



Annual Report

2004-2005



Carers Victoria
Caring - a personal experience, our shared responsibility

Strategic Directions 2004 - 2008

Our vision

Caring - a personal experience, our shared responsibility

Our purpose

Support, representation and action for carers

Our roles

- Carer advocacy and representation
- Carer support and services
- Education and training - for carers and workers in the care system
- Research and policy development
- Systems change and service development

The changes we want to achieve

As a result of our work and influence carers will:

- be less isolated and better connected
- have access to adequate individualised and flexible support options
- have increased income options and financial security
- be empowered to advocate for themselves and have strong influence with policy makers
- have mandated carer participation in the service delivery system
- benefit from a whole of government approach to carers issues.

Achieving these outcomes requires us to continue to build:

- a collaborative learning environment
- a financially viable, sustainable and forward-looking organisation.

Annual Report 2004 - 2005



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ABN 12533636427

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This report was prepared by Maria Bohan, Eileen Hayes and Carers Victoria staff. Young carer content was prepared by Julie Nankervis. Commentary contained in this report is based on results achieved during the year July 2004 to June 2005.

From the President and CEO



Ben Chodziesner,
President
Maria Bohan, Chief
Executive Officer

Carers Victoria is defined by its concern for carers, a group that is as diverse in their needs, lifestyles and identity, as any in the community. Their profile includes children and young people and men and women of all ages. Each care situation is different and for the people involved, it is a highly personal experience.

In the years to come, older people will grow in number and as a proportion of the total population. Demographic changes and medical advances mean that there will be a higher proportion of people living with disabilities, mental illness and chronic conditions. Individuals and families want choices about care options. In recent years carers have received greater attention. Family carers are the backbone of community care provision. We need new ways of thinking about how care is provided, with families and carers having greater choices and options.

Carers Victoria's work in the past 12 months has continued to implement the Strategic Directions 2004-2008. This involves influencing and changing the health and community care systems so they are more responsive to the needs of families, people with care needs and carers. We have continued to represent diverse carers' needs to government at state-wide and national level (via Carers Australia). This representation involves complex dialogue across many sections of government. Dialogue with the Department of Human Services (DHS) on the development of a carer framework aims for carer inclusive policies and programs for all DHS funded services.

Carers Victoria continues to be sought after for our expertise in policy advice and to be recognised as the peak state body for carers. We continue to be forthright in putting carers issues on the public policy agenda. We continue, at the same time, to deliver support to carers and to encourage innovative support options. Many organisations seek our support and partnership.

This year we have moved our programs from 2 sites to one central Footscray



Ben Chodziesner, President

location. The space is carer friendly and the facilities are used constantly by carers, for education and training sessions for carers and services, and for meetings with partner agencies. We acknowledge the magnificent work done by our staff in relation to this relocation.

In early 2005, Carers Victoria successfully participated in the Commonwealth government's "request for application" tender process for our Commonwealth funded programs. We now manage Carelink alongside the Commonwealth Carer Respite Centre. The state-wide Commonwealth Carer Resource Centre experienced growth in the carer counselling program and will soon participate, as part of the community care review, in a national review of this overall program. We work in a climate where significant changes are occurring in the way national and state programs are structured and funded.

A particular highlight has been the further development of the Carers Speakers Bank. Carers, most of whom have accessed training in public speaking, have participated in high level committees, in presentations to government and service providers, and to the media. All Speakers Bank participants are members of Carers Victoria and committed to supporting our work.

Carers Victoria continues to contribute to Carers Australia and the national network of state/territory Carers Associations.

A highlight for the past 12 months has been the most significant increase in sponsorship from Trusts and Foundations, support from corporate organisations, and growth in pro-bono contributions. This has enabled Carers Victoria to broaden its work for carers and creates great hope and faith in the broader community's recognition and support for family carers.

We wish to acknowledge the valued contribution of Anne Oakley, much respected President of Carers Victoria for 6 years, who has stepped down but continues as Vice President of the Board.

Carers Victoria's staff team continues to impress, to lead and to achieve significant outcomes for caring families.



Maria Bohan, Chief Executive Officer

Young carers

Ordinary young people doing extraordinary things

For most of us childhood was a carefree time, but for young carers life is vastly different. Among the 700,000 family carers in Victoria is a largely hidden group of young people aged 25 and under who have a significant care responsibility for a close family member or friend with a disability, mental illness, chronic condition or age related frailty. Initial figures suggest there are at least 105,000 young people providing care, some 6% of the Victorian youth population. This figure will grow as the rate of disability and mental illness increases in the community and as family relationships breakdown.

These young people come from all walks of life and carry out the same caring roles as adult carers, but often with less recognition and support from their wider family or local services. Many also carry significant responsibility for younger siblings and household tasks generally. This creates a markedly different life experience from most of their peers. But for them it is how their family is. They shoulder their responsibility with great commitment and love, growing in family closeness, maturity and resourcefulness.

However the strains of caring at a young age are considerable, as young people struggle "in the dark" to manage their care responsibilities and juggle school or further studies, getting and holding a job, making friends, developing interests and skills, or just having time for themselves. Caring without acknowledgement and support can put children and young people at risk of physical and emotional health problems, social isolation, doing poorly or dropping out of studies, becoming marginalised in the workforce and facing immediate and longer term financial insecurity.

Carers Victoria's challenge is to make government, services and the wider community aware of the needs of young carers and to work collaboratively for policies and programs that are responsive to their diverse circumstances. Young carers were given priority in our 2004/05 work.

"I don't get time off... always cooking, homework, housework."
Mick, 13 years old

What we have been doing about young caring issues

Representing and advocating with young carers to government

Carers Victoria worked hard last year to raise the profile of young carers with government ministers and senior officers who decide what policies and programs are developed.

The highlight undoubtedly was our participation in the First National Young Carers Summit in August 2004. The summit brought together 60 young carers from around Australia, the Minister for Family and Community Services (Kay Patterson) and representatives of many commonwealth and state government departments and peak youth bodies. It gave policy makers the opportunity to hear what it is like to have care responsibilities at a young age, what is needed to improve things for young people and their family, and to discuss ways that government and services can better respond to their needs. The summit recommended the development and funding of a national young carer strategy.

The summit was a powerful experience for all who participated. Victoria had a courageous, articulate contingent of 7 young carers, aged 14-20 years, who made a significant contribution to the work of the summit through the small group discussions, the keynote opening address and two national radio interviews. For young carers attending it was an amazing affirming event — being with others in similar circumstances and being heard at the "top level". As one Victorian ambassador put it "I loved the summit, it was so much fun and a great experience. I learned so much and it was fantastic to be listened to. It's just what I and every young carer needs, a chance to have our say, be recognised and let people know (especially government) all the things young carers do, deal with and need."

Our young ambassadors had a further chance to spread the word to young carers and



Seven Victorian young carers, accompanied by Julie Nankervis and Nilgun Yucel from Carers Victoria, attended an inspiring, hard working and confronting 3 days in Sydney at the 1st National Young Carers Summit.

interested workers at a Victorian summit feedback event in September 2004.

A full report on the summit is available on Carers Australia's website www.carersaustralia.com.au — or contact 1800 242 636 to request a copy.

The summit provided the impetus for new discussions about young carer issues with relevant state ministers and DHS staff, the Student Wellbeing branch of Department of Education and Training, the Youth Affairs Council of Victoria, senior Centrelink staff and Department of Family and Community Services officers. Carers Victoria was heartened by the commitment of Disability Services to taking a leadership role within DHS on young caring matters, their summit attendance and subsequent one-off grant (\$20,000) towards work on the issues.

We have liaised with DHS about inclusion of young carers in the drafting of the Department's new Carer Framework and the roll-out of Commonwealth resource and respite initiatives, and sought funding for new staff to progress our work.

Carers Victoria also:

- wrote numerous submissions to trusts and other bodies for project funding
- liaised extensively with interested workers across Victoria
- lobbied for government support on the issue in the federal election (Nov 2004)

Developing Resources

Young Carer Resources Project

A major initiative for the year was the development of an exciting range of resources for young carers, service providers and schools. This was made possible through the generous support of the Jack Brockhoff Foundation, Grosvenor Settlement, State Trustees and the Ruffin Falkiner Foundation, as well as the Victorian Department of Human Services. The resources aim to bridge the gap identified by young carers for information about caring and avenues for support, and to raise awareness and support among professionals in regular contact with young people.

Young carers in contact with Carers Victoria and other partner organisations guided the project through various consultation processes.

Five resources were developed, pitched at different targets and purposes:

- a CD Rom for young carers to be used directly or uploaded onto accessible websites
- a wallet-size card for young carers with key information
- a 20 minute DVD/video *"Just Care For Us"* featuring 5 young carers
- a brochure for service providers and health professionals to assist in identifying young carers and linking them to support
- a brochure for school staff to similarly assist identification and access to support.

National Resources

Carers Victoria also contributed significantly to the development of resources by Carers Australia and Department of Family and Community Services as part of the Commonwealth government's commitment to young carers in its 2004/05 budget. These resources provide greater access to vital information on young caring issues for young people, parents, schools, service providers and the general community and complement those listed above. They include:

- A dedicated young carer website - www.youngcarers.net.au
 - A poster and general brochure about young carers
 - A Young Carers Information Pack
 - A four page Young Carers Pocket Guide
- Two Education Kits targeting primary and secondary school staff have also been developed by Department of Family and Community Services and directly distributed to schools.

Building Library Resources

Carers Victoria has also built and consolidated our library resources in relation to young carers. This collection provides useful information for young people themselves, their families and for workers in contact with them. A range of informative, age appropriate resources were added to the collection including picture books, novels and movies incorporating young carer issues, information on illness/conditions and self-help resources on bullying and conflict management. New materials for Carers Victoria staff working with young carers were added to enhance our work.



Three of the young carers featured on the new DVD/video *"Just Care For Us"*

Young carers

The library will also play a significant role in providing community access to information by young carers through liaison with public libraries throughout Victoria.

Website

Our website (www.carersvic.org.au) has continued to inform the community about young carer issues and the work we are doing. With the overall revamping of the website, a new accessible section on young carers will soon be added under the "about carers" tab. It will provide information on young caring matters and current Carers Victoria activities, our policy on young people with care responsibilities, the young carer CD Rom and links to other relevant services and websites.

Community Development

Carers Victoria was greatly excited to appoint a dedicated worker in May 2005. This 20 hour per week position is funded by Department of Family and Community Services for two years to promote young carer needs to schools and community services thereby fostering greater awareness and support.

The immediate priorities for this work are:

- Liaising with staff in the educational sector.
- Consolidating a statewide network of service providers committed to addressing the needs of young people with care responsibilities.
- Liaison and support for new young carer respite workers based in regional carer services.
- Contributing to the National Young Carer Network, auspiced by Carers Australia.

With the release of so many outstanding resources, it's now full steam ahead providing information, education and support to workers across the state networks, meetings, conferences and more — limited only by the time available!

Information and Support

The focus on young carer issues increased throughout the year involving regular liaison with Centrelink on eligibility and practice issues, consultation on the national young carer resources and responding to requests as the community profile of young carers increased.

Over 600 printed young carer resources

were distributed in the 12 months period. The first quarter of the new financial year has already seen a massive jump in resources distributed (nearly 800 in 3 months), especially since the launch of the national Young Carers Pack and young carer respite initiatives in the regions. We expect this work will further escalate with the release of Carers Victoria's own resources and new community projects.

Calls by teachers and workers to our Freecall line enable staff to discuss a range of approaches and support options available. As yet direct contacts from young carers are few, but in the year ahead we plan to expand our reach to young people through the distribution of the new resources.

Carer Counselling

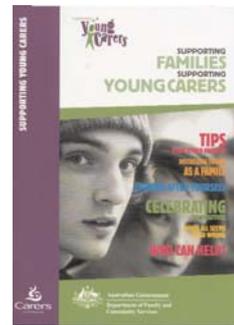
Access to counselling support is important for some young carers. Over the past year young carer referrals to the Commonwealth Carer Counselling Program has increased substantially and is expected to continue to increase over the next year. In preparation our in-house counsellors reviewed their counselling approaches and acquired resources appropriate to working with children and young people. New avenues for reaching and working with young carers are likely to include: group counselling, counselling support at camps, and partnerships with other youth focused organisations.

A particular challenge in engaging young carers in counselling can be the issue of consent, especially for those under 16 years. So, in collaboration with other states, Carers Victoria's counsellors have been working on appropriate policies and procedures to address privacy and consent issues nationally.

Many of the counsellors working within the program have extensive experience in providing counselling to children, adolescents and young adults. All contracted counsellors are made aware of young carers and their needs as part of their induction. This is especially important as frequently young carers are in a shared-care role and can be overlooked by a counsellor working with adults in the family.

"Don't talk down to us, yes we are kids but we've been through a lot more than most."

Ally, 14 years old



Supporting Young Carers booklet from the Young Carers Pack

"I felt sad
if I got sick
as there was
no-one to
look after
me."

Sasha, 16 years
old

Education and Training

Carers Victoria's Education and Training Services provided 230 workshops to carers across Victoria. In February, thanks to the support of Helen Macpherson Smith Trust, we launched our new Registered Training Organisation (RTO) from which professional development courses are now offered to service providers and health professionals statewide.

A specific training module on young carers has been developed and is offered twice yearly through our training calendar or on request, to workers seeking further knowledge and skill development in this area. Increased demand for this module is expected as the young carer resources are more widely distributed and networks engaged across the community.

The full range of training courses were subsequently revised to ensure young carers are highlighted in the diversity of caring situations and their needs considered in practice. Additionally, all workshops currently offered to carers were reviewed to assess their suitability for young people, and where appropriate modified accordingly.

Western Metropolitan Region Support and Respite

Carers Victoria provides respite services and support to carers in the Western Metropolitan Region of Melbourne, through the Commonwealth Carer Respite Centre - Carer Links West. In April 2005, the Department of Family and Community Services provided Young Carer At Risk Respite Program funding to Commonwealth Carer Respite Centres nationally. This enabled us, for the first time, to provide flexible, age appropriate and ongoing respite support to young people at risk of dropping out of secondary schooling (or a vocational equivalent) because of their caring role. This respite has been able to better meet the needs of young people from different cultural groups and diverse caring circumstances, such as for a parent with mental illness or sibling with a disability.

The young carer and their family decide what will help them to keep up with their studies, and participate at school. Staff then purchase that help from local services. Examples include assistance with tutoring, access to computers, and lessons to develop interests and fitness, which complement help available such as transport and home-based care.

The funding was also used to extend peer

programs in the region, such as PATS young carer camps, that give groups of young carers the opportunity to have fun, learn new skills and build self-confidence.

In collaboration with other regional carer services, Carer Links West contributed funding and managed a best practice project to guide the implementation of the program in Victoria. A valuable practice guide and worker resource, titled *"Time out for studies and life"*, was developed as a result.

We now have a dedicated young carer support worker, who will further explore respite options and form new partnerships and relationships with schools, TAFEs and community services in the region to achieve better recognition and support of student carers and their families.

Current & future initiatives

Despite the huge steps we have taken in the past year to develop programs and services to meet the needs of young carers, it is only the tip of the iceberg. We are committed to increasing our capacity to address these issues and see corporate and community partnerships and the support of individuals as the way forward.

Recent interest and funding by the Portland Foundation has enabled us to commence a 12 month pilot project that will foster peer support and mentoring opportunities for young carers in the Western Metropolitan Region. This will provide a sound base for extending peer support opportunities across the state. We are encouraged by the long-term commitment to the issues expressed by The Portland Foundation.

A strong partnership also developed with Mt Eliza Rotary Club which has passionately taken the issue of young carers into the local community through awareness and fund raising activities. One of their members introduced us to a foundation that has since supported our young carer work, and the money raised from their Rotary/Young Carers Race Day in November 2005 will build on this support.

A direct young carers fundraising campaign *"Young Carers Count"* has been launched via Carers Victoria's newsletter (Spring 2005). Based on what young people tell us they need, we have a long *"wish list"* of things we would like to provide given the staff and resources to do so. We need your support to continue this important work with young carers and turn these dreams into reality.

Our "other work"

New Premises

In November 2004 Carers Victoria moved to new premises in Albert Street, Footscray which were officially launched by Victorian Minister for Aged Care, Gavin Jennings, in March 2005.

This move marked a significant new era for Carers Victoria. Our new premises is very carer friendly with meeting rooms for groups to use, a training room and a public kitchen.

Launch of four new reports

Also launched on the day were four reports on key aspects of Carers Victoria's work: Indigenous carers - *Be with us, Feel with us, Act with us, Counselling and support for Indigenous carers*; Culturally and linguistically diverse carers - *Vitamins for Valentine's Day*; Ageing Carers - *Who will look after her when I die?*; and A model of Carer Group Counselling - *Supporting carers to create change in their lives, Carer Group counselling*.

Carers Week 2004

Carers from all around Victoria joined Carers Victoria at Queen's Hall Parliament on Monday 18 October 2004 for a very special event — the reading of a selection of the 84 carers stories entered into our Caring Matters competition.

The event was made even more special by the performances of some well known faces. Thank you to actors Margot Knight, Tracey Harvey, Charles "Bud" Tingwell, Maggie Millar and Stephen Curry (pictured below left to right) for giving their time to support this event, and bringing the carers' stories to life for those in the audience.



Once again Carers Victoria offered Carer Support Groups grants to fund local activities to celebrate Carers Week. 231 groups received funding in 2004.

Registered Training

Carers Victoria's Registered Training Organisation (RTO) "Carers Victoria Education and Training Services" began

providing professional development workshops and accredited training to service providers in 2005.

Two short courses consisting of Carers Victoria carer focussed competencies and National Standard competencies comprise the accredited training. One is aimed at a direct care worker level and the other at senior staff level.

Since becoming an RTO numerous opportunities for partnerships with a range of service providers across the disability, aged care, acute health and community care sectors have arisen.

Carers Victoria Education and Training Services have also been involved with Carers Australia and other state peak carer organisations, in the development of national carer focussed competencies.

Carers Victoria's accredited competencies were used as a foundation for the development of the national competencies which are expected to be ready for inclusion in the Community Services Training Package by mid 2006.

Surviving the maze

"Surviving the maze" is a new series of 60+ web based information sheets for carers of older people. This fantastic resource includes hints, tips and strategies directly from carers themselves on:

- Starting caring and being a carer
- Dealing with the hospital system
- Considering residential care
- Becoming a carer in residential care.

Carers and families can access the information sheets from Carers Victoria's website or through the Carers Association in their state or territory. GPs, health professionals and service providers will also find these information sheets to be a useful tool in their work with carers.

Proudly funded by the Department of Veterans' Affairs

Connected Carers Project Bringing carers together - online

Carers Victoria was successful in receiving funding from the State Government through the My Connected Community (mc2) initiative to establish on-line carer communities. The aim of these "virtual" communities is to provide opportunities for carers to access support and information and to enhance discussion and social networking with peers.



Maria Bohan with Victorian Minister for Aged Care, Gavin Jennings (centre) and Campbell Rose CEO of the Western Bulldogs Football Club



Dot Kennedy, Coordinator of Carers Victoria's RTO

Fifteen on-line groups will be established across all regions of Victoria over the next two years with free training provided on how to connect to and use the facilities. Six communities have already been established in the Barwon, Eastern, Hume, Northern, Western and Southern regions, with many carers already applying to become members.

Connected Carers is most suited to those people who have some experience using a computer and/or have regular access to a computer that is linked to the Internet.

Proudly funded by the Department of Victorian Communities

New Website

Carers Victoria has a new website www.carersvic.org.au. It's cleaner, leaner and much easier to navigate.

We point to information about:

- Carers - who they are, what they do, and what they want.
- Carers Victoria — about our history, organisation, and the information, support, advocacy and educational services we provide for carers.
- Carers Support Services — provided by us or by other support organisations.
- How people can help us to keep doing the important work that we do.

We are also planning to add a range of new value-added services, such as media monitoring, over the next few months.

Music Therapy

Our western region Aged Program continues to provide the opportunity for carers of people with dementia living in the Western Region to explore issues of caring through the use of music therapy.

Three 6-week groups were run this year with great success. They offered carers the chance to: share their feelings about the grief, losses and stress they experience; talk about the impact dementia has on them; learn ways to use music to help relieve their stress and assist in managing the challenging behaviours often associated with dementia; and share a myriad of emotions with others who understand their situation.

The therapeutic aspect of these groups is best captured in the process of song writing. Five songs were written by these groups depicting the experience of the carers in a poetic and melodic way. However, the songs do more than relate

the experience of only these particular carers. When played to other carer groups there has been strong emotional reactions as other carers speak about their relief in hearing that their experience isn't unique and they can clearly identify with the content and themes of these songs.

Ageing Carers

The Ageing Carers Support Group has 20 members who regularly attend. A number of others drop in on an occasional basis. The group has grown together, and the support they now provide to each other is invaluable.

As well as facilitated meetings, the group is supported to take part in activities of its own choosing: speakers; workshops; and social activities. These have included a lunch to welcome in the new year and a day out at the Werribee Zoo. This group enjoys the support they receive from each other so much so that they are currently planning a weekend away together.

Though for many of the carers this support group's meetings and activities are their only social outing, they tell us it provides very real support which helps them keep going in their caring role.

Policy Work

Carers Victoria continues to work actively to improve the circumstances of carers and the people for whom they care. Key achievements this year include the development by the Department of Human Services of a draft carer policy. Our policy advocacy work has included work with governments and service providers to ensure the development of carer inclusive program frameworks in many key services for carers. For example in palliative care, dementia care, care for older people, discharge planning, chronic and complex care and assessment in the home and community care program. Work at state and national levels has contributed significantly to ongoing reform in the funding and delivery of community care services.

Establishing new networks with disability organisations has strengthened our advocacy work on behalf of parents of people with a disability. Leading edge work concerning ageing carers of people with life long disabilities has informed the national roll out of the jointly funded respite for ageing carers program. In addition, a range of research projects have been initiated to ensure our advocacy work is evidence based.

Our “other” work

Commonwealth Carer Resource Centre

The Commonwealth Carer Resource Centre has completed another successful year reaching more carers than ever before. Contacts were up 20% on last year. Total resources distributed are slightly down. However this is due to better targeting, reducing duplication and web-based access.

The move to our new Footscray office provided an opportunity to enhance resource distribution processes through the provision a better workspace and more efficient practices.

Volunteers continue to support the operation of the Resource Centre and have contributed more than 3,000 hours over the past 12 months.

Counselling

The Commonwealth Counselling Program provides face to face, telephone and group counselling to carers in need of psychological and emotional support, through our in-house or contracted counsellors.

We now have 124 contract counsellors in over 130 locations around Victoria and can provide services to carers from CALD backgrounds in over 31 languages.

A total of 3146 counselling sessions were provided to 739, which represents a 400% increase over the previous year.

Commonwealth Carer Respite Centre / Carer Links West

In the western metropolitan region,

demand for our carer support services which include information, support, referral and the arranging and purchasing of respite steadily increases.

While the core of our work is with individual carers, during the year in review we have run getaways and outings for carers and sometimes care recipients too. Our new premises have accommodated carer support group meetings such as the Men’s Group, the Carer and Care Guardian Group, the Couples Group and the Dad’s Together Group and the Isolated Women’s Mental Health Carer Support Group, as well as information sessions and respite forums. More than 50 carers of those with a mental illness have been supported to attend the Mental Health Carers Conference. A carer retreat set the scene for some strong carer friendships.

The western program produces a monthly Flexible Respite Vacancy Register, a newsletter promoting events and activities and a weekly vacancy listing of up to 80 respite beds. Our brochures are translated into 13 community languages and a School Holiday Booklet is available to families of children with a disability.

Often, respite options are minimal so we work in partnership with other agencies to develop new opportunities. These have included establishing a Vietnamese/Indo-Chinese respite bed, collaboration in the development of two respite houses, a range of education programs for mental health carers, strong links with the Indigenous Gathering Place and newer links with newer communities such as the South Sudanese and Filipino communities.

Our new structure provides a better and more effective platform for the delivery of support to carers throughout the region.

The year in brief

101, 977 website visits

134,137 resources were sent out

4 editions of Carers in Victoria were published, with **6,000** copies distributed per edition

8 editions of the e-Bulletin was sent to over **250** subscribers per edition

9,919 contacts were made with the Commonwealth Carer Resource Centre (an increase of **20%**)

3146 individual counselling sessions were provided to **739** carers through the Commonwealth Carer Counselling Program (an increase of **400%**)

A total of **5616** carer participants attended one of **230** workshops conducted by Carers Victoria’s Education and Training program (an increase of **25%**)

A total of **1504** service providers attended one of **64** workshops

596 library items were borrowed by **115** library users

15,422 contacts were made with Commonwealth Carer Respite Centre/Carer Links West (an increase of **25%**) and **1,030** new carers were registered (an increase of **11%**)

The Respite West website received **255,129** hits for the year.

50 carers and former carers registered with the Speakers Bank

690 Carer Support Groups on our database

Our valued supporters

Without the support of our friends — the individuals and families, community groups, trusts and foundations, businesses and corporations — that give their time and resources so generously, our work would not be possible. For listening, but more importantly taking action, we thank you.

Individual supporters

We acknowledge each and every donation — large or small — they have all helped to make a difference.

Trusts and foundations

Establishment grant for our Registered Training Organisation

Helen Macpherson Smith Trust

Young Carers Resource Development Project

The Jack Brockhoff Foundation*

Grosvenor Settlement*

The Ruffin Falkiner Foundation**

*Support given in 2003/2004 **Support given in 2004/2005

Young Carers Support Network and Mentoring Program

Portland House Foundation

A Carer Voice in Residential Aged Care Project

The Reichstein Foundation

The R E Ross Trust

The William Buckland Foundation

Calvert Jones Foundation

Establishment grant for our fundraising office

Gandel Charitable Trust

The William Angliss (Victoria) Charitable Fund

Lord Mayor's Charitable Fund

Frederick & Winifred Grassick Memorial Fund

Corporate supporters

Making Life Easy

State Trustees

Frances Tobin Funerals by Women

Pro bono support

KPMG Assurance and Advisory

Public Interest Law Clearing House

Freehills

Hunt & Hunt Lawyers

Baker & McKenzie

Community partners

Mt Eliza Rotary

Royal District Nursing Service

Gifts in kind

We acknowledge the many organisations and businesses that have shared their knowledge, skills, resources, services or products with us. Thank you.



*Kerry Foss,
Development Coordinator*

Treasurer's Report

Carers Victoria experienced continued growth in activity over 2004/2005 with income increasing by another 20% to a total of \$5.2 million. The largest increase in income came from special grants that grew by 85% due to contributions received towards Carers Victoria's relocation, including a one-off amount of \$70,000 received from the Commonwealth Department of Health and Ageing (DHA). This complemented \$87,000 received from the Victorian Department of Human Services (DHS) in the previous period. DHS has also increased recurrent funding by \$45,000 per year towards ongoing increased rental costs.

Brokerage income also grew by 28% reflecting higher levels of activity in both the Commonwealth Carer Respite Centre and the Commonwealth Carer Counselling Program. Total operating expenditure increased by 28%, largely due to the extra costs associated with relocation whereas staffing costs increased by only 14% to a total of \$2.8 million.

Carers Victoria's core funding comes from the: Victorian Department of Human Services (Home and Community Care Program, Aged Care, Support for Carers Program); and the Commonwealth Departments of Health and Ageing, Family and Community Services and Veterans' Affairs. Other special project funding is received from a variety of sources.

The major financial challenges over this last year have been related to funding the relocation of the organisation, associated higher accommodation costs and re-tendering for the funding we receive from DHA. As well as being successful with our tenders for existing programs, we successfully tendered for the Commonwealth Carelink Centre previously delivered by another agency to the Western Metropolitan Region.

The operating deficit of \$139,603 showing in the financial reports this year arose largely as a result of the one-off relocation expenses and has been covered by funds set aside in reserve in previous years. As a result of these reserve transfers we finished the year with general accumulated surpluses of \$26,278.

Unfortunately, we have not been successful in significantly increasing our recurrent funding specifically towards the increased operating costs arising from our new location. Therefore our budget for the future continues to present challenges that we are addressing through fundraising, growth in program areas and ongoing project activities.



Dawn Gilbert, Treasurer



Dawn Gilbert, Treasurer

STATEMENT OF FINANCIAL PERFORMANCE

YEAR ENDED 30 JUNE, 2005

	2005	2004
	\$	\$
Income		
Grant Income	5,032,704	4,198,616
Income Generation	122,362	111,976
Other Income	<u>32,053</u>	<u>6,010</u>
	<u>5,187,119</u>	<u>4,316,602</u>
Expenses		
Salaries, Wages and Oncosts	2,801,207	2,459,123
Carer Brokerage	1,121,065	874,162
Other Expenditure	<u>1,404,450</u>	<u>837,103</u>
	<u>5,326,722</u>	<u>4,170,388</u>
Net Operating Result for the year	<u>(139,603)</u>	<u>146,214</u>

STATEMENT OF APPROPRIATIONS YEAR ENDED 30 JUNE, 2005

	2005	2004
	\$	\$
Net Operating Result for the year	(139,603)	146,214
Accumulated Surplus at the beginning of the financial year	<u>25,451</u>	<u>23,824</u>
Surplus/(Deficit) available for appropriation	<u>(114,152)</u>	<u>170,038</u>
Fixed Assets Reserve Allocations		
Equipment Purchases	(267,152)	(132,657)
Equipment Disposals	133,047	14,176
Depreciation	<u>135,164</u>	<u>115,995</u>
	<u>1,059</u>	<u>(2,486)</u>
Other Reserve Allocations		
Specific Purpose Reserve	125,035	(154,535)
Equipment Replacement Reserve	<u>14,336</u>	<u>12,434</u>
	<u>139,371</u>	<u>(142,101)</u>
Accumulated Surpluses at the end of the financial year	<u>26,278</u>	<u>25,451</u>

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE, 2005

	2005	2004
	\$	\$
Members' Funds		
Accumulated Surpluses	26,278	25,451
Total Reserves	<u>722,010</u>	<u>862,441</u>
	<u>748,288</u>	<u>887,892</u>
Represented by:		
Current Assets		
Cash at Bank and On Hand	1,206,251	1,862,267
Sundry Debtors and Grants Receivable	80,725	80,293
Prepaid Expenses	49,592	4,721
Shareholdings	5	5
	<u>1,336,573</u>	<u>1,947,286</u>
Non-Current Assets		
Fixed Assets at written down value	<u>383,754</u>	<u>384,814</u>
Total Assets	<u>1,720,327</u>	<u>2,332,100</u>
Current Liabilities		
Sundry Creditors and Accruals	317,260	306,223
Staff Leave Provisions	229,170	209,220
Grants Received in Advance	358,276	879,987
Gift Fund	7,795	3,498
Young Carers Scholarship Fund	-	710
	<u>912,501</u>	<u>1,399,638</u>
Non-Current Liabilities		
Staff Leave Provisions	<u>59,538</u>	<u>44,570</u>
Total Liabilities	<u>972,039</u>	<u>1,444,208</u>
Net Assets	<u>748,288</u>	<u>887,892</u>

The people

Board

Ben Chodziesner (President), Anne Oakley (Vice President), Valda Pugh (Secretary), Dawn Gilbert (Treasurer), Michael Beres, Craig Coulson, Penelope Houghton, Mary Anne Noone, Zipporah Oliver, Bill Skinner, Anne Touhey.

Staff

Chief Executive Officer: Maria Bohan

Office of the Chief Executive Officer: Judy Crowe; Kerry Foss; Judy Miles.

Carer Representation: Nilgun Yucel (Manager); Carol Blackett-Smith; Jenny Craig; Mariette Etter; Shirley Hynes; Lou John; Dorothy Kennedy; Nicole McBain; Judy Margetts; Louise Monahan; Alice Morgan; Louise Morphett; Judith Mulcahy; Anne Muldowney; Mary O'Mara; Gill Pierce; Hilda Quiroga; Joyce Rebeiro; Nora Refahi; Zena Sharples; Michael Summers; Joy Waddington; Judith Walker; Sarah Waters; Trish Waters.

Carer Support: Janet Shaw (Manager) Wendy Ayzit; Lucero Barreto; Jill Cameron; Robyn Close; David Clunn; Liz Deutscher; Janelle Falkner; Helen Franks; Warren Fuge; Heather Gowan-McKenna; Lorraine Harrison; Cathy Hickey; Kathy Karaolis; Stefanie Koerner; Rod Lewis; Peter MacKenzie; Chris McGrath; Cheryl McInerney; Katerina Tzikas; Cathy Tzoulis; Wendy Way; Mary-Jane Wyllie.

Resources and Development: Stephen Hill (Manager); Margaret Carty; Rhonda Evans; Bernadette Garcia; Eileen Hayes; Wally Ivlenkov; Louisa Pennell; Karen Redmond; Silvana Russo; Frances Ryan; Kath Waugh.

Special Projects: Roseanne Hepburn.

Staff who have left in 2004/2005: Sally Benson; Helen Bosco; Trisha Broadbridge; Simon Harvest; Mary McGrail; Fran Millar; Gitte Mortenson; Julie Nankervis; Yolanta Niedzwicki; Chris Porter; Chris Twining; Theresa Wee; Dimitra Xinarios.

Volunteers

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

Auditor

KPMG Assurance and Advisory

Consultants and Contractors

Brett Constable (BKC Management); CRS Australia; Andres Dumitriu; DMI Consulting Group; Egans; Evelyn Woods Personnell; FPD Savills (Vic) Pty Ltd; Leadership Victoria; Knowledge Base Systems; Nankervis & Associates; Planning Paradigms; Alison Pope; Ryan Consulting; RPR Consulting; SalPac Remuneration Consultants; E Sanangelo; Skills Bank; Smith Madden Group; The One Umbrella; The University of Melbourne; TX RX Productions; VECCI; Without Prejudice.



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