. A partner has been diagnosed with something. A friend is ill or injured. It can happen to anyone. Suddenly, with no warning and no training, you too are a carer.

And, somehow, you have to fit this whole new spectrum of need into your existing life. Just because you become a carer, don't think you can stop putting energy into all your other relationships. If you have to take a lot of time off, what happens to your career? What about the mortgage? Or the holiday you've booked at the end of the year? Or the yoga classes you've just started because you're already so stressed? And what if this situation doesn't resolve itself? What if you're looking down the barrel of decades in this new role?

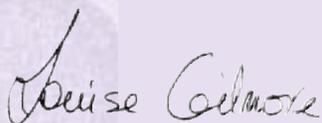
What are the kinds of things you would need to keep going? A bit of recognition would be very nice. Recognition of your part in providing nearly 75% of care in the community. But what you would really need is money – directed in the right areas. That is, to income support, adequate respite and support services and workplace programs.

And how would you get access to what this money could provide? I suggest that it would be through systems of care in the community, which extend across portfolio boundaries, which are developed and auspiced nationally, co-ordinated and tailored to your own state or territory and delivered where you live.

Carers Australia and all the state and territory carers associations are keen to work with governments, private industry and with service

providers to give the best and most cost effective support to all of us who have picked up this responsibility, often to our own great detriment.

We know we are doing our share. In many cases we are doing more than our share. We are watching the outcomes of the decisions governments make and we expect that those outcomes will demonstrate that governments see support for carers as an investment in the future of this country.



Louise Gilmore
President
Carers Australia

Sometimes it's the little things and sometimes it's the big things that make all the difference...

"I wish I knew if there was someone I could ring and get them to cook me a meal, maybe just a big pot of soup or a casserole - when I feel like it. I just can't cut the meat like I used to. The other day I got a knife stuck half-way in the pumpkin and I started to cry. My daughter just looked at me funny. I wonder what she thought I was up to? I tried the meals on wheels a few years ago but they just weren't nice. Maybe they've improved. I don't know. I don't really need a big meal of a night but Dianne likes her food and I have to make an effort for her."

77 year old carer and mother of a 48 year old woman with an intellectual disability

We know we are doing our share...

President & Executive Director

As Louise Gilmore wrote in her report, "Everyone has the potential to be a carer." Carers numbers are already high – with a hidden workforce of at least 577,000 in Victoria alone. These are the people that Louise speaks of. Ordinary people meeting extraordinary demands. Yet we continue to battle against the lack of recognition of the important role that carers play. And we continue to battle against the lack of adequate resources to support carers in their role.

We must continue to send the message loudly and clearly that carers are the major providers of community care services to those people in need of care and support. Governments and the community must recognise this and provide more adequate support to carers.

In November 2002 we were given the opportunity to raise the profile of carers and carers issues during the lead up to the Victorian state election. At Carers Victoria we spent many months preparing our election campaign, "Will you need one? Will you be one?" and we used this opportunity to send our message out to all politicians and



Anne Oakley



Maria Bohan

the public. Staff and Board members met with key politicians and advisors to discuss the platform, many carers also took this opportunity to inform their local politicians about their issues.

Last year saw Carers Victoria celebrate its 10th year. This was a marvellous opportunity to reflect on what changes had occurred over that period. It surprised many of us to realise what had been achieved, but we also recognised that there is still a long way to go. We used this opportunity to acknowledge carers and those people who have worked for so long to try to achieve what is best for carers.

Also, in October last year, Valda Pugh, carer and Board member, Maria Bohan, Executive Director, and Julie Nankervis, policy worker represented Carers Victoria at the third International Carers Conference in Washington.

Seven Hundred people from 22 countries presented, discussed and learned from each other about many things. The main intentions of the conference were to share best practice in support of carers; and to share strategies and programs in advocacy on behalf of carers. From an international perspective, Australia is doing comparatively well in the recognition and support of carers at both policy and program levels. However there are many improvements still to be made. Carers Victoria must speak loudly about these issues (we will!).

As we reflect on a busy year we also must look to the future. All of our work at Carers Victoria is geared to the future. Even as we make some progress; as we achieve a target; we are looking towards the next challenge. And what challenges lay ahead! But, Carers Victoria has a 10-year history of confronting those challenges and we will continue to do so.

We will continue to tell key policy and decision makers that most carers still experience significant financial hardship and disadvantage. We will continue to tell them that many carers experience significant health problems, have no, or limited, access to respite care, in-home support services, counselling and practical advice and education. And we will continue to tell them what carers need to support them in their caring role.



**Anne Oakley,
President**



**Maria Bohan,
Executive Director**

"The last time I ever used respite was the weekend I went away to meet my son for the first time (he had been adopted out at birth). I got a call from the respite house. They said Brittany had been so sick overnight and they thought she was going to die. They called me the next morning to ask me, "If her condition became critical would I like them to just let her go." They made this call before they had even tried the standard interventions of percussion or Ventalin. When I asked if they had called an ambulance, they said no!"

55 year old mother and carer of a 27 year old woman with severe and multiple disabilities.

What are the kinds of things carers need to keep going?

Most of us have a pretty normal expectation of our lot in life. If not great fortune and eternal happiness, then at the very least to be able to work, be financially independent, engage in mutually supportive relationships, plan and make provisions for our future.

For a large number of people, life has not gone quite to plan. As a consequence of accident, chronic illness or disability experienced by a family member or close friend, this large and diverse group find themselves in the role of **primary carer**. Carers are usually ordinary families meeting extraordinary demands: parents, partners, children, siblings, other relatives or friends of any age, any culture. For these people there are financial, physical and emotional consequences of their caring roles. They are not on a level playing field with peers of similar age or life cycle stage. This inequity is compounded for those carers who already experience the disadvantage of belonging to a group that is already "marginalised": the Indigenous community, CALD communities, someone who is living in remote Victoria or someone who is already financially disadvantaged.

There is a high degree of expectation placed on carers to accept this responsibility privately and silently. In addition, the contribution carers make to the economic wellbeing of the community, often at the expense of their own, is largely taken for granted.

To date in Australia there has been a narrowly focused response to the needs of carers. Notably, despite the lobbying efforts of carers, neither the Commonwealth nor any of the states have an overarching policy framework that ensures carer focused and inclusive policies and practices, in all aspects of public life.

It is true, that both levels of government have responded to pressure and allocated some funding to carer support and respite. And in-roads are being made in health and aged care through the development of carer friendly practices and tools to assess carer needs, though carers frequently still express concerns about service accessibility, quality of care and exclusion of carers particularly in the areas of residential care and mental health services, indicating that gains are patchy at best.

Having acknowledged that some attempts are being made by State and Commonwealth governments to address the needs of carers, what is not evident is an understanding of the breadth of disadvantage experienced by carers across all areas of their lives. Carers challenge government to really look at all the portfolios and consider ways carers could be better supported. The responsibility to support carers must flow on to all funded services, community institutions and government instrumentalities.

Some of the changes carers are seeking include:

- Childcare, kindergarten and early intervention programs that are inclusive of children with special needs.
- Schools that have the capacity to educate children appropriately, including after hours and holiday care for children and teenagers with special needs.
- An education system that supports young people with care responsibilities, and also retraining for carers who are attempting to re-enter the workforce.
- Income support that adequately compensates carers for their loss of income and ensures an equitable standard of living.

- Increased subsidies to better compensate for the additional costs associated with caring for someone with disability or chronic illness.
- Employment and workplace policies that afford carers the flexibility they need to juggle their responsibilities. The creation of job opportunities that meet their skill level and are a good match with caring responsibilities.
- Affordable, accessible transport in order to go about the daily business of living.
- Superannuation policy that allows carers to adequately prepare for their own ageing.
- Health policy that identifies carer stress and finds ways to support the health and well-being of carers.
- Acute health services that understand the importance of good discharge planning to minimise the pressure placed on carers.
- Acute and community based mental health services that are responsive and respectful of the legitimate role carers play in the support and treatment people with a mental illness.
- Access to services across all portfolios that have the capacity to deliver continuity of care, with streamlined entry points and eligibility criteria.

We need revenue generation to ensure an adequate and equitable welfare system and a robust health, community care and residential aged care system. What is needed is a more systematic response to the needs of carers! Let's do it!

“Everyone thinks the stress is related to caring, but it is also related to not being able to do the things I used to do. I used to have friends. My husband and I used to go away on holidays, garden together. Now he is totally dependent on me and sometimes I get resentful. How about my life? I think. But then when we are away from him I feel sick, wondering ‘what if?’ I can’t sleep or eat.”

Unknown carer who attended a focus group

How will it happen?

Carers Victoria as a peak organisation has a strong role in advocating for carers. The organisation’s activities involve individual and self-advocacy, class, group, systemic and political advocacy through a broad range of strategies and roles.

However while Carers Victoria takes an active role in advocating for carers, we believe that direct advocacy actions by carers themselves can make a powerful and positive contribution towards change. There are many carer stories that illustrate the impact of “first-hand” carer experiences that raise the awareness of government decision makers.

An example of this is of Alan Bawden, who cared for his wife for 11 years. Alan experienced the economic, physical, emotional and social impacts of caring and decided to bring the issues to the attention of politicians in his local area.

Alan was strategic in his plan, and chose to lobby during a lead up to a

local by-election. In Alan's words, this is how he went about the campaign:

"I decided to email four of the major candidates and set out points for their comment. The results from sitting in front of my computer and composing a letter in my own time have been amazing to say the least!"

Two of the major candidates replied within days. One candidate arrived at my door to follow up on my letter and the fourth telephoned the day before the election apologising for not replying beforehand as the letter had been overlooked. Amazing!

When I responded with a further email to the two major party candidates stating that my objective was to raise the profile of carers so that we were not grouped with other people, I received an email promise from one and a telephone personal promise from the other to discuss this further following the election. One of these candidates won this by-election and I wait for follow up that I am certain will eventuate-particularly with a Federal election on the horizon.

I would like to encourage all of my fellow carers to take up the "pen" and either email or write to candidates prior to upcoming elections. The only way we can raise the profile of carers is to keep bringing ourselves in front of the politicians who create the policies that effect us."

Carers Victoria has a number of strategies in place that support carers in raising their issues and telling their stories.

Through education and training programs, carers are assisted to develop skills in self-advocacy.

Carers Victoria also has a Speakers Bank program where carers volunteer to tell their stories through public speaking engagements, lobbying politicians and government departments, utilising the media (newspapers, TV, radio) and participating in reference groups and consultations.

Our organisation is also working towards utilising information technology to support self-advocacy. Through the use of Chat Rooms isolated carers will be able to raise issues "on line" and mobilise for action.

A further initiative of Carers Victoria in utilising the power of carers' experiences is the introduction of state-wide Carer Advocacy Forums. The Forums have been born as the result of recommendations from a recent Advocacy Research Project. The aims of the Forums will be to not only identify the issues for participating carers, but to plan advocacy actions that address the issues. Carers will come away from the Forums with strategies that may involve individual or group actions.

Carers Victoria is committed to encouraging and utilising the "power of one" so that individual actions can form a collective voice that will be heard! However, we also recognise that not all carers wish to or are able to advocate for themselves, and we are equally committed to providing advocacy with or on behalf of carers.

"I'd walk over broken glass if I could make her life right. As a mother it's my duty to do what's right, you know that. We owe it to our children to do what we can for them."

Carer and mother of a 48 year old woman with an intellectual disability.

What we are doing

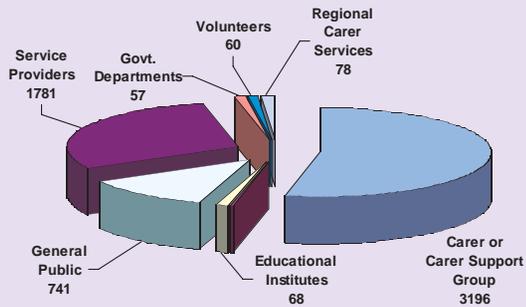
Carer Representation and Advocacy

Delivered Statewide including the Commonwealth Carer Resource Centre

Education and Training

Carers Victoria's Education and Training programs are tailored for: carers; carer groups; general community; service providers; volunteers; tertiary education and training institutions (students); culturally and linguistically diverse communities; Indigenous communities.

Education & Training Program
Participants 1/7/02 - 30/6/03
Total - 5987



Programs for Carers include: information sessions; Looking after yourself; Creative survival strategies; Loss & grief; Having your say; Assertiveness; Planning for respite; Dealing with change and transition.

Policy Work

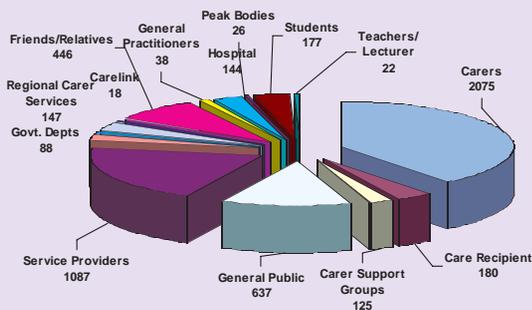
Carers Victoria's policy work: is across the whole care system; is linked to state and national networks and regional carer services; addresses carer diversity: CALD, ATSI, rural, veteran, gender, ages; promotes carer inclusion and friendly practice; maps services and key stakeholders; collaboration, alliances and partnerships.

Policy work includes: aged care & respite; HACC (Home & Community Care); PCP (Primary Care Partnerships); Victorian Support for Carers Program; National Respite for Carers Program; Mental health & respite; General health and women as carers; Acute health; Hospital discharge; Young carers; Disability & respite; Chronic illness; Ageing carers; Financial entitlements; Transition from hospital and/or home to residential aged care.

Information, Support and Counselling

Carers Victoria's 1800 Freecall number is accessible to carers across Victoria. It provides: Information, referral and advice; Emotional support and counselling; Information packages; Resources for carers, service providers and students; Resources for CALD and Indigenous communities.

Calls Received on Freecall 1800 242 636
1/7/02 - 30/6/03 Total - 5212

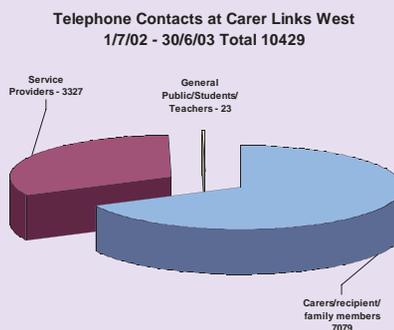


Carer Support Services

Delivered in the Western Metropolitan Region of Melbourne (including the Commonwealth Carer Respite Centre/Carer Links West)

Work with carers includes: information; direct and immediate support; links to carer support groups; access to a range of respite opportunities; counselling and individual advocacy; links to other services; carer retreats, getaways and group activities; financial assistance to access respite opportunities.

Work with services includes: Information and advocacy for carers; development of innovative respite options for carers; identifying gaps in the current service system; Promotion of respite and carer support programs and services.



Resources and Development

Resource and Development resources include: Library; Corporate databases; IT strategy and resources; Event Management; Publications; Marketing & Communications; Service Support; Membership; Development; Financial, Physical and Human Resources

A major focus of this program area is the provision of information through: the production of our quarterly newsletter 'Carers in Victoria'; ongoing development of our website www.carersvic.org.au; development of new resources and publications; development of email based communication.

Highlights from the year

Carers Week 2002



On Sunday 20 October 2002 the Governor and Mrs Landy gave a warm welcome to 501 carers in the elegant ballroom of Government House. The Governor, former Minister for Senior Victorians Christine Campbell, and Carers Victoria President Anne Oakley, spoke. Carer Trish Karadimos also spoke. Afternoon tea was then served accompanied by music from MacRobertson Girls' High School and John Brodie Police Band Flautist. It was a lovely relaxing occasion for all those invited.

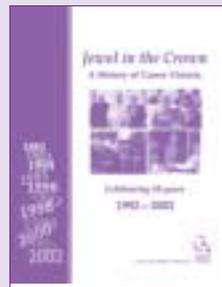
Once again Carers Victoria offered Carer Support Groups grants to fund local activities to celebrate Carers Week. The 228 groups who received funding held a variety of events held throughout Victoria including lunches, picnics, outings, morning and afternoon teas, information sessions, and dinners.

Washington Conference

In October 2002, Valda Pugh, carer and Board member, Maria Bohan, Executive Director, and Julie Nankervis, policy worker represented Carers Victoria at the third International Carers Conference in Washington. Seven hundred people from 22 countries presented, discussed and learned from each other about many things. Carers Victoria presented 3 papers: Carer loss and grief; Carers and hospital discharge; Carers and mental health advocacy.

10 Year Anniversary Celebrations

Carers Victoria's 10-year anniversary was celebrated with the launch of "*Jewel in the Crown - A History of Carers Victoria*", and the presentation of awards to thank some very special people for their support of carers and Carers Victoria. Awards were presented in six categories: First 10 continuous and still current members; First 10 continuous and still current rural members; Posthumous Award to families of former Carers Victoria members; 10 public figures or organisations who assisted in the development of Carers Victoria; 10 key individuals who assisted in the first ten years; 10 examples of innovative community support to carers.



State Election Campaign

The State election in December 2002 gave us an opportunity to lobby for substantial gains for Victoria's carers. The campaign "*Will you need one? Will you be one?*" aimed to raise the profile of carers and carer issues. We met with key politicians and advisors to discuss the platform, and also developed a range of resources to assist carers to lobby their local politicians.

Carer Friendly Practices and Services

The "*Outside looking in: resource kit on carer friendly practices in aged care facilities*" is the result of a 12-month DHS Funded project, that explored and documented good practices in the involvement of carers within both low care and high care facilities.



The kit was launched at Parliament House on 30



May 2003 by the Minister for Aged Care, Gavin Jennings. The morning started with two short scenarios showing a man with dementia being admitted into an aged care facility. Three very talented Carers Victoria staff members, Dot Kennedy, Mary O'Mara and Mary McGrail were enthusiastically supported by the equally talented Minister Jennings. It was a unique way to launch a unique product. Many thanks to Minister Jennings for agreeing to participate.

Note: While this project focused on residential aged care, its insights and messages are for all sectors: disability, health, community care

For love, for faith, for duty, for deed

The Hon Kaye Darveniza, Parliamentary Secretary to the Premier, launched Carers Victoria's new report '*For love, for faith, for duty, for deed: beliefs and values about caring in the Anglo-Celtic, Greek, Italian, Polish, Turkish and Vietnamese communities in Victoria*' which presents the findings from a



study conducted by Carers Victoria exploring the beliefs and values about caregiving among carers from culturally diverse communities.

Regional Carer Advocacy Project

The Regional Carer Advocacy Project identified means of increasing access for carers in rural and regional areas to advocacy support and increasing regional carers support of Carers Victoria's advocacy activities.

An important recommendation of the Project is the creation of statewide carer advocacy and action forums. These forums aim to: seek from carers and provide information to carers on Carers Victoria's advocacy activities; and encourage and support individuals and groups with advocacy actions.

Carer Counselling Program – Victoria

The Carer Counselling Program, which commenced in early April 2003, is an initiative of the Australian government under the National Respite for Carers Program (NRCP). It is a state-wide service that provides counselling services specifically targeted to meet the needs of carers about issues related to their caring role.

Quilt Project

Carers Victoria's Quilt Project 'Outside the Square' is well under way. Carer Groups have been sending in their brightly coloured patches and they have been put together into 15 beautiful quilts with the help of patchwork quilting shops all around Victoria.

The aim of this project is to increase public awareness and recognition of the diversity of carers' experiences via the display of carers' quilts.



e-bulletin

Carers Victoria's e-Bulletin was first sent out in February 2003. The e-Bulletin is a regular email newsletter that provides information on events that occur in between our quarterly "Carers in Victoria" newsletters. If you are interested in receiving e-Bulletins, please provide your email details to Dot Kennedy at dorothyk@carersvic.org.au.

Young Carers

Carers Victoria has been working to improve recognition and support of young people with care responsibilities in the community. Our Young Carers Policy defines principles for addressing young caring issues, and outlines strategies for prevention, early intervention and support to children with care responsibilities to be adopted by government, service providers, schools and the wider community. An accompanying document more fully considers possible intervention strategies by different sectors and provides background information on young carer needs.



RespiteWest www.respitewest.infoxchange.net.au/



The aim of this website is to enable consumers, parents, carers and service providers to quickly and easily access information about respite services and support in the disability area, both in and beyond the Western metropolitan region of Melbourne.

Music Therapy

A music therapy workshop was run for carers of people with dementia living in the Western metropolitan region. The workshop ran weekly for six weeks and covered: Music as a tool for relaxation and stress relief; Using music to assist in managing the difficult/challenging behaviour associated with dementia; Exploring themes of caring for someone with dementia through the process of songwriting.

As a result of the workshop all participants agreed to be linked in with carer support workers or other supportive services for further information about programs and resources they could tap into.

Carer Retreats

In March 2003, 34 carers and 4 staff headed to Pt Lonsdale to participate in the Commonwealth Carer Respite Centre & Carer Links West carer retreat. For 3 days and 2 nights the carers were given a break from their daily routines and responsibilities. Carers came from all over the western region and from a wide variety of caring situations. 20 out of the 34 participants were from culturally and linguistically diverse backgrounds, and 11 different CALD communities were represented. The retreat was a great success with lots of laughter, singing, dancing and sunshine. It also provided carers with a much needed opportunity to relax, focus on themselves, meet with others and create new friendships.



New Quarterly Newsletter for Service Providers in the Western Metropolitan Region

Western Carers Newsletter

The first issue of "*Western Carers: the newsletter of the Commonwealth Carer Respite Centre and Carer Links West*" was distributed via email to over 340 people (service providers, colleagues, funders). The first issue provided an opportunity to describe each of the programs at the west, and to highlight the ways they are able to provide support for carers. Many people who received the newsletter have responded with positive and encouraging feedback. The newsletter will be distributed quarterly, with the second issue distributed in Carers Week.

"Services would either disappear or be for a much younger age group than Graeme. Because I was starting to worry about the future, I decided I'd better check with disability services to see what they could offer. When I called they didn't have Graeme on their list any more so I had to go through the whole process of getting him registered again. It worries me what would have happened if I hadn't checked."

68 year old carer and mother of a man with dual diagnosis of an intellectual disability and schizophrenia.

Statistics

CALLS TO CARERS VICTORIA

General Number (9650 9966) 21,950

Contacts made with or on behalf of carers through the Executive Director, Policy and Advocacy, Education and Training and Resource & Development.

Freecall Number (1800 242 636)

Carers and Carer Support Groups 2200

Friends/Relatives 446

Care Recipients 180

Service Providers 1087

General Public 637

Regional Carer Services 147

Students and Teachers 199

Hospitals and General Practitioners 182

Government Departments 90

Peak bodies 26

Carelink 18

TOTAL for Freecall number 5212

TOTAL calls to Carers Victoria 27162

CALLS TO CARER LINKS WEST

Carers/recipients/family members 7079

Service Providers 3327

General Public 23

TOTAL 10429

WEBSITE USERS

www.carersvic.org.au (Full year figure estimated from actual figures available for 6 month period Dec 2002 - June 2003)

Visits 35272

Hits 550662

www.respitewest.infoxchange.net.au/

Visits 8960

Hits 170610

LIBRARY

Library Users 526

Items Borrowed 542

EDUCATION AND TRAINING PARTICIPANTS

Carers and Carer Support Groups 3196

Service Providers 1781

General Public 741

Regional Carer Services 78

Educational Institutes 68

Volunteers 60

Government Departments 57

TOTAL 5987

MEMBERS

Carers and Carer Support Groups 2940

Former Carers 160

Organisations 172

General Public 256

TOTAL 3528

Our Structure



The People

Board of Management

Ben Chodziesner (Vice President); Graeme Glasson (Treasurer); Penelope Houghton; John McGrath; Anne Oakley (President); Zipporah Oliver (Vice President); Valda Pugh (Secretary); Lee Choon Siau; Bill Skinner; Anne Tuohey; Paul Gretton-Watson.

Staff

Executive Director: Maria Bohan

Carer Representation: Nilgun Yucel (Manager); Carol Blackett-Smith; Mariette Etter; Dorothy Kennedy; Mary McGrail; Judith Mulcahy; Anne Muldowney; Julie Nankervis; Mary O'Mara; Gill Pierce; Joyce Rebeiro; Chris Twining; Trish Waters; Judith Walker; Dimitra Xinarios.

Carer Support: Janet Shaw (Manager) Lucero Barreto; Jill Cameron; David Clunn; Janelle Falkner; Warren Fuge; Lorraine Harrison; Kate Jones; Kathy Karaolis; Peter MacKenzie; Chris McGrath; Adele McNicol; Yolanta Niedzwiecki; Katerina Tzikas; Cathy Tzoulis; Theresa Wee; Mary-Jane Wyllie.

Resources and Development: Stephen Hill (Manager); Margaret Carty; Rhonda Evans; Helen Franks; Bernadette Garcia; Eileen Hayes; Wally Ivlenkov; Chris Porter; Silvana Russo; Frances Ryan.

Special Projects: Rebecca Cole; Lorraine Congdon; Tonina Gucciardo-Masci; Penny Iddon; Naida Johnson; Yvonne Hardingham.

Staff who have left in 2002/2003: Shirley Carlos; Helen Dimotakis; Helen Fine; Jill Mancini; Gitte Mortensen; Denny Townsend; Sue Wakefield.

Auditor

KPMG Assurance and Advisory

Consultants and Contractors

Brett Constable (BKC Management); Jo Klaaysen & Kate Walter (DMI Consulting Group); SalPac Remuneration Consultants; Alison Pope; Evelyn Woods Personnell; VECCI.

Volunteers

We extend a very special thank you to the volunteers at Carers Victoria, who play an integral role in the organisation. George Rozensteins; Janet Farnsworth; Carl Wilson; Caroline Stephens; Zelma Riddell; Ida Gottman.

Treasurer's Report

2002/2003 was a much more challenging year financially compared with previous years, with total income increasing by only \$69k compared to the increase in expenditure of \$118k, primarily in the area of staffing costs.

Even so, with sound financial management practices in place, the organisation still achieved a positive result for the year. After allocations to our fixed assets and other reserves, our accumulated surpluses increased slightly over the year by \$3,894 to finish at a balance of \$23,824.

The new year is shaping up as providing further financial challenges as we seek to move premises in a rental market which is significantly more costly than our current arrangements. The renewal of the organisation's enterprise agreement with staff will also involve some further increase in staffing costs.

Over the last year we made repeated representations to our primary funders concerning the inadequacy of their indexation formulae which continue to be outstripped by the actual increase in costs required to maintain the expected levels of service. Our approaches met with limited success, however we will continue to pressure funders to provide the resources required to allow us to continue to do our work with, and on behalf of, Victoria's carers.



Graeme Glasson, Treasurer

Funders, Donors and Sponsors

While most of our funding comes from the Victorian Department of Human Services (Home and Community Care Program and Support for Carers Program) and the Australian Departments of Health and Ageing, Family and Community Services and Veterans Affairs, many of our projects have enjoyed additional support from the generosity of the community.

Special thanks to the sponsors of Carers Week, including the Victorian Minister for Aged Care (and Carers), the Victorian Department of Human Services (Aged, Disability and Mental Health Divisions) and the Australian Department of Health and Ageing, and Frances Tobin Funerals by Women.

Organisations and members of the public made donations to Carers Victoria in 2002-2003. The donations have greatly benefited the organisation and are appreciated.

Pro bono support for Carers Victoria's work has been significant from: KPMG, the Public Interest Law Clearing House; Simon Bailey (Phillips Fox); Francis Zemljak (then of McKean & Park, Lawyers & Consultants).

Financial Report Year Ended 30 June 2003

Statement of Financial Performance

	<u>2003</u>	<u>2002</u>
	\$	\$
<u>Income</u>		
Grant Income	3,285,145	3,185,150
Income Generation	78,227	95,338
Other Income	<u>20,156</u>	<u>34,089</u>
	<u>3,383,528</u>	<u>3,314,577</u>

Expenses

Salaries, Wages and Oncosts	1,938,833	1,778,358
Carer Brokerage	606,832	636,054
Other Expenditure	<u>780,761</u>	<u>794,031</u>
	<u>3,326,426</u>	<u>3,208,443</u>

Net Operating Result for the year **57,102** **106,134**

Statement of Appropriations

	<u>2003</u>	<u>2002</u>
	\$	\$
Net Operating Result for the year	57,102	106,134
Accumulated Surplus at the beginning of the financial year	<u>19,930</u>	<u>17,055</u>
Surplus/(Deficit) available for appropriation	<u>77,032</u>	<u>123,189</u>
Fixed Assets Reserve Allocations		
Equipment Purchases	(113,557)	(128,247)
Equipment Disposals	12,944	7,358
Depreciation	<u>104,060</u>	<u>125,201</u>
	<u>3,447</u>	<u>4,312</u>
Other Reserve Allocations		
Specific Purpose Reserve	(7,615)	(27,565)
Equipment Replacement Reserve	<u>(49,040)</u>	<u>(80,006)</u>
	<u>(56,655)</u>	<u>(107,571)</u>
Accumulated Surpluses at the end of the financial year	<u>23,824</u>	<u>19,930</u>

Statement of Financial Position

	<u>2003</u>	<u>2002</u>
	\$	\$
Members' Funds		Accumulated
Surpluses	23,824	19,930
Total Reserves	<u>717,853</u>	<u>664,645</u>
	<u>741,677</u>	<u>684,575</u>
Represented by:		
Current Assets		
Cash at Bank and On Hand	1,569,623	1,207,007
Sundry Debtors and Grants Receivable	53,103	17,710
Prepaid Expenses	9,827	9,181
Shareholdings	<u>5</u>	<u>5</u>
	<u>1,632,558</u>	<u>1,233,903</u>
Non-Current Assets		
Fixed Assets at written down value	<u>382,327</u>	<u>385,774</u>
Total Assets	<u>2,014,885</u>	<u>1,619,677</u>
Current Liabilities		
Sundry Creditors and Accruals	273,923	198,590
Staff Leave Provisions	125,460	122,289
Grants Received in Advance	810,572	570,392
Young Carers Scholarship Fund	<u>710</u>	<u>710</u>
	<u>1,210,665</u>	<u>891,981</u>
Non-Current Liabilities		
Staff Leave Provisions	<u>62,543</u>	<u>43,121</u>
Total Liabilities	<u>1,273,208</u>	<u>935,102</u>
Net Assets	<u>741,677</u>	<u>684,575</u>



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