



2010-2011
CarersVictoria
Annual Report



About us

Carers Victoria is the statewide voice for family carers,
representing and providing support for carers in the community

Our vision

Caring: a shared community responsibility

Our mission

Leading change in services, systems and supports for caring families

Our core business

Improving health, wellbeing resilience and economic security of caring families

Key service areas

- Emotional support and counselling
- Research, policy and systemic change
 - Opportunities and ideas
- Practical support and respite
- Education and development
 - Information and advice

Carers Victoria Inc (Carers Victoria) is incorporated under the Associations Incorporation Act.

Incorporation No. A0026274M

ARBN 143 579 257

Carers Victoria receives funding from the Victorian Departments of Health and Human Services, and the Australian Departments of Health and Ageing; Families, Housing, Community Services and Indigenous Affairs; and Veterans' Affairs.

© Carers Victoria Inc. 2011

This work is copyright. Apart from any use as permitted under the Copyright Act 1968, all other rights are reserved.

2010-2011
Carers Victoria
Annual Report



The pages of this annual report contain highlights of Carers Victoria's work and achievements over the past year.

Contents

President's Report.....	4	Library.....	26
The Board.....	6	Corporate Services	29
CEO's message.....	8	Finance.....	29
Carer and Community Services	10	Human Resources.....	29
Carer Information and Support.....	10	Information and Communication Technology.....	30
Better Start Initiative.....	10	Legal.....	31
National Carer Counselling Program.....	10	Office and Facilities Management.....	31
Respite Connections.....	12	Treasurer's report.....	32
Respite Connections – Aged.....	14	Financial statements.....	34
Respite Connections – Disability.....	14	Acknowledgements.....	37
Older Families Support and Planning.....	15		
Respite Connections – Mental Health.....	15		
Respite Connections – Young Carers.....	16		
Carer Engagement and Representation	19		
Policy and Research.....	19		
Education and Training.....	20		
Carer Education.....	21		
Service Provider Education.....	21		
National Carer Support Services.....	21		
Young Carers.....	22		
Young Carer Scholarships.....	22		
Membership.....	22		
Speakers Bank.....	23		
Mingles.....	23		
Fundraising.....	24		
Communications.....	24		

President's Report



I am delighted to deliver my first report as President of Carers Victoria. The past year has been one of both change and consolidation. The organisation continued its excellent work in supporting caring families as well as adopting a new

Constitution, farewelling Maria Bohan and four long-serving Board members and welcoming our new CEO, Caroline Mulcahy. It has been a busy year!

Since joining the Board, I and other Board members have had the privilege to meet with carers and caring families on a number of occasions. Hearing your stories strengthens the Board's resolve to meet our mission and continue to represent carers. We look forward to meeting with more carers as the year progresses. I am most grateful to my Board colleagues for their guidance, expertise and generosity of spirit and, particularly, for their unwavering commitment to carers.

In August 2010, our members voted to adopt our new Constitution and change of name which received approval from the Registrar of Incorporated Associations on 9 September 2010. The overwhelming support from our members, with a total of 1,548 members participating in the poll and 98.9% of voters supporting the changes, was a resounding endorsement of the Board's work on this issue.

The introduction of postal voting under the new Constitution has been well supported by the members with 1,112 valid postal votes received for last year's Board election. This initiative ensures that all members of Carers Victoria have an opportunity to participate in the governance of the organisation and that the Board remains representative of the needs of caring families.

The work we have undertaken in the past year on the Constitution, Regulations and the Strategic Plan, *The Next Chapter: V2*, ensures that Carers Victoria is well placed to meet future challenges and changes that will affect the not for

profit sector as a result of both state and federal government policy. At the same time this work enables us to continue to provide caring families with the best quality of service and support. I can assure you that the Board at Carers Victoria is fully committed to meeting these future challenges and are looking forward to working with our Chief Executive and the Carers Victoria team going forward.

At the end of 2010 we farewelled our long serving Chief Executive, Maria Bohan who had guided Carers Victoria from its small beginnings to the vibrant and growing organisation that it is today. On behalf of the Board, I would like to thank and acknowledge Maria's tireless passion, enthusiasm, commitment and drive and we thank her for leading Carers Victoria over many years.

The Board also thanks you, the members, for your ongoing support of, and active participation in, our governance. Carers Victoria exists to serve the interests of Victoria's 700,000 carers and to achieve our mission, we need to draw upon the experiences and opinions you share through your participation in our research, campaigns and your stories - thank you.

Following the resignation of Maria Bohan, the Board undertook a lengthy and rigorous recruitment search and were very pleased to appoint Caroline Mulcahy as our new CEO. Caroline brings to Carers Victoria expertise, experience and skills that will take the organisation into a new and exciting phase of growth and development.

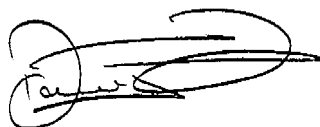
Choosing Maria's successor and overseeing this transition was a challenging task for the Board, but one which I believe has been achieved smoothly and successfully.

We have also farewelled four members of the Board this year: Ben Chodzeisner (our former President), Valda Pugh, Anne Tuohey and Sandra Hillard. Again, on behalf of the Board, I thank them all for volunteering their time to govern this organisation – their hard work for, and commitment to, caring families over the years has been exceptional and we wish them all well for the future.

The pages of this annual report contain highlights of Carers Victoria's work and achievements over the past year. These achievements are all the more commendable given the uncertain political, economic and funding environment that has prevailed over the reporting period. We know that caring families are still among the most disadvantaged groups economically and in terms of their health and well-being. We also know that carers need more and different types of supports and services. There is much to do and it is incumbent on the Board to provide Carers Victoria with strong leadership and direction to bring about these desired changes.

On behalf of the Board, I wish to express our thanks to our CEO, Caroline, and all the staff of Carers Victoria for their outstanding work during the year.

The Board also thanks you, the members, for your ongoing support of, and active participation in, our governance. Carers Victoria exists to serve the interests of Victoria's 700,000 carers and to achieve our mission, we need to draw upon the experiences and opinions you share through your participation in our research, campaigns and your stories – thank you.



David Fitch
President

The Board



Trevor Aronson

Treasurer and (shared role) Vice President
Board member since 2009
Committee member: Audit Risk & Compliance,
Recruitment Review & Remuneration
Banking Executive at Westpac; Graduate
Australian Institute of Company Directors



Peter Kent

Board member since 2006
Committee member: Business Development
& Marketing
Managing Director of Porter Novelli, part of an
international marketing communications group;
Member Australian Institute of Company Directors



David Bartlett

Board member since 2010
Committee member: Audit Risk & Compliance
Carer; Corporate banker with National Australia
Bank; member of the Australian Institute of
Company Directors



Mary Anne Noone

Vice President (shared role)
Board member since 2005
Committee member: Governance
Former carer; Senior lecturer, School of Law at
La Trobe University



Briony Dow

Board member since 2008
Committee member: Business
Development & Marketing
Carer; Director of the Preventative & Public Health
Division of the National Ageing Research Institute



Anne Oakley

Board member since 1997
Committee member: Strategic Directions;
Audit Risk & Compliance; Governance
Carer; former Manager at Melbourne Citymission
Palliative Care Service



David Fitch

(President)
Board member since 2010
Committee member: Audit Risk & Compliance,
Governance
Former Chief Executive Partner and now
Consultant with Lander & Rogers Lawyers

Thankyou to our retired board members

Ben Chodziesner

(retired November 2010)

Sandra Hillard

(retired March 2011)

Valda Pugh

(retired November 2010)

Anne Tuohey

(retired November 2010)



Helen Johnson

Board member since 2005
Carer; Parent Support Worker Association for
Children with a Disability; Carers Australia
Vice-President



The Board is responsible for setting the direction, strategy and financial objectives for Carers Victoria. They contribute a diverse range of skills and experience to the organisation and help guide Carers Victoria towards a sustainable future.

CEO's Message



This has been my first year as CEO of Carers Victoria and I would like to thank everyone for their warm welcome.

I am enjoying my role immensely and am very proud to share the highlights of our achievements this year with you

in the pages of this report.

The 2010–2011 financial year was a busy and exciting period, for carers and Carers Victoria alike. We have had a state AND federal election, alongside a significant reform agenda, that included two Productivity Commission inquiries (whose draft reports recommend sweeping reforms for the aged and disability care sectors) and national investment to establish a new 'front end' for aged care services. Momentum has been building in the campaign for a National Disability Insurance Scheme (NDIS), the National Disability Strategy was launched, consultations were held for a National Carer Strategy and, in Victoria, there was a review of the Mental Health Act.

For Carers Victoria this has meant a significant amount of work: engaging with carers, writing (and re-writing) submissions, lobbying governments, presenting at hearings and working with stakeholders to advocate for caring families and ensure that their needs are represented.

I would also like to take this opportunity to personally thank the Board for its support and leadership. I thank our staff and volunteers who continue to deliver with passion and commitment. I am inspired by your dedication, hard work, and unrelenting focus on achieving positive outcomes for caring families in Victoria.

Our efforts in community engagement are further highlighted by an increased number of carer consultations and the expansion of our Mingle events, which were held across the state.

I am fortunate to have had the opportunity to meet with many carers at our Mingle events and I am grateful for the warm welcome I received. I am humbled by the stories I have heard; stories which have been shared with the media, in our own magazine, and at meetings, forums and hearings. These stories are a compelling reminder of why Carers Victoria exists.

Our focus on supporting family carers has reaped great results this year. We are offering new modes of delivery across Victoria for carer counselling, expanding the range of carer support services and activities in Melbourne's west and, from July 2011, we will be providing the Registration and Information Service for the Better Start for Children with a Disability initiative.

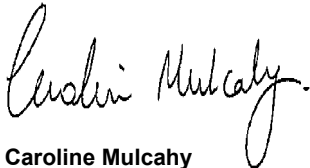
To extend our reach we launched our new website and a platform for online donations, refined our email communications and established a social media presence. We also placed greater attention on expanding our reach to diverse communities. Projects such as the Cultural Competency Review will ensure that our services are accessible and appropriate for people from culturally and linguistically diverse communities. Our work with the Community Partners Program has strengthened our relationships with organisations that can help us to deliver awareness of caring within these communities.

We delivered on \$8.6 million of grant funding and focused on improving our systems and processes. Projects such as the Carer Wellbeing Pilot Study, with Deakin University, and the KnowledgeNet project will help to inform program planning, ensuring best practice and, ultimately, a better service for carers in the future.

Our Corporate Services stream has also been busy: reviewing and improving our finance, HR and ICT systems and procedures; establishing strong foundations to support our future work.

Support for Carers Victoria continues to grow. In 2010-2011 philanthropic support from trusts and foundations more than tripled compared to the previous year. This funding will help us to continue, and expand, existing work such as our Young Carers Scholarships and Mingles, as well as new projects to be delivered in the next financial year.

I would also like to take this opportunity to personally thank the Board for its support and leadership. I thank our staff and volunteers who continue to deliver with passion and commitment. I am inspired by your dedication, hard work, and unrelenting focus on achieving positive outcomes for caring families in Victoria.



Caroline Mulcahy
CEO

Carer and Community Services

Carer Information and Support

The Carer Information Support Service (CISS) is funded by the Department of Health and Ageing (DoHA) via Carers Australia. The CISS provides carers across Victoria with access to the 1800 242 636 Carer Advisory Line, 8.30am to 4.30pm, Monday to Friday. The Carer Advisory Line connects carers to a range of services including: information and referral; support and counselling; carer education; and local services.

Active promotion of the freecall number means that the Carer Advisory Line plays a key role as an entry point to Carers Victoria's programs and services. In 2010-2011 the Carer Advisory Line handled nearly 5,200 calls; around 100 calls per week every week. While the overall number of calls has decreased, from 6,000 calls in the previous year, the complexity of calls continues to increase; a significant challenge for a small part-time team.

Almost a quarter of carer contacts resulted in 'guided referrals', requiring interaction with another program or service to facilitate that referral. Around 10% of calls from carers resulted in an active referral and intake assessment for the Carer Counselling Program, and 15% of carers were referred to their local Commonwealth Respite and Carelink Centre.

In 2010-2011 the Carer Advisory line organised the dispatch of more than 75,000 information products.

Staff on the Carer Advisory Line need to keep up with a vast range of information on new programs and services. This has included new government initiatives such as the National Carer Strategy, as well as the impact of changing national health and community sector reforms.

Better Start Initiative

The Better Start for Children with a Disability Initiative is funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and provides funding for eligible children with developmental disability to prepare for school and lifelong learning.

From 1 July 2011, Carers Victoria will deliver the Registration and Information Service (RIS) component of this initiative in partnership with Carers Associations across Australia.

Carers Victoria allocated significant resources during June 2011 to establish the RIS in readiness for its implementation. This included negotiations with Carers Australia, liaison with relevant stakeholders, recruitment of new staff and planning of new processes and procedures.

Carers Victoria will integrate the RIS into the broader intake and assessment role of the Carer Advisory Line to ensure that families caring for children with a disability can receive additional support, information and referral beyond the RIS alone.

*'From the moment I rang ...
I was treated with empathy, concern
and given help immediately ...
the kindness and compassion of the service
from the first phone call to the last
counselling session was a real balm
to my soul.'*

National Carer Counselling Program

Now in its ninth year of operation, the National Carer Counselling Program (NCCP) is funded by DoHA via Carers Australia. The NCCP provides carers with access to counselling to support them in their caring role. Carers across Victoria can access up to six sessions of counselling at a time through a network of professional counsellors with an understanding of the specific needs of carers.



The Carer and Community Services stream provides a wide range of high quality services for family carers. Responding to the diverse needs of caring families - where demand often exceeds our limited resources - is a challenge. The stream continues to work effectively with government, community partners and service providers to help carers get the support they need.

During 2010-2011, counselling support was provided to 1,152 carers through 4,311 counselling sessions across Victoria; a slight increase from the previous year. Feedback at the end of their counselling sessions indicates consistently positive outcomes for carers; highlighting changed attitudes, improved relationships, increased confidence and better self-care.

In 2010, in collaboration with Carers Australia and Deakin University, Carers Victoria piloted a carer well-being survey to develop more specific ways of measuring the impact of carer counselling. The early results of this three-stage survey have demonstrated a significant improvement in carer well-being immediately following counselling through the NCCP. Deakin University has delivered its interim report to Carers Australia, and phase two of the study is expected to commence in the new financial year.

Carers Victoria has also continued to participate in the implementation of recommendations which emphasised the importance of national consistency and local flexibility across the program. This has included input into a revised *Program Practice Guide*, participation in national workshops, sharing of good practice initiatives, and meeting new reporting requirements. Implementation of the *Program Practice Guide* is ongoing.

We continue to review and extend the reach of the program through the focused recruitment of qualified family therapists and bilingual counsellors. The program currently has more than 140 professional counsellors across Victoria, covering more than 25 different languages and ensuring greater access for caring families across Victoria. Best practice is promoted via annual professional forums and quarterly ebulletins.

Carers Victoria has also expanded its counselling program to include group counselling and video counselling; further extending the counselling options for caring families.

An ongoing challenge for the Carer Counselling Program is the increasing demand for counselling support, a demand that continues to exceed current resources. Consequently, at times the program has needed to prioritise first-time users of the service and to increase the time between counselling episodes.

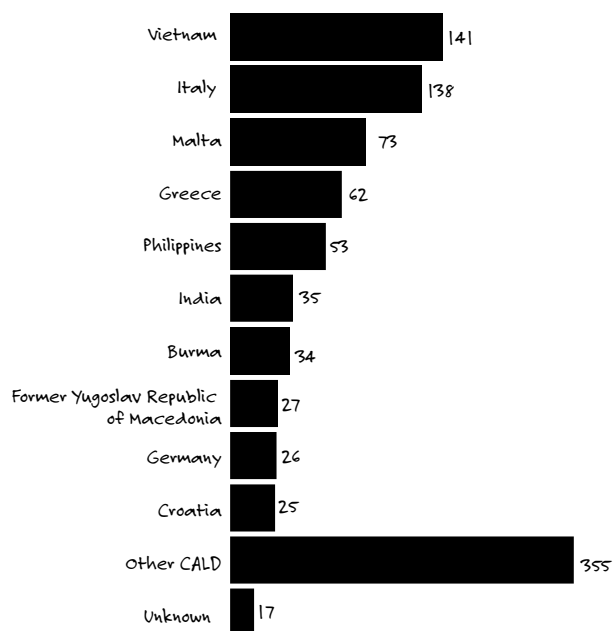
Carers Victoria acknowledges the important support of Respite Connections, Bendigo Health Care Group and Barwon Health, in contributing additional funds to increase carers' access to the Carer Counselling Program during the year.

Respite Connections (in Melbourne's western region)

Carers Victoria Respite Connections offers a range of services and supports for carers living in the Western Metropolitan Region of Melbourne. Funding sources include the Victorian Government's Support for Carers Program and the Australian Government's National Respite for Carers Program and Mental Health Respite Program. Services are delivered by the Aged, Disability, Mental Health and Young Carers teams and include emotional support, access to respite and linking in to community services as well as opportunities for carers to meet together.

In 2010-2011, a total of 3,038 carers were supported by Respite Connections programs; 174 more carers than the previous financial year. A total of 1,223 carers were registered for the first time; 115 more than the previous financial year. On 26 August 2010, Respite Connections registered their 11,000th carer since the launch of the service in September 1997.

Supporting culturally and linguistically diverse (CALD) carers in the west



Total carers 3038
CALD carers 969

Of the 3,038 carers supported by Respite Connections in 2010-2011, 969 (or nearly 32%) were from CALD communities, with 78 different countries of birth recorded.

Providing services in a region as culturally diverse as Melbourne's west requires continual improvements in our efforts to be accessible. One recent initiative has been a series of monthly cross cultural practice sessions for Respite Connections staff, externally facilitated by Foundation House. A greater appreciation of the cultural needs of new and emerging communities has enhanced staff practice and ensures that appropriate and acceptable carer support and respite is provided. We will be continuing this work in 2011-2012 with the implementation of a cultural competency 'tool kit' for staff.

Carers Week was an opportunity for Respite Connections to celebrate and acknowledge carers in Melbourne's west with a range of activities including 'Nature and Nurture' activities in Werribee, a carers fashion parade at Highpoint West shopping complex, morning teas at several local libraries, and culminating in a carer concert in Newport.

'[You] gave hope that it is ok and that it can be handled - and most of all - the feeling of not being alone - hope is there.'

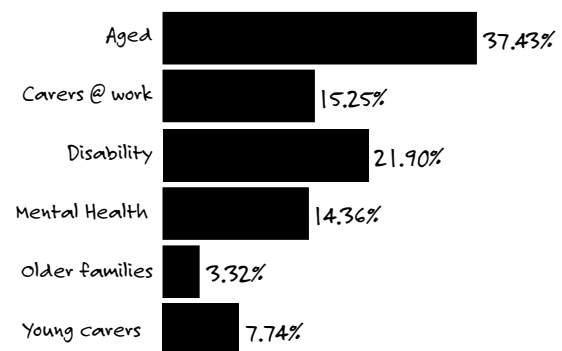
We developed an enhanced service evaluation process for both our carer clients and our service provider partners. Early results show that 80% of carers rated the immediate impact of the support and services they received from Respite Connections as good to excellent and 83% of service providers reported that the impact of support provided to carers by Respite Connections was also good or excellent. The final report will provide an improved evidence base for future program planning.

In June 2011, Respite Connections launched its Carer Value Program aiming to encourage caring families to make good use of respite opportunities.

The Carer Value card and booklet were distributed to over 3,100 carers in Melbourne's west and the program will continue to be delivered to new clients.

Our service provision has also been enhanced by a number of quality initiatives including implementation of an improved carer support planning process. To support our work we have made improvements to our data base, revised our service agreement for brokered services, implemented a new cross team Peer Support Program, and reviewed and revised our out of hours emergency response arrangements.

Respite brokered 2010 - 2011 (by team)



In 2010 - 2011, over \$1.6 million was brokered to support carers in Melbourne's west

Case study

A carer, struggling to balance employment and the care of her mother with dementia, presented to the Carers @ Work program. Despite her exhaustion and high levels of stress resulting from her mother's increasingly challenging behaviours, the carer was reluctant to access residential respite because of family opposition. We worked closely with the carer to understand the family's specific support and cultural needs, and the carer was eventually able to agree to individually arranged in-home respite with a culturally-specific worker. When this succeeded, a referral to a culturally-specific Planned Activity Group was added. We then arranged with local council services to fund ongoing in-home respite and the carer has now agreed to trial four weeks of residential respite in a culturally-specific aged care facility.

Respite Connections – Aged

The Aged team provides emotional and practical support in Melbourne's west for carers of people who are frail aged and links them to relevant community supports including respite. Service development staff (dementia and residential respite) work with service provider networks to assist them to better meet carers' individual needs. They also organise information and support sessions for carers. The Aged team also includes the Carers @ Work Program and the community information service, Carelink.

In 2010-2011, the Aged team coordinated a total of 175,192 hours of respite for carers of the aged in Melbourne's west. This includes 139,600 hours of residential respite, 10,728 hours of in-home respite, 2,989 hours of centre based respite and 21,875 hours of indirect respite.

Where possible, we build on respite opportunities with additional carer support. For example, small groups of carers attended two 3-day retreats. Retreats provide carers with the opportunity to meet other carers, attend an education session on 'Caring for yourself' and to have some time out for themselves. Carer support workers assisted carers to organise respite so they could attend, and provided support during the retreat. Evaluations showed that while carers felt tired, stressed, frustrated, depressed, stuck, alone, worthless and 'overloaded in my head' before the retreat, they felt good, refreshed, happy, relaxed, enlightened and energetic afterwards. Most emphasised the opportunity to be with other carers as the most valuable aspect, along with 'me time'.

'.. I feel like a new women now, my husband is home now and we both feel BETTER. Thank you so, so much for this great time away... it was so peaceful, which I just loved.'

The Aged team continues to deliver its successful program of brokering in-home behavioural assessments for people with dementia. These assessments and subsequent Behaviour Management Plans significantly reduce carer stress by providing skills to manage the, often challenging behaviours, of family members with dementia. This continues to be the only such service in the region.

The Aged team worked with the Education and Training team to deliver a series of dementia-specific workshops focusing on strategies to assist with carer health and wellbeing as

well as understanding dementia. Feedback from participants has been extremely positive: carers' understanding improved while they gained strategies to manage changes associated with the illness.

'Now I know I have a right to think of myself.'

Services require the support of constantly improving work practices. These have included the establishment of a case file and practice audit schedule in the Aged Program. We have also taken an active role in national consultations around sector reforms. One of these, the 'front end' aged care reform, will consolidate many of the existing 1800 information lines to a national information line which will act as a single point of entry for information on aged care. Respite Connections is ensuring we are able to quickly accommodate any such changes as they continue to occur.

Respite Connections – Disability

The Disability team is highly skilled in identifying and supporting the broad range of needs of carers of people with disability in Melbourne's west. To achieve the best outcomes with minimal resources for such a large group is challenging; a lengthy waiting list for the program is an indication of ever increasing demand.

Successful programs include: weekend getaways for small groups of carers and the people they care for; monthly social and support meetings for older carers including lunch, guest speakers and self-care activities; an end of year lunch at Sanctuary Lake Club attended by 86 carers; and information sessions on respite support and self-care.

The Disability Program continues to operate the Respite North and West website, a key resource for families of people with disabilities in the North and West Metropolitan Regions. In the past year this site was overhauled and redesigned, with a launch in October 2010. The site has since received 22,062 individual visits and provides a wide range of up to date information about services and respite.

It can be found at:

<http://www.respitenorthandwest.org.au/>

Internally, the Disability team has commenced a review of processes, procedures and standards with the aim of reducing our waiting list.

The Older Families Support and Planning Program

This program commenced in April 2007 and in 2010-2011 assisted 29 families, the majority of whom are caring for people with a disability over the age of 40 years. The carers themselves range in age; nine families include a carer who is over the age of 80 years. Nine families are from culturally and linguistically diverse (CALD) backgrounds.

The program provides carers with support for planning, information and peer support as well as undertaking service development. During this year carers have taken part in a comprehensive series of 'Planning for the future' workshops which included input from State Trustees and Centrelink as well as Policy and Education and Training staff from Carers Victoria. Other support offered included an 'Older families planning day' and an 'information drop in' day; peer support activities such as a ladies retreat, movies and lunch; and outings to the Melbourne Museum and the Australian Ballet.

A total of 1,040 contacts were recorded during the year which represents an average of 36 contacts per family per year. One hundred and four home visits were conducted.

Over the past 12 months the program has conducted eight promotions or presentations to local councils and community organisations and has assisted the Department of Human Services in the delivery of the 'Respite for older carers (RoC)' information sessions.

Respite Connections – Mental Health

The Mental Health Program aims to support and raise the profile of carers and families of people with a mental illness in Melbourne's west. The program provides links to local services, individualised assistance and opportunities for peer support as well as service development activities.

The program has increasingly found that opportunities and support for carers of people with a mental health issue must be diverse to meet the range of needs. To this end, a staff member is co-located at the Wyndham Migrant Hub twice a month to meet with carers from culturally and linguistically diverse (CALD) backgrounds. Offering carers a safe and relaxed meeting place has resulted in cost efficiencies when booking interpreters for up to six carers per day.

Our partnership with the Migrant Hub has also enabled carers to receive free training in a variety of areas such as computer skills, food handling and gardening. Supporting the carer with recreational opportunities can lead to more significant changes: in response to carer requests we offered a six week flower arrangement program for 15 carers.

One participant, after gaining the skills and confidence from this group activity, has gone on to establish her own small business.

A stand out success for this program has been the revision of the *Finding Help for Someone with a Mental Health Problem* resource, an electronic information guide for workers in the sector.

This resource can be found at:

<http://www.carersvictoria.org.au/file-assets/publication/finding-help-mental-health/>

Peer support opportunities offered by the Mental Health Program were Swim and Gym sessions and film days, which include a quiz and lunch.

Power On For Women is a highly successful seven week program to improve carers' health and wellbeing. Originally developed by Women's Health West, who is now our partner in the delivery of this program, it has expanded to the point where two new peer educators will be recruited and trained to help deliver the program.

Another partner in service delivery is the South West Mental Health Alliance. The Mental Health team are currently working with the Alliance on the Client Pathways Project, which aims to support mental health consumers to transition effectively between programs and services over time or effectively engage with more than one provider in the same time period.

We continue to contribute to the Western Metro Region Mental Health and Carer/Family Services Network (Western FaMHNet) to raise the profile of carers of someone with a mental health issue.

Respite Connections – Young Carers

The Young Carers team aims to support and raise the profile of young carers and their families in Melbourne's west. The team assists young carers to balance school and care responsibilities, offering one to one support and social, educational and development opportunities.

In 2010-2011, a review of our service resulted in a redesign of our tutorial support. A holistic approach now gives young people with care responsibilities greater choice in a range of activities that provide skills of a practical nature. A homework club was established and is offered alongside self-defence and cooking classes. A number of hidden carers who heard about the program from school friends have since joined the group.

'I learnt about what my father's illness was, how to cope with it and what help was out there for me. Thanks for putting me in this program.'

This year we also addressed longstanding transport issues by trialling the use of private drivers from a specialist company. Parents and young carers have welcomed this initiative which has increased safety and cost effectiveness. It has also resulted in increased numbers of young carers attending activities compared to the previous year, including many from CALD backgrounds.

We continue to deliver the long established and well regarded Paying Attention to Self (PATS) Program for young people who have a parent or relative with a mental illness. A peer support group running over eight weeks, PATS provides young carers with a greater understanding of mental illness, and tips and advice in dealing with it.

'The PATS program made me feel like [I had] a place where I belonged ... with people that understood about my mother's illness.'

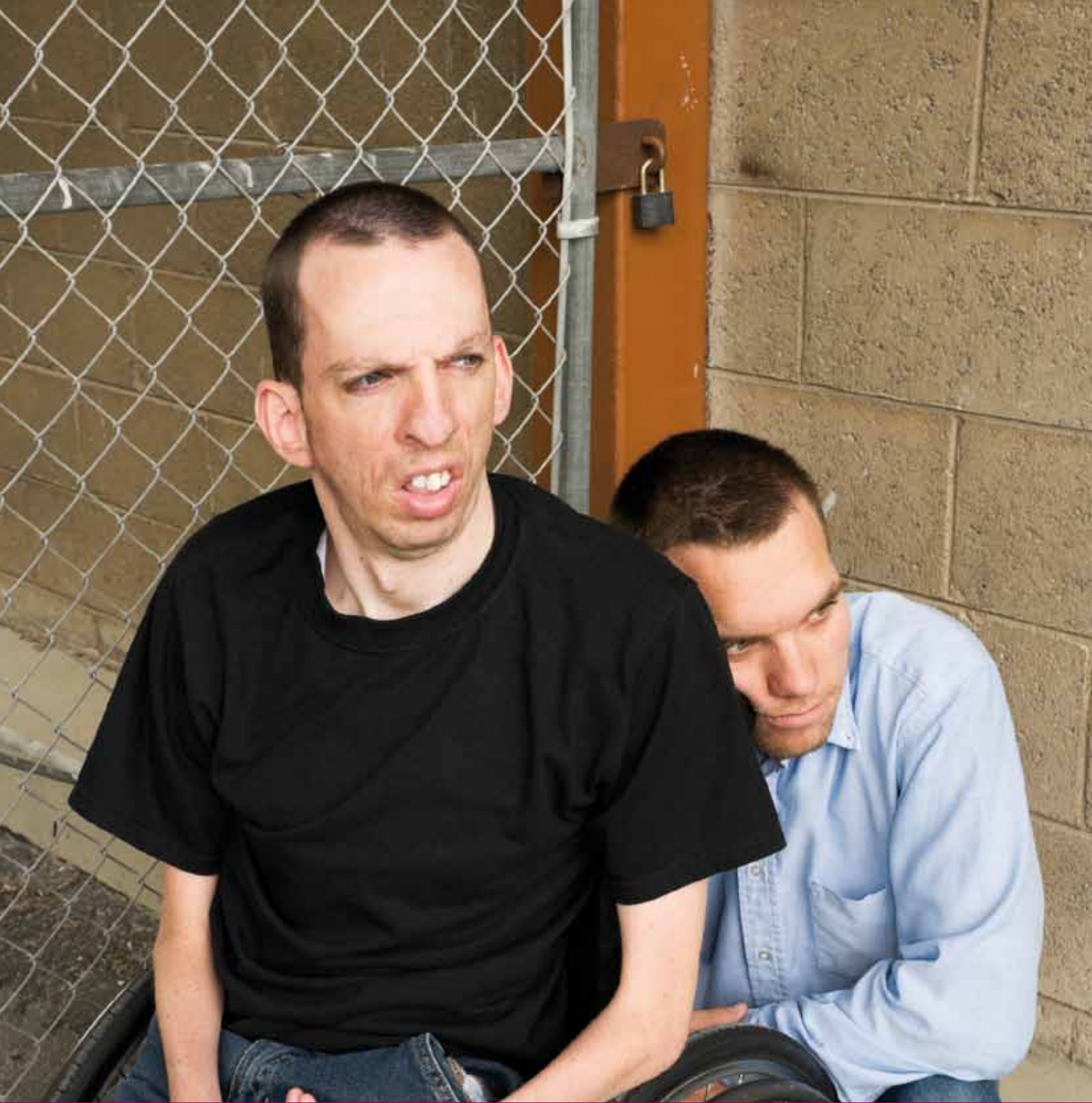
In 2011-2012, the program aims to continue working with schools and other organisations to raise awareness of young people with care responsibilities.



Case study

A young carer who cares for her grandfather told our worker that she didn't have the confidence to speak to people. She was supported by the Young Carer team and was matched for our Time 2 Talk mentoring program. Weekly peer support phone calls were arranged with another young carer and together they attended monthly group social activities. Early in 2011 this young carer's confidence had increased so significantly that she applied and took part in the National Youth Round Table in Canberra. She is now succeeding at school and has a part time job.





Active engagement with caring families ensures that the voices and views of carers are represented in the planning, delivery and evaluation of policies and services. By strengthening the skills, competencies and abilities of individuals, communities and organisations we work towards a future where caring is better supported.

Carer Engagement and Representation

This stream incorporates the Policy and Research, Education and Training, Membership and Fundraising and the Communications teams.

Policy and Research

The Policy team represents the needs of caring families to government policy makers and to service providers. We aim to improve family access to services and supports. This year involved a major focus on family inclusion in the disability, aged care, health and mental health reform proposals. By consulting with groups of family carers, our policy work is informed by issues raised by carers at the coal face.

In 2010-2011 we achieved an 80% commitment to our Victorian Election Campaign 2010 by the new Victorian government and we worked in partnership on the election with the Coalition of Disability Rights and the Mental Health Carers Network. We launched *Ways to Work* - a scoping study of the support needed by parents of adolescents and adults with intellectual disabilities to participate in employment; issues of increasing importance.

We advocated successfully for better support for caring families to be included in the recommendations of the two Productivity Commission Inquiries into the Care of Older Australians and into Disability Care and Support.

This included submission writing and presentations to Commission Hearings.

Positive outcomes of our work are demonstrated in the Senate Community Affairs References Committee on Disability and Ageing: *Lifelong Planning for a Better Future*; the Victorian Law Reform Commission Consultation Paper on the review of the Guardianship Act (still in process); the *Mental Health Act Exposure Draft*; the *National Framework on Advanced Care Directives*; the *National Carer Strategy* and the *Victorian Inquiry into the Adequacy and Future Directions of Public Housing*.

An election year and the appointment of a new Victorian government involved the Policy team, the CEO and carers in many advocacy meetings with ministers, shadow ministers, their advisers, senior public officials and representatives of minor parties. Relationship building with new ministers is well underway.

We consulted with 222 caring families on the election campaign and 926 subscribers received our *Action* ebulletin. 368 families of people with a disability were consulted about the *Inquiry into Disability Care and Support* and encouraged to subscribe to the Every Australian Counts Campaign. A further 32 parents were engaged with the Guardianship Review. We held forums on consumer directed care and consulted with ageing parent carers about their current and future needs. This included a meeting of 34 families with Bill Shorten, then Parliamentary Secretary for Disability, and a meeting of 40 families with Jenny Macklin, Minister for Families, Housing, Community Services and Indigenous Affairs. In addition, 10 self-advocacy workshops were delivered for ageing parents, encouraging them to approach ministers and members of Parliament about their needs and concerns.

The Policy team had a significant role in supporting the implementation of the Victorian Carers Card. We participated in a wide range of reference and advisory groups to influence government policy and programs in disability, mental health, aged care, housing, elder abuse, palliative care and multicultural care issues.

A number of new policy position papers were developed and presented at academic and services provider forums.

These included:

- Presentations on 'Next steps - adults with a disability and their family carers' at three national and international conferences and to Department of Human Services senior managers.
- Six presentations to the Victorian Carer Services Network to analyse key sector reforms.

- Delivery of key presentations on young carer policy with Office of Youth, Department of Planning and Community Development.
- Presentations on carer friendly practices in residential aged care, and on elder abuse, to aged care providers.
- Presentations to professional interest groups about the impact of key government reform proposals on carers.
- Presentations on the key issue of housing access for carers and people with a disability.

We have established a research and consultation database for external projects and during the year have engaged with: six aged care research projects; three chronic illness research projects; three mental health projects; and two disability research projects.

Education and Training

The Education and Training Program supports caring families through the provision of information, knowledge and skills and by providing training to service provider staff across Victoria to improve ways of working and engaging with caring families. Funding from the Victorian Department of Health, largely through HACC and Capacity Building Grants, enables us to offer workshops and sessions free of charge to carers and carer support groups across Victoria.

Following a program review, in 2010-2011 we successfully secured recurrent funding from the Victorian government to grow our education and information supports and services to caring families across the state.

In 2010-2011, the program delivered 516 workshops to 11,000 carers and 54 training sessions to 2,000 participants. Although we recorded a 12% decrease in workshop numbers from 2009-2010, overall carer participation increased by 10%. We achieved this efficiency by increasing our average workshop attendance rates in line with industry standards to 20 per workshop. While our service provider training sessions also decreased in number, we increased our reach by 150% by targeting larger industry training groups.

We also continued working with regional service providers and collaborated with ethnic communities and condition specific organisations. We maintained our rural delivery at 35% and achieved a 15% increase in our workshop delivery to CALD families.

Carer Education Workshops per Region 2010 - 2011

Total number of attendees 11,000

Reginal



Metropolitan



Carer Education

In 2010-2011 the Carer Education Program focused on resource development. We consulted with carer support group facilitators and carers, resulting in the development of two new workshops. The first, called 'Sleep matters', addresses the importance of sleep and ways to improve sleeping; the other, 'Wellbeing: write your cares away', creatively explores ways to relieve stress through writing.

We have developed specific resources in response to our collaborative work with 13 ethnic communities via the Community Partners Program. This resulted in the development of a suite of promotional materials to raise awareness of caring in 16 different languages.

We explored new informal learning opportunities and we delivered three successful 'Connected Carers' programs; furthering our collaborative work with the Brotherhood of St Laurence. This model was developed to support carers isolated as a result of their caring or in regional and rural communities. Free telephone conversation groups support carers, in the comfort of their own home, to explore topics of interest such as looking after yourself, managing your stress and taking a break.

In 2011-2012, with additional funding support from the Victorian Department of Health, we will undertake significant work to further develop the formal and informal learning opportunities we are able to offer to caring families.

Service Provider Education

In 2010-2011 we commenced targeted work with allied health professionals to raise awareness of caring families and ways to support them. This included working with occupational therapists, nurses and social work departments in hospitals. In 2011-2012, this work will expand to aged care facilities following the successful development of a funding submission to the Australian Unity Foundation.

We also worked to influence the development of industry training and practice by representing caring families and Carers Victoria on relevant and significant educational committees - Aged Care Teachers Network, Aged and Community Care Victoria (ACCV), Home and Community Care Training Advisory Committee (HACC TAC) West and North, and the Alzheimer's Education Committee.

We also conducted a review of products and revised an unrecognised grief, a publication for carers about loss and grief, and the accompanying guide for workers.

National Carer Support Services

The National Carer Support Services (NCSS) is now in its second year. Funded by the Department of Veterans' Affairs (DVA), this innovative program was established to enhance the health and wellbeing of carers in the veteran, ex-service and defence community across Australia through a range of educational based initiatives.

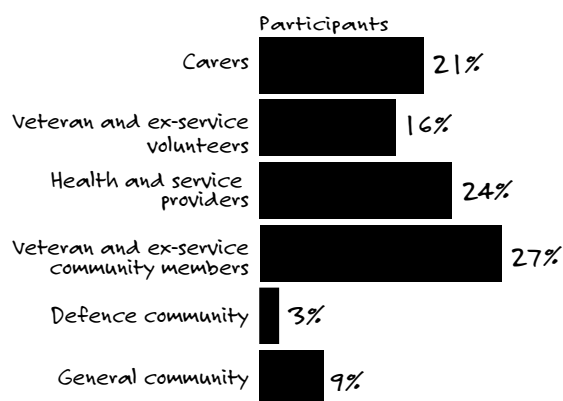
In 2010-2011, the program completed its first full year of service delivery, resulting in 136 workshops and information sessions being held with 3,356 participants across Australia

We further developed our extensive suite of interactive workshops designed specifically for carers, and our suite for ex-service/ veteran organisation volunteers. With additional funding from the Department of Veterans' Affairs we also developed a DVD resource called *Men Care Too!*, to support those men who are caring within the veteran community

We raised awareness of caring issues within the veteran, ex-service, and general community by providing information sessions and workshops for health and service providers and published regular articles in a number of national newsletters and magazines.

We also aimed to further our reach and commenced the development of relationships with key organisations within the defence community. We joined the reference group for the Defence Community Forum held in Queensland and presented workshops at the Defence Special Needs Support Group Coordinators Conference and through the Defence Community Organisation at the RAAF Base in East Sale.

NCSS workshop delivery



In 2011-2012 we will undertake an internal review of the program as part of our continuous improvement program.

Case Study

Amy is 15 years old and lives with her mother, father and younger sister. Her mum and sister have significant health issues. Due to the increasing demands of caring for them Amy sometimes struggles to keep up with her school work. She has little time to spend with her friends and at times is lonely and has become depressed. She loves performing and hopes to pursue a career in the Arts. This scholarship will provide her with singing lessons and art classes so that she can pursue her dream career.

Young Carers

This program is funded by FaHCSIA to employ a part time worker to raise community awareness of young carers.

In 2010–2011, Carers Victoria committed to the development of an organisation wide review of its practice in relation to our work with young carers resulting in the development and implementation of our *Principles for working with young people with caring responsibilities*.

We continued to raise awareness and work with the broader community in profiling young carers in the refugee and migrant communities and organised a forum in collaboration with the Centre for Multicultural Youth and Ethnic Communities Council Victoria. We drafted a paper and sector consultation report, *Refugee and migrant young people with caring responsibilities: what do we know?* which will be launched in 2011-2012.

On a national level we have continued to resource and support the work of Carers Australia and the network of Carers Associations to represent the interests of young carers. On a state wide level, we have supported and resourced young carer workers in the Victorian Carer Services Network and those employed by other service providers on issues pertaining to young people with caring responsibilities.

We continue to meet quarterly with the Victorian Young Carer Action Team (VYCAT) and this year developed *The Young Carers Survival Kit*, a resource which can be used by professionals working with young people with caring responsibilities.

In 2011-2012 we will undertake an internal review of the program as part of our continuous improvement program.

Young Carer Scholarships

The WCF Thomas Charitable Trust Young Carer Scholarship Program enabled us to continue to support secondary school

students with care responsibilities. In 2010-2011 we received support once again from Mt Eliza Rotary members and two young people with care responsibilities provided support on the evaluation and selection panel.

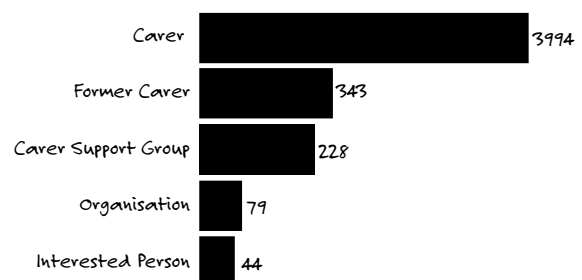
Thanks to the philanthropic funding we received from Portland House Foundation, Rotary Club of Mt Eliza, the Flora and Frank Leith Trust and the WCF Thomas Charitable Trust, this year's program allowed us to distribute approximately \$63,000 to 138 successful applications.

The scholarships were again effective in meeting a range of needs and creating life opportunities for young people with care responsibilities.

Membership

Our members steer our organisation and support our work. They include carers, former carers, carer support groups, interested persons and organisations. The Membership Program strives to provide an engaging and friendly service to our 4,688 members and supports our internal services in carer research, carer representation and communication with caring families.

Member categories



The financial year 2010-2011 brought significant change for Carers Victoria's Membership Program. In 2009-2010 Carers Victoria embarked on a significant review of its Rules, prompting a decision to suspend active promotion of membership until its completion. Following endorsement of our new Constitution in August 2011, we developed and implemented new regulations, policies and procedures for membership including transition to an annual membership renewal process implemented in February 2011.

As a result overall membership numbers fell by 20% throughout the year, with registrations and renewals on the increase following the recommencement of promotional activities in February.

In 2010-2011 we also surveyed our members about performance with approximately 500 members responding. Members indicated overwhelming support for Carers Victoria, our Board, our overall strategy and direction and our engagement with them.

In 2011-2012, building on our new Constitution, we will develop a *Membership Growth Plan* to support member growth focusing on both attraction of new members and retention of our existing membership base.

Speakers Bank

Carers Victoria Speakers Bank is a group of sixty members who volunteer their time to raise awareness of carers and carers' issues by sharing their powerful real life stories.

In 2010-2011, Speakers Bank activities included:

- Participation in the promotion and launch of the Victorian government Carers Card
- Presenting at the 'Caring for Older Australians' Productivity Commission Hearings
- Writing letters to state and federal politicians about carer issues
- Presenting at forums for service providers and carers; and
- Participating in interviews for articles with local and metropolitan daily newspapers.

Mingles

We reviewed and relaunched an expanded Mingles Program in 2011. Our Mingles Program is a key annual activity to engage with members and carers, providing them with an opportunity to focus on their health and wellbeing by having a break from caring, meeting with other carers and receiving information and support from Carers Victoria staff.

The review, based on participant feedback, led to an increase from five to eight annual events, to be delivered over a four month period between May and August each year. The new program includes a more interactive mini workshop supported by our Education and Training team, with more time to mingle and meet other carers, our Board and our staff.

In the 2010-2011 financial year, three of the eight events were held between May and June in Melbourne, Geelong and Bendigo, with Mingles at Shepparton, Frankston, Ballarat, Bairnsdale and Melbourne to be held in July and August 2011.

Thank you so very much for the wonderful Mingle 2011. It was fun, encouraging and empowering. Made me count my blessings too. With heartfelt thanks.'

Fundraising

The Fundraising Program continues to grow with support from our direct mail appeal campaigns, support of trust and foundations, general and membership donations and through the support of community organisations and individuals providing financial and in-kind support.

In 2010-2011 we successfully secured over \$232,000 in philanthropic support; an increase of 313% from \$74,000 in the previous financial year.

In 2010-2011 we sought funding support from trust and foundations to further our work for:

- Young people with caring responsibilities,
- Improved carer health and wellbeing,
- Community awareness regarding the National Disability Insurance Scheme, and
- Improved carer friendly practice in the aged care sector.

We successfully secured \$67,600 to support the delivery of our 2011 Young Carer Scholarship Program from WCF Thomas Charitable Trust, Portland House Foundation and The Flora & Frank Leith Charitable Trust. A further \$25,000 was secured from Helen MacPherson Smith Trust for a Young Carer Development Project; \$5,000 was secured from The Besen Family Foundation for Young Carer Scholarships 2012 and \$2,500 was secured from Melbourne Community Foundation for a Homework Club for Young Carers.

We were successful in obtaining funding for 2011-2012, including \$50,000 from VV Marshman Charitable Trust, to expand our Mingle Program to reach more rural carers; \$25,000 from Australian Unity Foundation for 'Carer friendly practice in residential aged care' workshops; and \$75,000 from the Portland House Foundation towards Young Carer Scholarships 2011- 2012 and to support the National Disability Insurance Scheme Campaign.

Donations totalling \$35,226 was received from members and supporters; consistent with the total from the previous year. There was a small increase in the number of individual donations from 1,404 to 1,506.

We also launched our Give Now online donation link on Carers Victoria's website raising donations of \$1,435. We will continue to explore online platforms – including social media - to promote our fundraising campaigns with greater cost efficiency and to reach new audiences in 2012.

We undertook two targeted direct mail appeals inviting supporters to donate to the Shine a Light Project in December 2010 (raising \$7,135) and the Carer Voices campaign (raising \$6,832) in June 2011. The Shine a Light project will seek to increase community awareness of caring and carer issues, while the Carer Voices campaign will support our carer engagement and advocacy work.

We received two requests for brochures at funerals of loved ones which resulted in donations totalling \$140. We have redesigned our in-memory envelope and will promote the availability of these envelopes in our newsletter in late 2011.

In 2011-2012, following the development and delivery of our *Membership Growth Plan* we will commence a review of our Fundraising Program.

Communications

The Communications team works to raise awareness of caring and the profile of Carers Victoria through the provision of brand management, media relations, editorial and design services, and print production. We provide information, news updates and engagement opportunities to our growing caring community.

The new Carers Victoria website was launched in July 2010 with over 120 pages of information and news. Over the first year of operation a total of 37,729 unique visitors made

Case Study

Nikolous is a young carer who raised awareness of young people with caring responsibilities by having his story published in *Take 5* magazine and asking readers and family and friends to donate to Carers Victoria in support of young carers. His tremendous efforts resulted in \$600 worth of donations.

56,814 visits to the site and viewed a total of 221,803 pages (an average of 3.9 pages viewed per visit). The number of visitors has climbed steadily throughout the year - from an average of 3,700 per month in the first quarter of operation to an average of 6,300 per month in the final quarter. The percentage of loyal (returning) visitors increased from 25% in the first quarter to 38% in the final quarter; this demonstrates that more people are visiting our site and increasing numbers are coming back.

Feedback from carers and colleagues has been overwhelmingly positive and by March 2011, Carers South Australia successfully launched their own site based on Carers Victoria's web architecture, design and content. Before the end of the financial year, Carers ACT, Carers New South Wales, Carers Tasmania and Carers Australia were in negotiation with Carers Victoria to commence migration of their websites, using our website model.

In 2010-2011, we also launched our Facebook and Twitter accounts and by the end of the financial year we had 216 fans and 307 followers. We had 21,806 post views on Facebook, and averaged 34 tweets per month. More importantly we are actively engaging with newer audiences and providing carers with another mode of communicating with us.

@CarersVictoria OMG!!! I didn't know you until i saw you on Twitter! checked your website #crying&smilingatthesametime

@CarersVictoria is just 2 suburbs away & didn't know about you until this week thanks to @keepingtrach #gratitude

@CarersVictoria I *heart* you very much & am your new follower! you rang me this week, lots of help from you on its way to us! #ff #carer

To complete our online presence, 2010-2011 was the first full year of distribution for our electronic newsletter *Voice*. By the end of the financial year we had amassed 3,024 subscribers (an increase of 30% for the year) and we distributed 15 e-newsletters. We also distributed a further 12 *Action* ebulletins to nearly 1,000 subscribers who registered

for updates on the Victorian election campaign. Our email newsletters are exceeding industry benchmarks for 'open and click-through' rates (almost double the average) indicating that Carers Victoria has a committed and engaged audience.

We will continue to review and consolidate our online communication efforts and in 2011-2012 will focus on optimising and integrating our current tools while exploring new platforms to engage with our audiences. This work will be informed by new market research to ensure that information provision meets the needs of our online caring community.

Our offline efforts have resulted in the production and distribution of four editions of the Carers in Victoria magazine (over 30,000 copies) and 17,481 Carers Victoria brochures. A further 18,207 *Sometimes Carers Need Help Too* brochures were taken up across 560 GP practices. We designed and produced a range of other collateral – brochures, promotional products, invitations, flyers, stationery, and reports – and ensured consistent branding across our programs and services.

'I got my autumn magazine in the mail this morning. It is the first one I have received as I am a new member. I have quickly read some of the excellent articles and would like to thank you all so much for what you are doing by keeping us carers informed about various issues. I am happy to be part of the network of Carers Victoria.'

During Carers Week we launched our 'Anyone, any time' campaign, featuring Albert Einstein and Eleanor Roosevelt among other historical caring figures. 500 posters and 10,000 postcards were distributed across Melbourne and daily advertisements were placed in MX magazine. A nine metre wide banner at Flinders Street Station – courtesy of Metro – was displayed for 18 weeks (free of charge) for a total sponsorship value of \$90,000.

We also distributed grants to 125 applicants throughout Victoria to host 127 Carers Week activities involving 153 Carer Support Groups. Total expenditure in grants was \$25,939, a decrease of \$5,327 over 2009. An estimated 3,700 carers participated in the activities.

We also partnered with the National Respite for Carers Program (NRCP) on KnowledgeNet; a pilot project exploring ways to encourage workers in the sector to use practice-based research to support their work with caring families. We hope to launch the results of the project later this year.

Carers Week MX ads



Library

Our library is an information and research service for caring families and the professionals who support them.

We continued to offer a free, Victoria wide service for carers, former carers and carer support groups. This year, 101 people borrowed 845 library items; a 27% decrease in demand for this service. However reference queries remain stable at 580 reference queries answered.

This year we sourced and filtered content for our website, e-newsletters, and other communications; adding research value to work being carried out by Carers Victoria.



Library

'I can't afford to buy these books and they have been so helpful.'

'You have some great resources on Autism. I didn't know you covered postage both ways. That makes it a great service.'

'We loved the DVDs on managing stress, particularly the ones that made me laugh. Please send more like that.'





Corporate Services provides Office Management, Finance, Human Resources, Legal and Information and Communication Technology services to support the carer service and advocacy functions of Carers Victoria.

Corporate Services

Significant work was undertaken by Corporate Services in 2010-2011 on developing the support capabilities required to implement our business strategy. There is an ambitious set of initiatives for transforming Corporate Services in the 2011-2012 Business Plan in addition to leading organisation wide initiatives such as the development of Key Performance Indicators (KPIs), an organisational Intranet, an improved document management system to enable easier access and improved document control and a Project Management Toolkit.

Finance

The Finance team is responsible for providing the management information, analysis, reports and tools that enable Carers Victoria to meet both its operational and legislative accounting requirements; ensuring that Carers Victoria remains a viable and sustainable organisation. Key functions within Finance include payroll, accounts payable, accounts receivable, budget management, program funding management (including acquittals), audit management, investment management and management/board reporting.

During the 2010-2011 financial year, we were constrained by a stringent financial environment and increasingly complex reporting requirements for our government funders. The Finance team made significant further enhancements to the budgetary process, with greater participation and ownership by managers and improved cost structure transparency and management accountability for our key cost driver (staff costs), by allocating overheads by usage rather than as a charge on income. We also updated our Delegated Authority Policy, enhanced the monthly management and Board Reports and commenced a Balance Sheet Review.

In 2011-2012, our key financial performance and management objectives are to achieve a small surplus while also making strategic investments in projects and initiatives which will enable and strengthen the foundations for growth.

Carers Victoria will gain a better understanding and control of the key cost and revenue drivers and will use this information to make more informed business resource allocation decisions.

We will achieve this by further improving our financial analysis and reporting to management and the Board, improving our financial systems (implementing a new integrated electronic timesheet/leave system that has the potential to track actual program and project costs), further enhancing budget unfunded overhead allocation and developing a Business Case Tool for all new projects and programs.

We will also support planned reviews of carer programs and review our brokerage management, insurance coverage and investment strategy.

Human Resources

Human Resources provides support for managers and executives to manage human resource activities in their streams.

Key responsibilities of the Human Resources team include recruitment, performance appraisal, learning and development, performance management, succession planning, industrial relations, OHS, orientation and HR policies.

At 30 June 2011, we had 107 staff members (79.1 FTEs). This is a growth of 1.1% over the 30 June 2010 figure of 78.2 FTE. We greatly value the part-time nature of our workforce but this and our flexible work hours and purchased leave policy do create challenges for our small HR team, as well as the efficiency of the organisation.

In 2010-2011, the Human Resources team developed new and revised current policies in line with changing legislation, to reflect current practice and in response to changed technology and its impact. Updated staff policies included Equal Opportunity, Discrimination, Harassment and Bullying, as well as Email/Internet Usage and Smoking policies.

We worked with managers to develop advertising strategies to attract best candidates and developed information for our website in relation to employment at Carers Victoria. We implemented a new *OH&S Workplace Emergency Manual* and procedures and developed a proactive approach to safety at work focusing on engaging staff and a 'walk the talk' approach.

Our Enterprise Agreement continues to provide great certainty to staff and management during these times of increasing uncertainty resulting from the transition to the Modern Award and the Equal Remuneration case.

Human Resources continued to provide a comprehensive orientation program for new staff and compulsory annual Incident Response training.

Carers Victoria once again successfully maintained a low risk workplace environment through the active involvement by elected health and safety representatives (HSRs). The OHS Committee continues to oversee the excellent work of the HSRs and collaboratively worked to improve incident reporting and feedback processes. We have continued to provide ergonomic assessments for new staff upon commencement and for other staff where required. Carers Victoria is now funding the required Police Checks for all staff. In 2010-2011, Human Resources also supported the board with the recruitment and appointment of our new CEO.

Carers Victoria will develop and implement a HR Strategy in 2011-2012 that enables the continuing improvement of HR practices, processes and systems in Carers Victoria. This will lead and support change to meet current and future business challenges.

A cultural change program will be developed as part of the HR Strategy to inform and educate staff in preparation for growth, the introduction of enhanced financial management practices and the inevitable changes in the sector. This strategy will support business initiatives and outcomes.

In 2011-2012, the priorities include developing and implementing a best practice Performance Appraisal System, developing an organisation wide Learning and Development (L&D) Plan with individual L&D Plans for each staff member and a Leadership Program that will assist Managers to develop and consolidate their people management skills. The Board has committed to significantly increasing the investment for a cost effective Learning and Development program for our employees.

We will undertake the first annual staff satisfaction survey that will enable benchmarking with other organisations and tracking of results over time.

We will also complete the work required in relation to the introduction of the modern award and also prepare for and undertake the Enterprise Agreement (EA) negotiations.

Information and Communication Technology (ICT)

ICT provides PC, software, network, database management and communication services to the organisation.

In 2010-2011, we set up a Hearing Loop in our training room to enhance accessibility for staff and visitors with hearing impairments and completed the Video Counselling Project with Bendigo Health Care Group that enables video conference counselling for carers. We provided ongoing support of new and existing databases and set up Outlook Web Access to provide staff with an additional means of accessing work emails, calendar and contacts when working off site. We also contributed to the planning and preparation for the launch of the Better Start Initiative on 1 July 2011 and commenced planning for a Carers Victoria Intranet.

In 2011-2012, we will focus on developing strategic long term ICT competencies and capabilities to support our business strategy as well as supporting the day-to-day operations.

To prepare for the development of the next Strategic Plan, we will undertake an extensive review of our ICT capabilities and competencies including an audit of our 15 carer databases. We will then develop an IT Strategy that identifies the future competencies and capabilities required to support our next Strategic Plan with an implementation plan to bridge the gap.

With FAHCSIA Infrastructure Funding, we will develop a Knowledge Management System to capture and make more easily available carer data and funding contract knowledge.

We will also continue to identify and realise ICT cost savings and implement new business enabling systems. We will review our fixed line, mobile phone and internet assets and requirements and put them out to tender. We will also review our PC and laptop assets and requirements with the goal of enhancing their performance in key areas and reducing costs.

The ICT team will develop a database query request and test process to ensure that we prioritise and manage the ongoing development of our databases and implement a Help Desk tracking system to further improve our customer service to the organisation.

Legal

Corporate Services now provides legal support for Managers and Executives to prepare and manage contracts (with the support of our legal advisors).

In 2010-2011, we provided advice and support for the National Website Agreements for Carers Australia, Carers NSW and Carers ACT. We also supported the development of updated Service Agreements with Service Providers. In 2011-2012, we will continue to provide legal support and will develop template agreements for Managers and Executives.

Office and Facilities Management

The Office and Facilities team manage the Carers Victoria office building (internal and external) and car park at Footscray. We also manage the fleet of motor vehicles maintained by Custom Fleet to enable our staff to provide services to carers.

We are responsible for the recruitment and coordination of casual administrative staff who cover for leave and projects across the organisation.

Office and Facilities Management also oversees the information distribution services that provide brochures and other printed material to carers, members and other stakeholders.

In 2010-2011, Office and Facilities Management undertook a review of our fleet management and identified significant areas for improvements. The recommendations included reducing the total pool by two vehicles, standardising pool vehicles and leases and improved reporting of fleet vehicle utilisation. The recommendations have now been implemented resulting in net savings over time and with increased available kilometres and less administrative costs.

During the year, we were advised that it was likely that our building would be acquired as part of the Regional Rail Project. Preparation for office relocation was undertaken but we were subsequently informed that the building would not be required and so we are very pleased to be staying in our offices in Footscray.

Treasurer's Report



In 2010-2011, Carers Victoria had a net operating deficit of \$31,460 on income of \$9,110,248, a decrease of 0.04% compared to 2009-2010, that allowed us to continue to maintain our support and services to carers. This was achieved

while operating in a stringent financial environment and with significant global uncertainty. Closer to home, issues such as the floods in Victoria and Queensland created challenges for state and federal governments.

Expenses incurred were \$9,141,708 which was a decrease of 2.72% compared to 2009-2010. The balance of the Specific Purpose Reserve currently stands unchanged at \$660,000 with total reserves of \$1,324,055 compared to \$1,287,067 in 2009-2010, which gives us strength and can be used to grow our business.

that our fiduciary and legal obligations are met according to current standards and expectations.

Significant work has been undertaken by our new CEO, the Executive team and finance staff to review our methods of accounting, reporting and budgeting our precious resources. This work has and will continue to make a substantial contribution to Carers Victoria's sustainability and strength in difficult economic times.



David Bartlett
Acting Treasurer

Significant work has been undertaken by our new CEO, the Executive team and finance staff to review our methods of accounting, reporting and budgeting our precious resources.

The closing cash balance at 30 June 2011 was \$3,696,431 compared to \$3,487,941 at 30 June 2010. Balance sheet liquidity, expressed as a ratio of current assets to current liabilities, is 1:39, an improvement over the previous year with Net Assets of \$1.29m. This is a pleasing result, particularly in a volatile economic climate that has seen a contraction in corporate and philanthropic giving and general support for the not for profit sector by way of gifts and donations.

The government's current agenda of funding, regulatory and tax reform for the not for profit sector will present new challenges in the coming year and beyond. Carers Victoria however, is well placed in terms of its proactive approach to ensuring

'By careful and caring financial management, we can empower and support those on the frontline of caring in the wider community'.



Financial Statements

Statement of Comprehensive Income (For year ended 30 June 2011)	2011 \$	2010 \$
<u>Income</u>		
Grant Income	8,611,037	8,706,995
Income Generation	357,478	300,444
Other Income	141,733	106,422
	<u>9,110,248</u>	<u>9,113,861</u>
<u>Expenses</u>		
Salaries, Wages and Oncosts	5,432,601	5,854,685
Carer Discretionary Expenditure	1,965,635	1,850,478
Other Expenditure	1,743,472	1,691,757
	<u>9,141,708</u>	<u>9,396,920</u>
<u>Net Operating Result for the Year</u>	<u>(31,460)</u>	<u>(283,059)</u>
Other Comprehensive Income	36,987	15,037
Total Comprehensive Income	<u>5,527</u>	<u>(268,022)</u>

Statement of Appropriations (For year ended 30 June 2011)	2011 \$	2010 \$
Total Comprehensive Income	5,527	(268,022)
Accumulated Surplus at the Beginning of the Financial Year	(822)	22,445
Surplus Available for Appropriation	<u>4,705</u>	<u>(245,577)</u>
<u>Fixed Asset Reserve Allocations</u>		
Equipment Purchases	(36,987)	(108,823)
Equipment Disposals	-	1,795
Depreciation	86,971	80,358
	<u>49,984</u>	<u>26,670</u>
<u>Other Reserve Allocations</u>		
Specific Purpose Reserve	-	289,791
Equipment Replacement Reserve	(86,971)	(18,366)
	<u>(86,971)</u>	<u>271,425</u>
<u>Accumulated Deficit</u> (At the end of Financial Year)	<u>(32,282)</u>	<u>(822)</u>

Statement of Financial Position
(As at 30 June 2011)

	2011 \$	2010 \$
<u>Members' Funds</u>		
Accumulated Surpluses	(32,282)	(822)
Total Reserves	1,324,055	1,287,067
	<u>1,291,773</u>	<u>1,286,245</u>
 Represented by:		
<u>Current Assets</u>		
Cash at Bank and On Hand	3,696,431	3,487,941
Sundry Debtors and Grants Receivable	256,835	174,189
Prepaid Expenses	-	37,678
Shareholdings	5	5
	<u>3,953,271</u>	<u>3,699,813</u>
 <u>Non-Current Assets</u>		
Fixed Assets at Written Down Value	<u>178,472</u>	<u>228,456</u>
 <u>Total Assets</u>	 <u>4,131,743</u>	 <u>3,928,269</u>
 <u>Current Liabilities</u>		
Sundry Creditors and Accruals	853,593	1,080,305
Staff Leave Provisions	525,400	686,914
Grants Received in Advance	810,879	487,826
Gift Fund	394,234	220,688
	<u>2,584,106</u>	<u>2,475,733</u>
 <u>Non-Current Liabilities</u>		
Staff Leave Provisions	<u>255,864</u>	<u>166,291</u>
 <u>Total Liabilities</u>	 <u>2,839,970</u>	 <u>2,642,024</u>
 <u>Net Assets</u>	 <u>1,291,773</u>	 <u>1,286,245</u>



Thank you

Carers Victoria would like to acknowledge and thank everyone who has supported our work and brought our mission to life.

Our Members

Our volunteers

Theresa De Gabriele
Veronica Hassing
Zelma Riddell
We also thank the members of
our Speakers Bank and the Victorian
Young Carer Action Team

Corporate supporters

Advanced Solutions International (ASI)
Australian Unity
Blake Dawson
CG Publicity
Clocktower Centre
Greatconnections
Hoyts Corporation
KPMG
Melbourne University Press
Metro
Musica Viva
Natural Beauty Care Pty Ltd
Nine MSN
Readers Feast

Trusts and foundations

Australian Unity Foundation
The Besen Family Foundation
The Flora and Frank Leith Charitable Trust
Helen MacPherson Smith Trust
Melbourne Community Foundation
Portland House Foundation
VV Marshman Charitable Trust
WCF Thomas Charitable Trust

Individuals

Patricia Cameron-Hill and Shayne Yates
Luke Collin
Arthur Faulkner
Jenkins family
Tony Lang
Marie and Neil Lloyd
John McGrath AM
Nikolous Palatsides
Kate Redwood
Roland Rocchiccioli
Anne Tuohy

Community partners

ACTU
ADEC
Ageing Liaison Group
Aids and Equipment Action Alliance
Alfred Health
Alzheimer's Australia Victoria
annecto
Arthritis Victoria
Association for Children with a Disability
Association of Independent Schools Victoria
Australian Greek Welfare Society
Australian Multicultural Services
Autism Victoria
Ballarat Health Services
Barwon Health
Bendigo Health Care Group
Bouverie Centre
Brainlink
Brotherhood of St Laurence
Calvary Silver Circle
Care with Quality
Carers Australia and the National Network of
Carers Associations
Catholic Education Office
CELAS
Centre for Cultural Diversity in Ageing
Centre for Multicultural Youth
Centrelink
Chinese Community Social Services Centre Inc
Chronic Illness Alliance
City of Melbourne
Coalition for Disability Rights
COTA Victoria
Country Women's Association – Toorak
Deakin University
Department of Education and Early Childhood
Development
Ethnic Communities Council of Victoria
Families of Parents Mental Illness
Filipino Community Council of Victoria
Froniditha
General Practice Victoria
Gippsland Multicultural Services
Hesta Superfund
Huntington's Victoria
Inspire
LaTrobe Community Health
Maltese Community Council of Victoria

MECU

Mental Illness Fellowship
Mercy Health and Aged Care
Migrant Resource Centres
Merri Community Health Service
MIND
MS Australia
National Disability Services
Office of Public Advocate
ourcommunity.com
Palliative Care Victoria
Parkinson's Victoria
Regional Information and Advisory Council
Shepparton
Rotary Club of Cranbourne
Rotary Club of Dandenong East
Rotary Club of Mt Eliza
Royal District Nursing Service
Serbian Community Association
South Eastern Migrant Resource Centre
Southern Cross Care
Spectrum Migrant Resource Centre
State Trustees
Uniting Care Aged Care Network
Uniting Care Community Options
VALID
VCOSS
Veterans Affairs Network
Veterans and Veterans' Families Counselling
Service
Victoria Aboriginal Health Service
Victorian Carer Services Network
Victorian Mental Health Carers Network
Western Suburbs Indigenous Gathering Place



Carers Victoria

Level 1, 37 Albert Street PO Box 2204

Footscray VIC 3011

T: 03 9396 9500 F: 03 9396 9555

Carer Advisory Line: 1800 242 636

E: reception@carersvictoria.org.au

www.carersvictoria.org.au