

2005 - 2006



Annual Report

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.

Carers Victoria would like to acknowledge the Kulin Nation

We respectfully acknowledge that the Western Metropolitan Region (where Carers Victoria's office is located) is on country where the Kulin Nation people and their ancestors have been custodians for thousands of years.

We acknowledge and pay our respects to the Kulin Nation people, to their ancestral spirits and to Elders past and present.

As Carers Victoria does its work in the Western Metropolitan Region and across the state of Victoria we draw on the spirit and inspiration of our Indigenous elders. For us this means survival, spirituality, community and sustainability.



From the President and CEO

Carers Victoria has continued to work towards our vision and the changes we want to achieve as outlined in our Strategic Directions. In this *Annual Report* we note that some tangible progress has been achieved. Our annual report contains only a snapshot of the work and achievements of Carers Victoria during the 2005 – 2006 year.

This year the report has a special focus on our education and training work:

- ▶ Carer education – statewide
- ▶ Carer education – innovative programs for carers in the western region
- ▶ Provider education: professional development and accredited
- ▶ Our contribution to the National Network of Carers Associations

The report also highlights a small sample of the work by:

- ▶ Western Programs
- ▶ Statewide Programs
- ▶ Fundraising and sponsorship

Being forthright by putting carers issues on the public policy agenda

- ▶ Representation on our state budget submission with the Treasurer's Office, the Premier's Office and the Office of Ministers for Aged Care and Community Services.
- ▶ The *Towards a fairer Victoria for family carers* state election platform also involved representation with state government officials, the opposition and other key decision makers.
- ▶ Supporting and resourcing carers to be active with the election platform.

Being sought after for our expertise in policy advice

- ▶ Resourcing and contributing to the Department of Human Services' *Recognizing and supporting care relationships framework* and Action Plans for older Victorians, people with mental illness, people with disabilities and their carers.
- ▶ Contributing advice to key reviews and new program initiatives in the areas of:

ageing carers, young carers, community care, residential aged care, mental health, disability and health.

Partnerships underpin all of our work and assist us in working towards leading edge services and promotion of new models of practice.

- ▶ Carers Victoria has signed MOUs with Uniting Care, **Baptcare**, St Vincent's Health, Palliative Care Victoria, and Royal District Nursing Service.
- ▶ Our collaborative and mutual support work with the regional Carer Respite and Carelink Centres ensures consistency and best possible outcomes for caring families across Victoria.
- ▶ We continue to play a key role in the statewide Network of Carers of People with Mental Illness.
- ▶ Successful tenders for regional and statewide programs to support employed carers of older people has resulted in partnerships with Australia Post and **Baptcare** and a

range of agreements with regional respite providers.

Building a strong carer base

We have enhanced our membership program so that membership is free for carers and carer support groups. Our newsletter is carer focused and we are building the range of benefits we can offer to members.

Other major initiatives

In our work on young people with care responsibilities we have achieved:

- ▶ A strong statewide network of service providers who work with young carers.
- ▶ Development of relationships with the Department of Education and Department for Victorian Communities (Office for Youth).
- ▶ Plans for a statewide network for young carers.



Maria Bohan, Chief Executive Officer and Ben Chodziesner, President

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed it is the only thing that ever has."

Margaret Mead

- ▶ Development and promotion of key resources for young carers and those who work with them.
- ▶ Best practice and innovative support to young carers and their families by western programs.

With the aim of contributing more to research agendas we have:

- ▶ Established a Research Committee.
- ▶ Taken steps to establish a Student Research Unit.
- ▶ Signed an MOU with RMIT University.
- ▶ Developed a submission to seek resources to develop a Carer Research Centre.

Developing leading edge carer support services in the western metropolitan region

- ▶ Five responsive specialist teams working both with carers and services.
- ▶ Innovative support to carers experiencing the transition from care at home to residential care.

- ▶ Residential respite starter kit to assist facilities establish a dedicated residential aged care program.
- ▶ Introducing ageing carers to respite.
- ▶ Stress management courses for carers of people with mental illness.

Some of our key future challenges

- ▶ Making Carers Victoria strong and more sustainable by growing our resources and achieving a more diverse funding mix.
- ▶ Continuing to build a strong carer base and mobilising carers to action and advocacy.
- ▶ Continuing to provide exemplary direct services to carers in the face of ever-increasing demand.
- ▶ Raising carers issues in the public mind and improving our public image by further developing our communications plan.
- ▶ Articulating a vision and stimulating new thinking about caring, carers and community in order to achieve future possibilities for caring that come closer to what people want and need.

Finally it is important to acknowledge some key contributions:

- ▶ Our talented, committed staff team.
- ▶ Our growing team of volunteers who support key program areas.
- ▶ Our growing team of community partners, especially the expanding Rotary network led by Mt Eliza Rotary.
- ▶ Our growing team of corporate partners, especially Making Life Easy, Australian Unity and Porter Novelli.
- ▶ Trusts and Foundations who support our work.
- ▶ Probono contributions from legal and audit firms.



Ben Chodziesner
President



Maria Bohan
CEO

This report was prepared by Maria Bohan, Eileen Hayes and Carers Victoria staff. Education and training content was prepared by Cyndi Dawes. Commentary contained in this report is based on results achieved during the year July 2005 to June 2006.

Carers Association Victoria Inc (Carers Victoria)

is incorporated under the Associations Incorporation Act. Incorporation Number: A002674M ABN 12533636427

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Focus on Education and Training

The importance of education and training...

For carers

Being a carer can be rewarding but it can also be stressful and involve dealing with feelings and issues that are difficult. Research that looks at the experience of carers shows that education and training for carers can prevent stress and burnout, and can help carers feel able to do a better job for longer.

Quality education and training can provide increased knowledge and skills about the things that will make a difference to the person they are caring for. It can improve health and well being for both the carer and the person being supported. It reduces social isolation, helps people make new friends, improves carers' ability to speak for themselves and to advocate for the person they support. It can also improve carers knowledge about how they can look after themselves better.

In Victoria there has been a huge unmet demand for education and training for people who care.

For those who work with carers

Education for people who work with carers has been shown to improve the quality of service for people with care needs and carers. Carers who have worked with health professionals who have undertaken carer education and training report that they felt more respected. They also feel that the information they had about the person they were supporting was more valued, that they are included in decision making and that their

role and, importantly, their needs as a carer, are understood.

For Carers Victoria, providing training and education opportunities to carers and to people who work with carers is an important part of supporting carers and taking action on caring. Empowering carers to advocate better, to look after themselves and to raise awareness about caring in taken conjunction with helping health professionals deal with carers in a more responsive, respectful way both support and inform the research, lobbying, representation, information and other direct carer support undertaken by Carers Victoria.

Carers Victoria has responded to the challenge of providing education and training by focusing effort and resources on it during the past year.

Education for carers

Education and training offered for carers is designed to increase the capacity of individuals, and carer groups to look after themselves, be resilient, be more effective and assertive and feel confident in their role as a carer. In short, to improve their quality of life.

Workshops cover all dimensions of life as a carer ranging from *'Preparing for caregiving'* – which gives people information about the stages of caring and raises awareness about the journey of caring – to legal and financial information workshops. Importantly, there are a number of workshops that aim to support carers in looking after themselves including the very popular *'Humour and Caring'* and *'Moods, emotions, grief and me'*.

Attendance at an education or training session is an important plank in connecting carers who may be isolated or lonely. Carers Victoria arranges lunch and breaks so that carers have the opportunity to mingle and connect with other people with similar experiences.

Carers who attend these activities reflect upon their experience and the content delivered, and routinely report on feeling more supported and better about their role as a carer. Building resilience, and valuing them as whole people, not just as carers is also embedded in the education activities and this attitude is reflected in participant feedback:

"I feel fantastic by learning to say no with less guilt. Now I'm more outgoing and being more like the person I was before becoming a carer".
(Assertiveness for Carers' course participant)

"Before – I was alone and desperate, unable to think of placing Mum in a home. After – I am now more confident of making a step forward and that I am not alone".

During the 2005/06 financial year 4,759 carers attended workshops and educational events run by Carers Victoria. 138 events were held in metropolitan locations and 60 events in rural locations demonstrating Carers Victoria's commitment to ensuring that all carers have access to quality education opportunities.



Carers participating in a Humour and caring workshop.

"Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime."

Chinese Proverb

"Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information about it."

Samuel Johnson

The training program also extends to supporting carers who wish to share their experiences to help raise community awareness of caring through Carers Victoria's Speakers Bank. Speakers Bank training covers presentation skills, dealing with the media and advanced advocacy skills.

Education and training programs are flexible and can be tailored to meet the specific needs of carers, including programs customised for carers in veteran communities, and for language and cultural diversity. Interpreters are used where appropriate.

Education and training delivered in partnership with specialist organisations, such as Mental Illness Fellowship, has been very successful. In this instance the focus was on specific skills and information for becoming a better advocate in the mental health system, for the person cared for. This partnership approach is used extensively in the Western Metropolitan region through Carer Links West.

Having education for both carers and providers managed by Carers Victoria creates an opportunity to use the work done in carer education to inform the development of the curriculum in service provider education. Issues that come up at carer forums are discussed and fed into the RTO for consideration in training modules, allowing provider training to always focus on current issues for carers.



Nilgun Yucel, Manager Carer Representation speaks with some workshop participants.



From top: Dorothy Kennedy, RTO co-ordinator with a workshop participant; Maria Bohan signs an MOU with Bruce Wilson from RMIT, Trish Waters, education worker conducting a Loss and Grief workshop

Education for providers

People who work with carers and their families are recognised as having critical impact on the experience of carers.

A training and education program that incorporates accredited courses for staff working in the community services and health industries has been developed over the last two years. This is an important initiative, which allows staff in those fields to gain professional development and to understand issues facing carers at the same time. Providers can also do short courses or workshops targeted at learning specific skills or knowledge. Current short courses and workshops offered are:

- ▶ Carer friendly practice for coordinators, team leaders and managers
- ▶ Carer friendly practice for direct care staff
- ▶ Impact of caring
- ▶ Promoting carer health and well being
- ▶ Supporting carers in transition
- ▶ Working with groups of carers
- ▶ Working with carers in their diversity
- ▶ Presentation skills and working with the media
- ▶ Carer loss and grief
- ▶ Carer needs assessment
- ▶ The impacts of caring on children and young people

The education and training service has been very successful with a 50% increase in the number of attendees over the last two years. Working in partnership with major providers of services to carers such as Royal District Nursing Service, **Baptcare** and the Brain

Foundation has allowed access and delivery to many staff in contact with carers.

Attendees at the training consistently comment on its usefulness and relevance and the use of scenarios and customised examples ensures that they will be able to put into practice what they have learnt about working with carers.

"Excellent day - lots of information but not in a way that I couldn't take in."

Registered Training Organisation

Concrete evidence of Carers Victoria's commitment to extending education and training opportunities is the establishment in 2004 of a Registered Training Organisation (RTO). This RTO designs and conducts all of the training and education offered to providers.

Establishment of the RTO arose out of analysis of education and training that was on offer for those working with carers. Significant gaps emerged when content of existing courses was mapped against that offered by Carers Victoria. It was decided that the best way to offer value for money to employers and to increase the ability of people working with carers to do so with understanding and respect was to offer accredited training. Operating an RTO gives credibility to training provided, allows partnerships to be developed and creates an opportunity for Carers Victoria to extend this work into other states in the future.

The RTO was assisted in its establishment by funding from Helen McPherson Smith Trust. Since then a comprehensive business planning process has been conducted and the RTO is poised to implement a targeted marketing plan. It is expected that it will be operating on a break even basis next financial year.

Community awareness raising

Central to the work of Carers Victoria is raising awareness of issues for carers in the general public. Increased community awareness provides an environment in which carers can be more supported by friends and neighbours, workplaces can be more flexible, and lobbying fall on more receptive ears.

The past year has seen increased coverage of carers and their issues and stories in the media.

What makes this all possible is the Speakers Bank established by Carers Victoria in 2001. Members of the Speakers Bank have shared



Speakers Bank member Lloyd Knight who cares for his wife Bonnie.

their stories in a range of ways. They have spoken to radio, print and TV journalists as well as to students, service groups and carer groups. Speakers Bank members have also been involved in a number of committees.

National network contributions

Carers Victoria is part of the National Network of Carers Associations and has been leading on education and training in this Network. The aim is to ensure that the Commonwealth Departments acknowledge the important role education and training plays in supporting carers and building resilience for them.

Maria Bohan is the Chairperson of the National Working Group on Education and Training.

Over the past year Carers Victoria has worked extensively to have national competencies agreed for working with carers so that these can be included in training around the country. Further work is continuing.

Carers Victoria is the only member of the National Network that has established an RTO. We have the most extensive experience in delivering and developing modules for staff working with carers. We have also developed the first carer competencies in Australia.



Participants at an RTO workshop

"Education is the most powerful weapon which you can use to change the world."

Nelson Mandela

Some highlights from our “other work”

Policy

Carers Victoria works to ensure improvements in services and entitlements for carers and the people for whom they care.

We have contributed to key reviews and new program initiatives in the areas of: ageing carers, young carers, community care, residential aged care, mental health, disability and health. Some key achievements this year include:

- ▶ Resourcing and contributing to the Department of Human Services *Recognizing and supporting care relationships framework* and Action Plans for older Victorians, people with mental illness, people with disabilities, and their carers.
- ▶ Work to influence the Home and Community Care program, to ensure that the needs of carers are assessed and considered.
- ▶ Increasing support for carers as a result of our contribution to the Ministerial Advisory Committee on Prevention of Elder Abuse.

We also saw positive outcomes from past advocacy work, including the announcement of Commonwealth funding to support the development of ‘cottage respite’ as an

alternative to larger respite settings, and funding to develop respite programs to support employed carers of older people.

The year saw the introduction of new Victorian legislation for people with disabilities and their families, and the roll out of a jointly funded program of respite for ageing carers of people with disabilities.



Ministers Gavin Jennings and Sheryl Garbutt and Maria Bohan at the launch of the *Recognizing and Supporting Carers framework*.

Research

Research is essential to understanding carer issues and needs, to support public policy activities and to ensure that work undertaken to support carers is as effective as possible. Carers Victoria has been involved with numerous organisations this year to support carer related research.

Specific projects completed or underway within Carers Victoria this year included:

- ▶ *‘The needs of relatives and friends of residents of aged care facilities’*
- ▶ *‘Disability accommodation project: a historical review’*
- ▶ *‘The costs of care’*

To support this work and future undertakings we have established a Research Committee and are in the process of seeking funds to establish a Carer Research Centre. Development of a national carer research agenda is also underway, in partnership with the National Network of Carers Associations.



Strategic research discussions: Carers Victoria and RMIT School of Global Studies, Social Science and Planning

Carer counselling

The Carer Counselling Program is designed to provide short-term telephone and face-to-face counselling to carers in need of psychological and emotional support. The program offers up to six sessions of counselling to individuals, couples, families and groups and has provided counselling to over 2000 carers since its inception in April 2003.

The Carer Counselling Program has continued to grow significantly in staffing levels and counselling options for carers. We now have six in-house staff and 134 contract counsellors in over 145 metropolitan and rural locations, and can offer counselling in 31 languages and dialects. .

Our in-house counsellors have continued to offer counselling from Carers Victoria’s office in Footscray in addition to centres based in the northern, southern, eastern and central Melbourne regions.

Other developments in the program include the successful completion of Carers Victoria’s first structured group counselling program and a 51% increase in the number of referrals received for young carers aged between 12 and 25 years.

Young carers

In our work with young people with care responsibilities we have achieved:

- ▶ The launch of Carers Victoria's Young Carer Resources in November 2005.
- ▶ The establishment of a 60 member statewide network of service providers who work with young carers.
- ▶ The Rotary Young Carer Scholarship Program provided 23 young carers from across Victoria with amounts up to \$500 to support their education.
- ▶ Involvement in a network of young carer staff from each regional Carer Respite Centre and Carers Victoria.
- ▶ Work with schools to raise awareness of young carers among their students and how to best support their needs.
- ▶ Fortnightly Peer Support and Mentoring Program, with support from Portland House.

This year has seen phenomenal growth in the scope and practice of our new Young Carers at Risk program in the Western Metropolitan Region of Melbourne. This program provides a wide range of flexible support and respite to young carers at risk of prematurely leaving school, helping them to balance their educational and caring responsibilities.

Another pivotal role the program plays in the region is to raise awareness among other professionals, especially in schools, about young carers: encouraging them to identify young carers, to support them, to refer them to other young carer services.



From top: young carers camp; Maria Bohan and Baptcare's CEO Jeff Davey sign a partnership agreement or MOU; carer Mabs Teese speaking with Ministers Sheryl Garrutt and Kay Patterson at the launch of Ageing Carers Respite Funding.

Partnerships

Carers Victoria uses partnerships to influence both the service system and our government funders. Our Western Program's commitment to working in partnership with others in the region continues. For example this year has seen our Western Program sign a 'Statement of Intent' with 30 agencies genuinely dedicated to supporting carers. This was in response to a tender opportunity specifically directed towards employed carers, and the signatories included several ethno-specific agencies, local government, aged care facilities and community care providers. We are very pleased that we have frequently been able to use these potentially divisive situations in a positive way (rather than competing with our partners).

Carelink

This has been a fast-growing first year for our regional Carelink service. Through Carelink, we provide a single point of access for information about community care services in the Western Metropolitan Region. Ours is the busiest Carelink in Australia, recording the highest number of calls. We have also established ourselves as a significant resource for other regions, and have provided practice advice and delivered training to several other services. With our Region including Melbourne itself, our profile at expos is constant.



Chrissie Penman of the Carelink Program for the Western Metropolitan Region.

Ageing carers

Our approach to working with ageing carers is based on an understanding of successful work both here and overseas. Whether we are supporting our ongoing ageing carer group, or setting up a brand new one-off project, the general aim remains the same: build trust, look at the full picture of the family's circumstances and work with the carer to find the best support possible.

Within the Western Region we also work closely with other providers to assist them to develop models and services to support ageing carers. Our service development approach has led to some pilots becoming ongoing services, such as the successful "getaway" weekends to introduce carers over 65 to respite. The first includes both the carer and the person they care for. The second is for the person being cared for only – providing the carer with a full weekend of respite.

Our RTO has also designed a new ageing carers training program for workers in the Disability Section of the Department of Human Services.

Carers in transition

The transition between caring at home and moving to residential care is not always an easy one. Our experience has shown us that some of the issues that may affect the carer's experience during this transition appear to be closely linked to family dynamics, the previous use of respite, hospital admissions,



From top: Older Carers Support Group at Werribee Zoo; Aged Carers Group; Carers in Transition group

and emotional support, as well as the ability to access clear information. Recognising this, we have developed the 'Supporting Carers In Transition Program'.

Staff from both Western and Statewide programs run the four weekly sessions for a group of approximately ten carers. The information covered includes a range of practical topics, but also allows carers to explore personal issues about their feelings in a supportive group, and provides a realistic and positive approach to residential care.

Mental health

One key aspect of our mental health work is that of supporting carer groups to be places which build carer resilience. Some of the groups being supported include carers whose needs are high, which can lead to a group needing intense facilitation to keep the dynamic "healthy".

Stress management for mental health carers

After a successful initial pilot, this stress management course has taken off! The eight week program teaches carers of those with a mental illness how to recognise stress, and to deal with it. Carers have found this approach very helpful and we always have a waiting list of those keen for the next course to start.

The course looks at developing an understanding of why we become stressed and at the physical and emotional changes that occur. It uses a variety of self-help tools to control elevated stress and anxiety levels, all within the context of being a carer of a person with mental health issues.



Wendy Ayzit, Mental Health Carer Resource Worker on the Disability / Mental Health team.

Residential Respite Starter Kit

We developed this useful kit for Managers and Directors of Nursing of aged care facilities with the aim of providing information and practical suggestions about how to successfully provide a dedicated respite bed with a carer-friendly focus. It includes information about how we can assist and support the process.

In our residential respite development role, we work actively with residential aged care service providers to support the development of ongoing dedicated respite beds. The kit provides us with a framework for systematically working through the relevant topics relating to residential respite with facility staff.

The first edition of the kit was printed early in 2006 and has been widely distributed to aged care facilities throughout the region. It has been promoted through the Victorian Carer Services Network, attracting considerable interest from residential respite workers in other regions. It is available to download from our website and has attracted enquiries from respite centres as far away as Western Australia.

Laughing our way into Carers Week 2005

Carers from all over Victoria practised their heartiest laughs as the Melbourne Museum threw open its doors to help us celebrate the start of Carers Week on Monday 17 October 2005. Many carers tell us that humour is their best coping mechanism - particularly when things get tough. Humour can let out some of the day-to-day stress and help restore health and wellbeing.

So, with the talents of Patricia Cameron-Hill (who is well known for her comical seminars on using humour to deal with stress), supported by a star performance by our Education and Training team, we were overcome with non-stop belly laughs.

Once again Carers Victoria offered Carer Support Groups grants to fund local activities. The 217 groups who received funding held a variety of events throughout Victoria.



From top: Benalla Carers and Parents Support Group on a bus trip during Carers Week 2005; laughter workshop at the Melbourne Museum Carers Week 2005.

The year in brief

11,394 contacts were made with the Commonwealth Carer Resource Centre (an increase of **22%**).

148,684 resources sent out

Individual counselling sessions were provided to **1069** newly referred carers through the Carer Counselling Program (an increase of **37%**).

15,974 contacts were made with Commonwealth Carer Respite and Carelink Centre/Carer Links West and **1,061** new carers were registered.

\$773,164 brokerage funding was used by Commonwealth Carer Respite and Carelink Centre/Carer Links West to purchase respite services.

A total of **4,759** carer participants attended one of **198** workshops conducted by Carers Victoria's Education and Training program.

A total of **1750** service providers attended one of **66** workshops.

4 editions of our newsletter 'Carers in Victoria' were published, with **5,000** copies distributed per edition.

1029 library items were borrowed by 129 library users (**90** new borrowers registered) **643** reference queries answered.

Our website received **2,855,360** hits.

The Respite West website received **304,245** hits for the year.

57 carers and former carers registered with the Speakers Bank.

700 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

Helen Macpherson Smith Trust
Marketing and Business Plan for our Registered Training Organisation

Portland House Foundation
Young Carers Support Network and Mentoring Program

The Reichstein Foundation, The R E Ross Trust, The William Buckland Foundation, Calvert Jones Foundation
A Carer Voice in Residential Aged Care Project

Corporate supporters

Making Life Easy
Porter Novelli
State Trustees
Frances Tobin Funerals by Women
Australian Unity
Western Bulldogs



Graham Johnson, President of the Western Bulldogs with Minister Gavin Jennings and Maria Bohan.



From top: Carers Victoria receiving a donation for young carers from Mt Eliza Rotary Club; Frances Tobin with Kerry Foss, Development Coordinator; Carers Victoria signing an MOU with Uniting Care.

Pro bono support

Blake Dawson Waldron
Hunt & Hunt Lawyers
KPMG Assurance and Advisory
Public Interest Law Clearing House

Community partners

Mt Eliza Rotary
Young Carers Scholarship Program
Cranbourne Rotary Club
Frankston North Rotary Club
Wendouree Rotary Club
Malvern Rotary Club
Bentleigh/Moorabbin Rotary Club

Gifts in kind

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

Our members

Thank you to all of our valued members for their continued support.

Financial Reports

Treasurer's Report

Carers Victoria continued to experience growth for the financial year 2005-06. Total income increased by 6.15% to a total of \$5.5 million. Notable increases included Statewide and Regional grants for special projects to support young people with care responsibilities. One-off projects added to growth. Growth was also evident in our Registered Training Organisation and fundraising activities.

In 2005-06 we successfully negotiated and certified a three year Enterprise Bargaining Agreement with staff. The main changes with significant financial impact are 3% pay increases annually for the next three years and an increase in provision for Long Service Leave. This investment in recruitment and retention of quality staff will pay dividends for future quality service provision.

There has been substantial investment in information technology infrastructure in order to keep pace with organisational growth and the ever-increasing complexity of a modern workplace. Diagnostic and quality assurance measures, capacity planning and security procedures have also been enhanced and are vital foundations for future growth.

Current assets exceed current liabilities at the ratio of 1.30 to 1 at balance date, with available liquid funds invested at interest which is a strong indication of Carers Victoria's ability to pay for short term obligations.

Amounts of \$60,000 and \$102,000 were respectively transferred to replenish the Equipment Replacement Reserve and to the Specific Purpose Reserve for planned expenditure, leaving our general accumulated surpluses at \$28,301, a modest increase of \$2,023 on last year.

The community's reliance on unpaid family carers continues to grow. Thus a fully funded approach to funding for recurrent and fixed term activities is becoming even more crucial to Carers Victoria's future viability, as is continued tight control on operational and overhead cost.



Dawn Gilbert
Treasurer

Our valued funding bodies

Carers Victoria receives funding from:

- ▶ The Victorian Departments of Human Services, Victorian Communities and Infrastructure
- ▶ The Australian Departments of Health and Ageing, Family and Community Services and Indigenous Affairs, and Veterans Affairs



Dawn Gilbert, Treasurer

**STATEMENT OF FINANCIAL PERFORMANCE
YEAR ENDED 30 JUNE, 2006**

	2006	2005
	\$	\$
Income		
Grant Income	5,306,590	5,032,704
Income Generation	160,134	122,362
Other Income	<u>39,504</u>	<u>32,053</u>
	<u>5,506,228</u>	<u>5,187,119</u>
Expenses		
Salaries, Wages and Oncosts	3,172,138	2,801,207
Carer Brokerage	1,007,458	1,121,065
Other Expenditure	<u>1,211,093</u>	<u>1,404,450</u>
	<u>5,390,689</u>	<u>5,326,722</u>
Net Operating Result for the year	<u>115,539</u>	<u>(139,603)</u>

**STATEMENT OF APPROPRIATIONS
YEAR ENDED 30 JUNE, 2006**

	2006	2005
	\$	\$
Net Operating Result for the year	115,539	(139,603)
Accumulated Surplus at the beginning of the financial year	<u>26,278</u>	<u>25,451</u>
Surplus/(Deficit) available for appropriation	<u>141,817</u>	<u>(114,152)</u>
Fixed Assets Reserve Allocations		
Equipment Purchases	(146,995)	(267,152)
Equipment Disposals	7,023	133,047
Depreciation	<u>149,285</u>	<u>135,164</u>
	<u>9,313</u>	<u>1,059</u>
Other Reserve Allocations		
Specific Purpose Reserve	(93,167)	125,035
Equipment Replacement Reserve	<u>(29,662)</u>	<u>14,336</u>
	<u>(122,829)</u>	<u>139,371</u>
Accumulated Surpluses at the end of the financial year	<u>28,301</u>	<u>26,278</u>

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE, 2006**

	2006	2005
	\$	\$
Members' Funds		
Accumulated Surpluses	28,301	26,278
Total Reserves	<u>835,526</u>	<u>722,010</u>
	<u>863,827</u>	<u>748,288</u>
Represented by:		
Current Assets		
Cash at Bank and On Hand	1,645,472	1,206,251
Sundry Debtors and Grants Receivable	115,245	80,725
Prepaid Expenses	53,863	49,592
Shareholdings	<u>5</u>	<u>5</u>
	<u>1,814,585</u>	<u>1,336,573</u>
Non-Current Assets		
Fixed Assets at written down value	<u>374,441</u>	<u>383,754</u>
Total Assets	<u>2,189,026</u>	<u>1,720,327</u>
Current Liabilities		
Sundry Creditors and Accruals	430,544	317,260
Staff Leave Provisions	312,204	229,170
Grants Received in Advance	458,445	358,276
Gift Fund	<u>31,932</u>	<u>7,795</u>
	<u>1,233,125</u>	<u>912,501</u>
Non-Current Liabilities		
Staff Leave Provisions	<u>92,074</u>	<u>59,538</u>
Total Liabilities	<u>1,325,199</u>	<u>972,039</u>
Net Assets	<u>863,827</u>	<u>748,288</u>

The People

Board

Ben Chodziesner (President); Anne Oakley (Vice President); Valda Pugh (Secretary); Dawn Gilbert (Treasurer); Michael Beres; Craig Coulson; Helen Johnson; Mary Anne Noone; Bill Skinner; Anne Tuohy.

Staff

Chief Executive Officer: Maria Bohan

Office of the Chief Executive Officer: Kerry Foss; Judy Miles; Belinda Mounsey, Jenny Craig.

Carer Representation: Nilgun Yucel (Manager); Judy Collings; Jenny Craig; Mariette Etter; Shirley Hynes; Lou John; Dorothy Kennedy; Nicole McBain; Judy Margetts; Louise Monaghan; Alice Morgan; Judith Mulcahy; Anne Muldowney; Mary O'Mara; Penny Paul; Gill Pierce; Joyce Rebeiro; Nora Refahi; Zena Sharples; Michael Summers; Joy Waddington; Trish Waters; Linda Wisinger.

Carer Support: Janet Shaw (Manager); Wendy Ayzit; Lucero Barreto; Cathy Burneski; Jill Cameron; Robyn Close; Ruth Den Brinker; Liz Deutscher; Janelle Falkner; Helen Franks; Warren Fuge; Heather Gowan-McKenna; Sharon Hamilton; Kathy Karaolis; Rod Lewis; Chris McGrath; Cheryl McInerney; Christine Penman; Hilda Quiroga; Amanda Rigby; Katerina Tzikas; Cathy Tzoulis; Mary-Jane Wyllie; Moira Yffer.

Resources and Development: Stephen Hill (Manager); Margaret Carty; Rhonda Evans; Bernadette Garcia; Eileen Hayes; Wally Ivenkov; Ron Kochskamper; Ann Pham; Karen Redmond; Toya Ricci; Silvana Russo; Frances Ryan; Kath Waugh.



From top: Janet Shaw, Manager Carer Support Services with Stephen Hill, Manager Resources and Development; Long-time volunteer, George Rozensteins; Administration staff Fran Ryan, Silvana Russo, Bernadette Garcia (Office Manager) and Rhonda Evans

Special Projects: Karly Fontaine; Louise Hecht; Sarah Waters.

Staff who have left in 2005/2006: Carol Blackett-Smith; David Clunn; Judy Crowe; Judith Geraghty; Lorraine Harrison; Cathy Hickey; Stefanie Koerner; Peter MacKenzie; Jennifer McCurry; Louise Morphett; Louisa Pennell; Chris Twining; Judith Walker; Wendy Way.

Volunteers

We extend a very special thank you to the volunteers at Carers Victoria, who play an integral role in the organisation. Betty Clayton; Angus Evans; Janet Farnsworth; Veronica Hassing; Sandra Hillard; Zelma Riddell; George Rozensteins; Lynn Scott.

Auditor

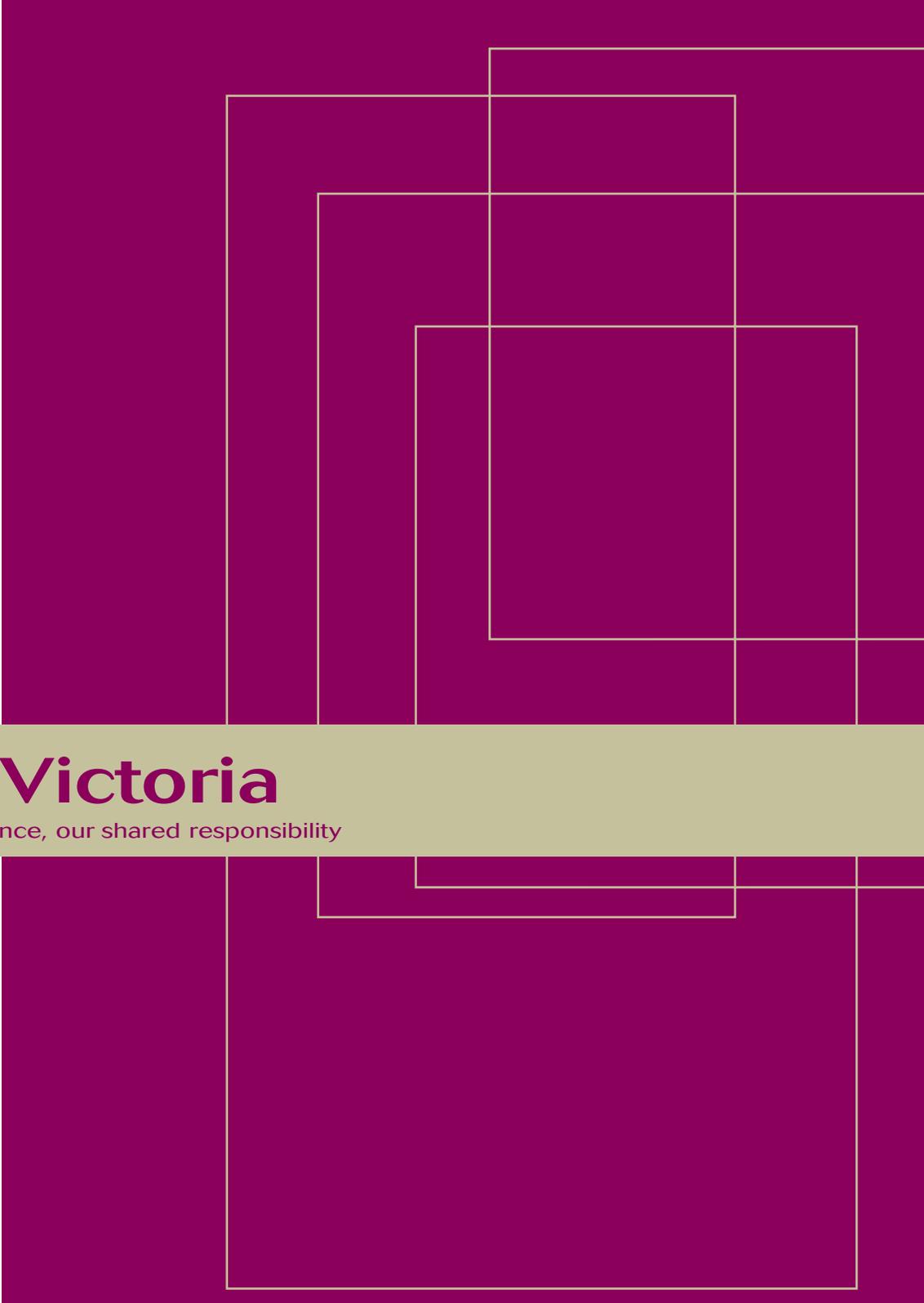
KPMG Assurance and Advisory

Consultants and Contractors

Brett Constable (BKC Management); CRS Australia; Leadership Victoria; DMI Consulting; Hitech Marketing Services; Knowledge Base Systems; Nankervis & Associates; Planning Paradigms; Ryan Consulting; RPR Consulting; SalPac Remuneration Consultants; E Sanangelo; Skills Bank; Smith Madden Group; SWA Executive Recruitment; The University of Melbourne; TX RX Productions; VECCI; Verso Consulting Pty Ltd; Without Prejudice.



Carers Victoria Board Members: Ben Chodziesner, Mary Anne Noone, Penny Houghton, Anne Oakley, Valda Pugh, Bill Skinner and Helen Johnson



Carers Victoria

Caring - a personal experience, our shared responsibility