

Annual Report

2018–19



Key Carer Statistics

736,600

Victorians are carers



OR **12.5%**
of the State



1 in 10

carers is under 25, with 272,200 young carers Australia-wide.



33%

of Australia's primary carers have been caring for more than a decade



12%

of Australians in the workforce are carers

Carers Victoria is recognised and funded as the leading body for carers and caring families in Victoria. We work collaboratively with Carers Australia and other state and territory based Carer Associations to represent, advocate and provide services on behalf of carers throughout Australia.

CEO & President's Report for 2018–19

New direction for carer services and supports

Tendering to be a Regional Delivery Partner for the Federal Government's new Integrated Carer Support Services (ICSS) model has dominated the Carers Victoria landscape for much of the 2018-19 reporting period.

In August we learnt the results of the tender process with Merri Health being announced as the lead organisation in a consortium to deliver carer services in metropolitan and regional Victoria for the next five years. Carers Victoria is a subcontractor to Merri Health and will be involved in delivering the new service delivery model of carer support services in the western region of Melbourne, as it has over the past 22 years. The new model commences in April 2020 and will provide carers with a single point of entry within their region to have their needs assessed and be referred to supports, such as in-person counselling, coaching and peer support.

With the roll out of the Regional Delivery Partners, Carers Victoria will cease to run a state-wide counselling service and a state-wide 1800 Advisory Line; however state-wide education services will continue, as will the expanded Support for Carers Program in the Local Government Areas of Melbourne, Maribyrnong, Moonee Valley, Brimbank, Hobsons Bay, Melton and Wyndham.

Importantly, the ICSS tender provides clarity for a significant portion of our future funding. With the current funding contracted to 31 May 2020, along with the existing National Disability Insurance Scheme (NDIS) funding, the organisation is well underway with its strategic planning and rationalisation to transition to a different and new environment by June 2020.

Change brings opportunity and the board is working hard to set a strategic direction which strengthens Carers Victoria's position as the peak body representing the voice of family and friend carers and underpins the sustainability of the organisation.

Victorian Carer Strategy

The announcement of Victoria's first whole of government Victorian Carer Strategy was well received by carers, most notably a landmark \$50 million pledge by the Victorian Government

to fund 100,000 additional respite hours, travel concessions for carers holding the Victorian Carer Card and support for grassroots peer support programs and state-wide carer community grants.

There are five priorities outlined in the Strategy:

1. Carers have better health and wellbeing
2. Carers are supported in school, study and work environments
3. Carers can access supports and services that meet their needs
4. Carers have less financial stress
5. Carers are recognised, acknowledged and respected.

In order to address these priorities over the next four years, the Department of Health and Human Services (DHHS) identified a number of projects, with organisations like Carers Victoria, Tandem and Little Dreamers being funded to develop and implement them. Carers Victoria is leading a number of projects:

- Carer benefits and concessions and expansion of the lists of Carer Support Groups and service providers on the new Carers Victoria website
- Evaluation of the Mildura Carer Blueprint pilot project
- A campaign to raise awareness of carers with GPs
- Consultations to identify the types of respite needed for carers from diverse communities.

Projects and Partnerships

In addition to the Victorian Carer Strategy projects, the Victorian Government has continued to fund the NDIS Transition project. This has involved extensive collaboration and community engagement activities to support family carers with industry transition, resource development and support of respite services for not-for-profit organisations, as well as peer support activities.

Carers Victoria was funded by the Western Victoria Primary Health Network to run a pilot 'Mind the Step' program which identified carers at risk of developing mental health conditions to receive early intervention and low intensity support. A second installation of the Mind the Step Program will be



Scott Walker
CEO
Carers Victoria



Sue Peden
President
Carers Victoria

rolled out in the 2019/2020 financial year.

In June, Carers Victoria won a tender for \$1m worth of funding to work with the Western Victoria Primary Health Network on a two-year project to improve social connectedness for people experiencing poor health outcomes in Wyndham City Council and Hume City Council.

Carers Victoria has also partnered with Good Shepherd Microfinance to run a program which supports young carers to create pathways into careers and business opportunities which break the mould and opens doors for young carers across Victoria.

Financial Performance

Carers Victoria's net operating result for the 18/19 financial year was a surplus of \$1,345,943. Total revenue for Carers Victoria increased for the year from \$12.4 million to \$13.3 million. While overall Government grants increased marginally, funds for special projects increased significantly. This is due to an increased focus on projects which provide research, training and engagement for carers and their needs.

The uncertain funding environment resulted in expenditure savings across most areas of the organisation. Many "invest for the future" programs were put on hold pending the ICSS tender result.

The financial strength of our balance sheet with Retained Earnings of \$4.0 million means Carers Victoria is well placed to meet the challenges of the transition and continue to provide efficient and effective carer services and supports well into the future.

Governance

As we go to print, the board is asking members to vote at the AGM on a new Constitution to change the organisation's legal structure from an Incorporated Association to a Company Limited by Guarantee. The change is being proposed to better position the organisation to meet future requirements in a rapidly changing landscape. These changes include Aged, Mental Health and Disability reforms, as well as the establishment of the National Carer Gateway. An optimal structure, size and scope will help in adapting to these and other changes, while assisting with financial sustainability.

Carers Australia, Carers NSW, Carers Queensland, Carers ACT and Carers NT have already transitioned to a Company

Limited by Guarantee legal structure and other associations in the national network are considering changing.

The cost effectiveness of operating under a Company Limited by Guarantee would enable Carers Victoria to operate more efficiently and be better positioned to represent the interests of carers.

Advocacy

Carers Victoria runs an active advocacy and government relations program. The reporting period started with a two-day face-to-face meeting with the National Policy Working Group to develop the framework for a 12-month work plan. Seventeen policy submissions were made during the reporting period, notably to the Federal Government's Royal Commission into Aged Care Quality and Safety and the Royal Commission into Victoria's Mental Health System. To advocate for the carer voice, Carers Victoria is represented on 19 advisory and steering groups relating to ageing, disability, mental health and chronic illness.

The four key focus areas of advocacy for carers are:

1. Recognition and value
2. Health and wellbeing
3. Education and employment
4. Financial security.

Supporting Carers – Highlights

During the 2018-19 financial year there was an increasing demand for specialist carer support services:

- We received over 33,000 telephone calls ranging from general enquiries to situations requiring urgent and intensive support
- More than 3,200 new carers registered with Carers Victoria
- Carers accessed in excess of 26,000 separate occasions of respite, including in-home respite, community access and residential respite; centre-based respite; in-direct respite, such as movies or transport vouchers and/or counselling
- Over 3,800 counselling sessions were delivered to over 1,300 carers across Victoria
- Our Education Services Team delivered over 500 workshops to approximately 12,000 participants across Victoria

- Nearly 90 carers of people with dementia attended our Dementia and Family Carers conference in June.

Young Carer Scholarship Program

The Young Carer Scholarship Program is funded through major gifts and donations. Scholarships were awarded to 184 Young Carers during the reporting period, totalling just over \$50,000. An Award Ceremony was held in July to present certificates and acknowledge their achievements.

Mingles

Mingles are a highlight on the Carers Victoria calendar. Designed especially for carers, these social occasions provided an opportunity for 805 carers across Victoria to meet other carers in similar circumstances to themselves. Carers chat over lunch, enjoy some light entertainment and meet Carers Victoria staff. Service providers are invited, enabling carers to connect with local services in their area. Funded by a mix of local and state government funding, as well as philanthropic sources, this year's Mingles program also provided an opportunity to promote a new Federal Government program, 'Be Connected' to increase digital literacy among carers.

Carer Holiday Program

Through the generosity of two anonymous donors, 28 carers experienced a weekend retreat for themselves and a guest at Balgownie Estate, providing a well-deserved holiday break. We sincerely thank these donors for making a difference to the lives of these carers.

In closing

Carers Victoria draws on the skills and talents of its staff, board members, key supporters and volunteers to work towards the vision and purpose of the organisation. With a diverse range of qualifications, expertise and experience, Carers Victoria is a collection of highly specialised teams committed to supporting, advocating and educating people in the caring role.

During times of great transition and reform, we thank our volunteer board and 86 staff members for their continuing dedication to making carers' lives better.

Carer and Community Services

Increasing demand for specialist carer services

During the 2018-19 financial year there was an increasing demand for specialist carer support services. We received over 33,000 telephone calls ranging from general enquiries to situations requiring urgent and intensive support. Our experienced team of Carer Advisors responded to over 6,500 live calls from carers across Victoria, providing tailored support in the form of information, advice, pathway navigation, referrals, emotional support and respite.

More than 3,200 new carers registered with Carers Victoria in 2018-19.

Carers who engaged with Carers Victoria accessed in excess of 26,000 separate occasions of respite (including in-home respite, community access, residential respite, centre-based respite), in-direct respite (such as movies or transport vouchers) and/or counselling. These services have been delivered by any one of our 400 subcontracted service providers located across Victoria.

Connecting with new carers

We continue to receive referrals through various channels including: GPs, My Aged Care, schools, hospitals, family and friends and self-referrals. In partnership with Victoria Police, we implemented a new referral pathway for Police Officers and Protective Service Officers who identify carers during call outs.

We have received over 200 referrals for carers who may otherwise have remained unidentified. Carers referred via this service often have a range of complex issues. To support this work we developed and implemented a risk identification and response guide for staff to provide consistent and high-quality support.

Dementia and Family Carers Conference

Nearly 90 carers of people with dementia from across Victoria attended our Dementia and Family Carers conference in June. Dementia Australia was a keynote speaker and the Public Advocate, Colleen Pearce, launched 'A medical treatment decision makers guide' and 'A clinician's guide to medical decision making'. Five other organisations covered key topics including: advanced care planning; the impact of caring; understanding behaviour changes associated with dementia; and how dementia affects sexual relationships.

"I initially thought about not "wasting" my free hours at a conference, but it has been wonderful and just being part of it has provided support and validation."



Carers Victoria staff members at the Dementia and Family Carers Conference

“I hesitated about attending... I thought it might be too painful and perhaps do more harm than good. I was wrong.”

Feedback received was overwhelmingly positive. Ninety-five per cent of participants either strongly agreed or agreed that the conference increased their knowledge of practical strategies to manage dementia. Ninety-eight per cent of participants stated that they are highly likely, or likely to implement the strategies which they learnt at the conference.

Carer Counselling

Counselling continues to be in strong demand, with feedback overwhelmingly positive. In 2018-19 Carers Victoria delivered over 3,800 counselling sessions to over 1,300 carers across Victoria, through face to face, telephone or Skype.

‘Difficult Decisions’, a joint psycho-educational program, is a new program developed by the Counselling Team and has been fully booked on three occasions. ‘Carers in Transition’, a series of three 3-day programs, is also regularly contracted by external providers.

Our three-day intensive therapeutic residential ‘Sanctuaries’, which provide a safe place for carers to express and explore the varied and unique experiences and impacts of the caring role, continue to have a positive and profound impact. Carers Victoria provided two Sanctuaries for our registered carers and were contracted by two external agencies to run the Sanctuaries program.

Mind the Step

Carers Victoria successfully delivered a pilot program called ‘Mind the Step’, funded by the Western Victoria Primary Health Network. The early intervention program for carers at risk of developing mental health issues was delivered regionally across Western Victoria. Each participant attended three workshops which explored issues around mental health, strategies to reduce the risks, and the type of services and supports which exist. The evaluation demonstrated the benefits of not only learning and exploring the challenges as an individual, but the importance of sharing experience and knowledge within the group.

Out and about with Education Services

Our Education Services Team delivered over 500 workshops to approximately 12,000 participants across the state.

The broad range of workshops, designed to suit the different needs of carers, have ensured that we have been able to provide support and information on the unique and complex journey of caring.

Popular programs included educating carers on accessing and navigating complex systems such as the NDIS and My Aged Care. These sessions empower carers to make informed decisions which will best assist the person they care for and themselves.

Our thought-provoking wellbeing workshops provided the opportunity for carers to learn, develop and practice a variety of skills and concepts to improve their individual health and wellbeing. These workshops also provided an excellent opportunity for carers to share experiences and reduce their feelings of isolation.

The workshops consistently achieved our aim of improving the wellbeing of carers, with over 95 per cent of carers reporting they gained valuable knowledge. The team also represented Carers Victoria at over 20 expo events, showcasing our range of services and building relationships with other service providers.

“Feel empowered.”

“This was very helpful, and I will put it to use.”

“Interactive, interesting, informative, eye-opening. Facilitator is charismatic.”

“Love the interactions with other people in the workshop.”

Calendar of events

Almost 2,000 carers attended one of our 110 events to increase their social connectedness and improve their health and wellbeing. The groups included four monthly movie groups, two monthly brunch groups, two monthly walking groups, a monthly 65+ years program and two Carers Week events. Some new initiatives included a 10-week ‘Body Balance’ program, ‘The Aspiring Writer Workshop’ delivered by Writers Victoria and a ‘Carers Who Cook’ program. Carers regularly commented on how beneficial they found these groups.

“I could not recommend this highly enough. Group counselling was so powerful and the purpose of the sanctuary for me was ‘knocked out of the park.’”

NDIS Carer Advisory services

The NDIS Carer Advisors provided specialist support to carers across the state by telephone and via two regional forums. The NDIS Carers Online closed Facebook group has over 2,000 members and has been a new medium for Carers Victoria to respond to carers' concerns and complex questions. Carers regularly reported they felt more informed about the systems and processes and more confident in articulating the needs of the person they care for.

Carers Victoria published the 'NDIS Handbook for Carers' which provides practical advice and support on how to achieve the best possible outcomes for both the person being cared for and for carers. It has been translated into four languages.

Young Carers

Carers Victoria organised five events in Melbourne's West which provided opportunities for young carers to connect, socialise and have time away from the caring role. Each event supported approximately 25 young carers from 7 to 18 years of age to attend. Activities included attending an indoor trampoline centre and a musical in the city. Graduates of the Young Carers Program continue to participate due to the positive impact of these events.

We have increased our engagement with young carers in the local community by co-locating in the Youth Hubs in the cities of Brimbank and Hobsons Bay on a fortnightly basis. These collaborations have highlighted the importance of educating service providers about

young carers, as many staff were previously unaware they have young carers as clients.

In partnership with FaPMI (supporting families where a parent has a mental illness), the Young Carers Program delivered two 'Space4Us' four-day programs, which focused on psycho-education and peer support. The programs provided 10 young carers (aged 12-18) with an opportunity to share experiences around caring for a parent with a mental illness, as well as building knowledge and awareness. The program ran in the April school holidays in the cities of Melton and Brimbank. Activities included a drum beat session, bowling, art therapy, Laser Tag and a stress bucket activity.

Similarly, in partnership with CHAMPS (a peer support program for children of parents with a mental illness) the Young Carers Program delivered a four-day program supporting young carers from 8-12 years of age. Eleven children from the Western region participated in psychoeducation activities, such as a stress body-mapping exercise and art therapy. Other mental health and wellbeing activities included having external guests facilitate an animal therapy session where the children could interact with rabbits and dogs. All participants gave positive feedback and expressed they would like to return.

LaunchME

LaunchME supports 25 young carers across Victoria, assisting with job readiness skills, identifying goals to return to study and the development of microenterprise skills. The program

is delivered in partnership with Good Shepherd Microfinance and funded by the Department of Social Services.

One participant is being supported to expand their small business as a music teacher. The young carer cannot work fulltime outside of their caring role. Therefore, this opportunity provides the young carer with the ability to work from home and to continue to support those needing care.

School Holiday Programs

The school holiday programs support young people with disabilities and their siblings from 6-18 years of age. In 2019, 20 young participants attended a Sensory Friendly Movie activity during the January and April school holidays. Carers reported that through these events their children made friends with other young people and carers developed friendships with other carers.

Diversity

Carers Victoria has commenced work towards achieving Rainbow Tick accreditation. We have delivered: training to all staff and board members on LGBTIQ+ inclusive practice and reviewed policies and processes. Carers Victoria also developed a Reconciliation Action Plan which has been submitted to Reconciliation Australia for feedback.



LaunchME
Young Carers Program







Community Engagement

“We never want to be bereft of the Carers Hub and the pivotal role it plays in our lives as carers. Without the Hub, where will we go for help as carers? Who will care for the carers?”

Mildura Carer Blueprint

The highlight of the third year of the Mildura Carer Blueprint pilot project was an independent evaluation which demonstrated that carers using the Carers Hub were connected to a greater number of carer related services and felt these services more fully ‘met’ their needs as a carer.

The evaluation found that carers believed engaging with the Carers Hub positively supported and sustained them in their role as a carer, rating the impact of the Carers Hub on their ability to continue caring as 79 out of 100.

Mildura carers highlighted a number of positive changes, including increased connection to other carers, increased confidence in their caring role and better knowledge of and connection to services for carers.

The Carers Hub model has demonstrated pathways to address gaps in carer supports and services, increased cooperation between service providers and enabled more strategic advocacy for carers.

Carers Victoria’s funding for this pilot project has ended and we are currently looking for support from the Mildura community to partner with Carers Victoria so we can continue to support the carers from this region.

Carers Victoria thanks Bendigo Health for sponsoring the pilot project and the volunteer members of the Steering Group: Don Laity, Sandra Summerton, John Purcell, Jan Cecchi, Leanne Rahmel, Amanda Kilaris, Shane Johnston, Sharon Lavery, Suzette Toepfer, Jeni Snadden, Belinda Fitzgerald, and Bertilla Campbell.

Young Carer Scholarships 2018

Young carers are empowered by the Young Carer Scholarship Program, now in its twelfth year, to dream big and achieve their goals. Supporting over 1,600 young carers to date, the scholarships have a variety of positive impacts. Many of the community-based activities provide respite, peer networking and support opportunities and can assist in sustaining the mental health of young carers. This crucial program supports, recognises and raises awareness of these amazing young people. This financial year 184 young carers were awarded a scholarship, sharing a total of \$51,750.

Carers Victoria held an inaugural Young Carers Scholarship Program Award Ceremony this year. Ninety people, including 26 young carers and their families, attended to celebrate the young carer recipients of the scholarship. Special guests, Carers Victoria Board President Sue Peden and Jo Baldwin from Good Shepherd Microfinance awarded the young carers their certificates. The event included a morning tea, entertainment from magician and mentalist Cath Jamison, and speeches from Carers Victoria’s CEO Scott Walker and Carers Victoria Young Carer Program Scholarship Ambassador, Michael Casha.

Young Carer Feedback

- **Young carer Izack** – “The scholarship makes you feel that everything you are going through is worth it, is appreciated and acknowledged.”
- **Young carer Sarah** – “The Young Carer Scholarship helped me realise that helping to look after my brother is actually not a burden and that it means a lot to him and my family.”



National Carers Week Activity Grants 2018

The National Carers Week Activity Grants Program awarded 151 grants totalling \$36,071 to Carer Support Groups to host grassroots events across Victoria in National Carers Week.

These events were promoted online to raise awareness with carers wishing to join the Carer Support Groups for this event and potentially for ongoing support. Group facilitators are provided with an online link to National Carers Week posters and information on how to support their event.

Mingles 2018

The 2018 Mingle Program hosted free lunchtime social events to 805 unpaid family and friend carers across 10 locations, including Melbourne Zoo, Mildura, Mount Dandenong, Preston, Ballarat, Dandenong, Wangaratta, Manningham, Melton and Kingston. The Mingle Program aims to provide carers with important health and wellbeing messages; connections with other carers and Carer Support Groups; recognition of the value and importance of their carer role; crucial information about services and supports and identification of new carers linking them with the caring community.

The theme of Mingle 2018, 'Reflections', aimed at carers reflecting on their thoughts, feelings, behaviour, life experiences and the lives of those around them. Carers were encouraged to 'reflect, rewind, recharge and reinvigorate'. Comedian Doug Chappell entertained carers and Carers Victoria staff members dressed up as desserts and engaged carers in fun wellbeing activities.

Feedback

- "This really was something special that I look forward to. This got me through the past two months to wait for this when I wouldn't have otherwise got through."
- "I value the information, entertainment, and everything about the Mingle. Please make it more often for the carers."
- "It would be great to do this more often. Thank God for your organisation, you do an amazing job for carers."

Carer Holiday Grants Program

The objectives of the Carer Holiday Grants Program, set by two generous anonymous donors, are that carers feel acknowledged, valued and have an opportunity to take a break.

The Carer Holiday Grants Program this financial year offered 28 carers, and their guest, a weekend away at picturesque Balgownie Estate in the Yarra Valley. The retreat included two nights' accommodation, meals and a spa treatment.

The unanimous feedback from carers was as expected. All were appreciative of the experience, did not realise how much they needed the getaway and all felt the benefits of the break.

Feedback

- "Much appreciated and I felt valued as a carer as my needs were considered. The holiday gave me the opportunity to feel like a real person, a member of society. I got to have uninterrupted sleep, and I got to have a haircut and feel nice about myself."
- "For us the holiday grants program was a life saver. We would never have had the chance to have this break otherwise. To have the opportunity just to do the most simple things for ourselves and to sleep was a godsend. Words can't truly explain or express the importance this short break had on our lives."

Thank you to our supporters

- City of Kingston
- City of Hume
- City of Greater Dandenong
- City of Manningham
- City of Melton
- Odonate Foundation
- Rotary Club of Mount Eliza.

Thank you to our volunteers

- Community Engagement Volunteer and Carers Victoria Life Member – Veronica Hassing
- Mildura Carers Volunteers – Wendy Vanek and Lee Farmilo.



Mildura Mingle – Carers attending bus tour of the Silo Art Trail

Membership

Carers Victoria's current membership is 8,166. The continued growth of members is attributed to marketing and promotional activities throughout the organisation.

Everything Carers

Everything Carers has provided an online space for carers in Victoria to bring together local carer news, information about peer support, carer resources and two directories providing a list of service providers and carer support groups.

More than 400 news items were posted on Everything Carers from 80 organisations across Victoria during July 2018 to June 2019, and viewed by more than 91,000 people.

Everything Carers has now been integrated into the upgraded 'new' Carers Victoria website which went live in May. Combining the two websites has created a simpler user experience to better support carers with the added benefit of streamlining resources.

Policy and Research

The Policy and Research team continued our advocacy at state and national levels for change in systems affecting people in care relationships. The team prepared 16 submissions, contributed to Carers Australia submissions, and participated in numerous consultations on key issues for carers.

In July 2018 the team hosted the National Policy Working Group (NPWG) meeting of the National Network of Carer Associations. The NPWG usually meets monthly via teleconference or videoconference, with a face-to-face meeting once per year. This year Carers Victoria hosted policy staff from Carers Australia, Carers WA, Carers Queensland and Carers Tasmania for two days. The group discussed current policy issues in each state or territory, heard from guest speakers on a range of topics and formulated policy and advocacy priorities for the coming year.

At the state level, our long-term advocacy for a whole-of-government Victorian Carer Strategy came to fruition, with the team's work instrumental in the development of the Carer Strategy 2018-22 launched by Premier Daniel Andrews in July 2018.

2018 Election Platform

In the lead up to the Victorian Election on 24 November 2018, the Policy and Research team prepared an online survey to inform development of our election platform. Over 700 carers responded, with strong representation from carers in rural and regional Victoria. The team developed election platform 'key asks' and finalised a list of relevant Victorian MPs for meetings with the CEO. The team also worked closely with the Community Engagement team to involve Victorian carers in meeting with their local MPs, seeking their support for the Victorian Carer Strategy and to address key gaps identified in Carers Victoria's election platform. The team also supported partner organisations in the development of pre-election platforms, including COTA Victoria, Mental Health Victoria and VCOSS.

Pre-budget submission

The team presented priorities to Minister Luke Donnellan for the 2019/20 pre-budget submission focused on addressing remaining gaps in the Victorian Carer Strategy:

1. Individual advocacy for carers
2. Targeted support for older carers
3. Accessible services for rural and regional carers
4. Housing solutions for carers and people receiving care.

Research

The Policy and Research team continued to respond to many and varied requests from universities and research institutes for carer participation in research, while also shaping the future direction of research concerning carers and care relationships in line with the themes of Carers Victoria's Research Agenda:

1. The social contribution of care
2. Quality of life for carers
3. Supporting carer capabilities.

Carers Victoria has joined the Melbourne Ageing Research Collaboration and is working with the National Ageing Research Institute on a range of projects and with Deakin University to estimate the value of unpaid care provided to people with dementia in Australia.

Presentations

The team presented on various topics at:

- Australian Institute of Family Studies Conference in Melbourne July 2018
- National Ageing Research Institute Annual Seminar October 2018
- Australian Association of Gerontology Conference November 2018
- Peter MacCallum Hospital Cancer Survivorship Centre Community of Practice Forum
- National Equally Well Symposium March 2019.

Developing Policy Experience

The Policy and Research team is committed to providing professional social policy work experience for students. During the first half of 2019, the team hosted a Master of Public Policy intern from the University of Melbourne and is hosting a Master of Social Work student from RMIT in the second half of 2019.

Royal Commissions

Successive Royal Commissions announced by both federal and state governments provided high profile opportunities to represent both the unpaid contribution of family and friend carers and their support needs to sustain care relationships.

Carers Victoria was very pleased to be invited to participate in community consultations held by the Royal Commission into Aged Care Quality and Safety in Mildura in June 2019.

With national Royal Commissions into Aged Care and Disability and the Victorian Mental Health Royal Commission continuing into 2019/20 and beyond, the Policy and Research team will continue to be fully occupied in systemic advocacy for carers and the people they care for.

List of policy submissions

Submission	In response to
NDIS Specialist Disability Accommodation Pricing and Payments Framework Review	Australian Department of Social Services and KPMG
Supported School Transport and the NDIS discussion paper	Australian Department of Social Services
Victorian Health Services Complaint Handling Standards discussion paper	Victorian Health Complaints Commissioner
Carers Australia submission on The Next Generation of Employment Services	Australian Department of Jobs and Small Business
Issues Paper on the National Disability Agreement Review	Australian Productivity Commission
Victorian Gender Equality Bill	Department of Premier and Cabinet, Victoria
Draft Disability Action Plan 2018–2020	Victorian Department of Health and Human Service
Victorian disability advocacy futures plan 2018-2020 discussion paper	Victorian Department of Health and Human Service
Draft Terms of Reference	Royal Commission into Aged Care Quality and Safety
Accessible Housing Options Paper	Australian Building Codes Board
National Arts and Disability Strategy	Australian Department of Communications and the Arts
General issues with the NDIS	Australian Parliament Joint Standing Committee on the NDIS
NDIS Thin Markets Project discussion paper	Australian Department of Social Services and Ernest and Young
Inquiry into the Commercial Passenger Vehicle Industry Act 2017 Reforms	Victorian Parliament Economy and Infrastructure Committee
Issues Paper on the Social and Economic Benefits of Improving Mental Health.	Productivity Commission
Brief Statement on Charter of Rights for Carers	Royal Commission into Aged Care Quality and Safety
Draft Terms of Reference	Royal Commission into Victoria's Mental Health System

Financial Report

After a number of years of uncertainty, the result of the ICSS tender was announced in late August 2019, providing clarity for a significant portion of our future funding.

With the current funding contracted to 31 May 2020, the organisation is well underway with its strategic planning and rationalisation to transition to a different and new environment by June 2020.

Carers Victoria's net operating result for the 18/19 financial year was a surplus of \$1,345,943.

Total revenue increased for the year from \$12.4 million to \$13.3 million.

Overall government grants increased marginally whilst funds for special projects increased significantly, year on year. There has been an increased

focus on projects which provide research, training and engagement for carers and their needs.

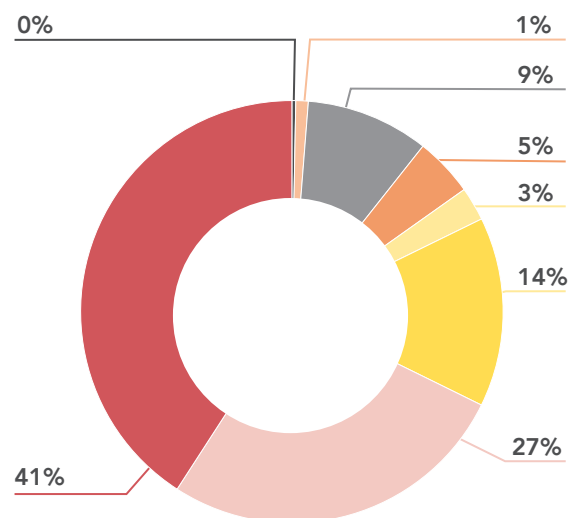
In response to the uncertain environment Carers Victoria has seen expenditure savings across most areas of the organisation. Many "invest for the future" programs were put on hold pending the ICSS tender result.

The financial strength of our balance sheet means Carers Victoria is well placed to meet the challenges of the transition and continue to provide efficient and effective services well into the future.

The Carers Victoria financial report is available upon request. Please email finance@carersvictoria.org.au

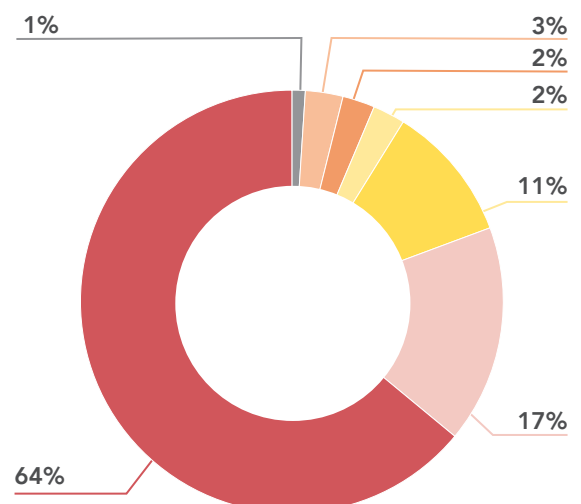
Income

Donations	39,493
Sponsorships	126,882
Grants for Special Projects	1,254,055
Other Income	602,686
State Brokerage Income	343,491
Federal Brokerage Income	1,935,203
State Government Grants	3,580,832
Federal Government Grants	5,445,303
Total	13,327,945



Expenses

Vehicle and Travel Expenses	122,277
Consultants Fees	344,520
Rent and Rates	295,705
State Brokerage Expense	296,173
Other Expenditure	1,257,391
Federal Brokerage Expense	1,996,805
Salaries, Wages and Oncosts	7,669,131
Total	11,982,002



Committees, Groups and Acknowledgements

As the state-wide peak body, Carers Victoria is committed to being a strong voice on behalf of carers within the community. We are active members of the following advisory groups and committees.

HealthWest Partnership
Management Group

CHSP Care Relationships and Carer
Support Sub-Programme Victorian
state-wide Network

Chair of the Committee of Management
of the Chronic Illness Alliance (CIA)

Commonwealth Department of Health
CHSP Community Care Advisory
Committee (CCAC), Victoria

DHHS Victoria End of Life and Palliative
Care Framework Implementation
Advisory Group

Ethnic Communities Council of Victoria
(ECCV) aged care and health policy
sub committees

Family Safety Victoria (FSV) Diverse
Communities and Intersectionality
Working Group

National Ageing Research Institute
(NARI) Strategies for Relatives (START)
online research project advisory group

National Aged Care Alliance (NACA)
advisory group - Care at Home Reform
Advisory Group

National Aged Care Alliance (NACA)
advisory group - My Aged Care
Gateway

Victorian Government Elder Abuse
Advisory and Safeguarding Group

Victoria Police Seniors Portfolio
Reference Group

Victoria Police Disability Portfolio
Reference Group

Human Services and Health
Partnership Implementation
Committee (HSHPIC) Victoria

National Network of Carer Associations

NDIS Implementation Taskforce
(ITF) and ITF working groups on:
Participant needs and mainstream
interface; workforce readiness and
market readiness

State Trustees Australia Foundation
(STAF) Ageing, Disability and Mental
Health Collaborative Panel

VCOSS Peak and State-wide
organisations Networks Forum

DHHS Mental Health Carer
Partnership Dialogue

Tandem (Mental Health Carers)
members meetings

Tandem NDIS and Mental Health
Working Group

Safewards Community of Practice –
Office of the Chief Mental Health Nurse,
DHHS Carer and Consumer Guidelines
Working Group

Working with Families and Carers
Practice Guidelines Working Group
- Mental Health Branch - Health and
Wellbeing Division, DHHS

Victorian Transcultural Mental Health
Working Group

North Western Melbourne Primary
Health Network (NWMPHN) LGBTI
Suicide Prevention Taskforce

NWMPHN Your Say Advisory Group

DHHS Consumer Participation in
Health Advisory Committee

Department of Social Services (DSS)
Subject Matter Expert Working Group
on the Integrated Carer Support
Service (SME)

National Carer Counsellor Register
(NCCR) Working Group

Victorian Carers Services
Network (VCSN)

National LGBTI Carer Services Network

National LGBTI Health Alliance –
LGBTI Ageing & Aged Care Advisory
Committee

Rainbow Network – LGBTIQ Youth
Service Providers Network

Val's – Aged Care Service
Providers Network

Western Health Education Best Practice,
Clinical learning environment framework
Working Group

Aged Care Teachers Network

Western Dementia Action Alliance

Subject Matter Expert Group (SMEG)
for Service Skills Organisation -Skills IQ

National Policy Working Group (NPWG)

Office of the Public Advocate Policy
and Research Advisory Group

Gay and Lesbian Foundation of
Australia (GALFA)/ VALID: LGBTIQ
disability self-advocacy project
advisory committee meeting

NDS Research Advisory Group

Health Literacy Alliance (HealthWest)

Space4Us Young Carers Working Group

National Young Carers Network

Board

Sue Peden – President
Helen Johnson – Vice President
Mark Van Zuylekom – Treasurer
Guy Carvalho
Charles Hardman
Callum Ingram
Matthew Monaghan
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