



 **Carers
Australia**

ANNUAL REPORT 2017–18

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CARERS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM CHALLENGES INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION DISCUSSION ADVOCACY INCLUSION CHALLENGES



16 Napier Close, Deakin
ACT 2600 AUSTRALIA

E caa@carersaustralia.com.au
T 02 6122 9900
F 02 6122 9999
W carersaustralia.com.au



facebook.com/carersaus
twitter.com/@carersaustralia

ABN 12 231 938 308

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION VALUES
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION VALUES ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION

The five most recent Presidents of Carers Australia (l-r):
Pam Webster (2007–09), Helen Johnson (2009–10), Dr Tim Moore (2010–13),
Karen Cook (2013–17) and Dr Peter Langkamp (2017– present).



ABOUT CARERS AUSTRALIA

Carers Australia is the national peak body representing Australia’s carers, advocating on their behalf to influence policies and services at a national level. We work collaboratively with our partners and member organisations, the Network of state and territory Carers Associations, to deliver a range of essential national carer services.

Our Vision

An **Australia** that **values** and **supports** the contribution that **carers** make both to the **people** they care for and to the **community as a whole**

Our purpose

We work to improve the health, wellbeing, resilience and financial security of carers and to ensure that caring is a shared responsibility of family, community and government.

Our patron

His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd), Governor-General of the Commonwealth of Australia.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

CONTENTS

Our purpose	1
Our patron	1
ABOUT AUSTRALIA'S CARERS	2
Carers at a glance	3
FROM THE PRESIDENT AND CEO	4
NATIONAL CARERS WEEK 2017	7
NATIONAL CARER SERVICES	9
7 TH INTERNATIONAL CARERS CONFERENCE	10
YOUNG CARER BURSARIES	12
YOUNG CARER NETWORK	13
CARERS AND THE NDIS	14
INFLUENCING GOVERNMENT	16
Our focus this year	17
Membership of committees and advisory groups	18
Working with other peak organisations	19
Submissions	20
A NEW APPROACH TO SOCIAL MEDIA	22
NEWS AND MEDIA	24
Media releases	24
Carers National News	25
Social media	25
ABOUT US	26
Government funding	27
Corporate sponsor	27
Our board	27
Our staff	28
FINANCE REPORT	29

ABOUT AUSTRALIA'S CARERS

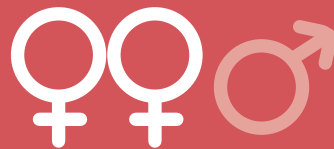
Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue, or who are frail aged.



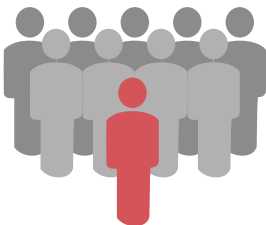
Carers at a glance

- There are 2.7 million unpaid carers in Australia¹
- Around 856,000 carers (32%) are primary carers, those who provide the most informal assistance to another individual¹
- The replacement value of the unpaid care provided in 2015 was \$60.3 billion - over \$1 billion per week²
- The 2015 weekly median income of primary carers aged 15–64 was 42% lower than that of non-carers¹
- More than two thirds of primary carers are female¹
- The average age of a primary carer is 55¹
- 272,000 carers are under the age of 25, or around 1 in 10 carers¹
- More than half (55%) of primary carers provide care for at least 20 hours per week¹
- One third of primary carers provide 40 hours or more of unpaid care per week¹
- It is estimated that carers provided 1.9 billion hours of unpaid care in 2015²
- 56% of primary carers aged 15–64 participate in the workforce, compared to 80% of non-carers¹

¹ Australian Bureau of Statistics (2015) *Survey of Disability, Ageing and Carers*.
² Deloitte Access Economics (2015) *The Economic Value of Informal Care in Australia 2015*.



2:3 CARERS
are female



1:10 CARERS
are under
25 years of age



1.9 BILLION
hours of unpaid care
provided in 2015



2.7 MILLION
unpaid carers in Australia



40+ HOURS
1:3 primary carers
provide 40+ hours of
unpaid care weekly



60.3 BILLION
replacement value of
unpaid care in 2015

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

FROM THE PRESIDENT AND CEO

4

There is no doubt that the highlight of the past year was the successful 7th International Carers Conference that Carers Australia hosted in Adelaide in October. More than 600 delegates from around the world attended the three-day event making it the largest international carer conference held so far. The line-up of keynote speakers, individual presenters and the exhibitors was impressive as were the MCs Karen Cook and Tim Moore, both former Presidents of Carers Australia. Feedback from those attending confirmed that the organisers of the next conference in the US in 2020 will have much to live up to. Thanks to the staff of Carers Australia and Carers SA, the Steering Committee and the Scientific Committee, for putting together a first class event and making it run so smoothly.

Quickly following the Conference was National Carers Week which set a new benchmark for us for all forms of media coverage. The suite of video resources featuring our campaign ambassador, actor, Aaron Pedersen, generated an eight-fold increase in views on the previous year—a remarkable achievement. The launch of the Week in Brisbane, organised in conjunction with Carers Queensland's Business Friendly Awards, was opened by Assistant Minister Jane Prentice MP and showcased a new co-operative project between Carers Australia and Maven Dental offering free dental services to carers for one day during the Week. We look forward to continuing this valuable relationship.

Our profile at the annual Garma Festival continued to grow, as we hosted a group of 20 representatives from a broad range of business, government and community organisations. As in previous years, all attendees took a great deal from this immersive experience and some excellent stakeholder relationships were established.

During the year we continued our strong advocacy on a range of issues of concern to carers, including the dwindling availability of respite within both aged care and the disability sector. We also continued our ongoing campaign, along with other peak bodies, against a range of proposed government measures to restrict access to social security assistance for the most disadvantaged Australians, including those receiving Carer Payment. While these measures remain on the government's agenda, we will not lessen our efforts to advocate against them. We will continue to influence policy-makers through our membership of the Ministerial Aged Care Sector Committee, as well as our active participation in both the National Aged Care Alliance and the National Disability and Carer Alliance. We remain optimistic that our advocacy will bring positive results in the short and longer term.

On the positive side, the Government moved significantly during the year to implement the Integrated Carer Support Service (ICSS) bringing together a range of carer support services that have until



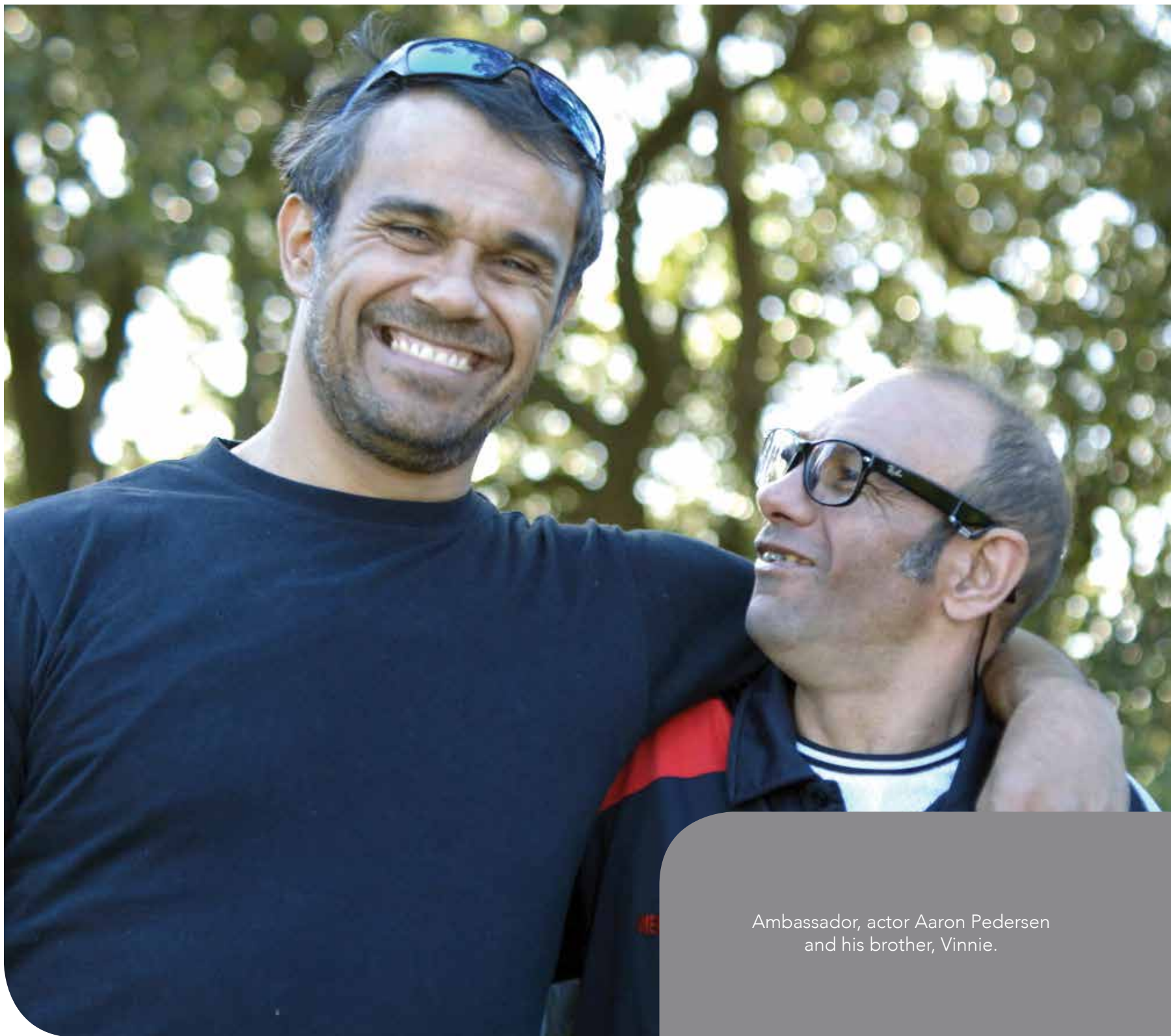
Ara Cresswell [Chief Executive Officer] and Dr Peter Langkamp [President] of Carers Australia.

now been delivered by a large number of providers, including Carers Australia and the state and territory Carers Associations.

Tenders for the national digital counselling and coaching services were called during the year and further details of the proposed Regional Delivery Partners were released in April for further consultation. Following our long-standing involvement in the co-design of the ICSS, we were pleased to see that concrete steps are now being taken to implement the new service. We remain concerned, however, that the ICSS may not be properly funded; to ensure its success, its implementation must be reviewed within two years. We were pleased that the Department of Social Services contracted us to produce a range of educational modules for the Carer Gateway before the end of June 2019. We were also pleased that the Department extended the Young Carer Bursary program for another year.

As we ready ourselves for another year of effective engagement and achievement, we thank the Board and staff for their continued dedication and hard work to realise our vision and purpose. We also thank our sponsors for their support, the state and territory Carers Associations for their collaboration with us, and our funding bodies for their ongoing recognition of our work.

ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES



Ambassador, actor Aaron Pedersen
and his brother, Vinnie.

NATIONAL CARERS WEEK 2017



NATIONAL CARERS WEEK

National Carers Week remains our marquee annual event, raising community awareness and celebrating the 2.7 million unpaid carers across the country.

The launch of National Carers Week 2017 was held in collaboration with Carers Queensland, who hosted their annual 'Carer-Friendly Business Awards' in Brisbane on Friday 13 October. The Week was officially launched by the Hon Jane Prentice MP, Assistant Minister for Social Services and attended by Local Member, Graham Perrett MP; Carers Australia President, Dr Peter Langkamp; CEO, Ara Cresswell; Carers Queensland CEO, Debra Cottrell, local dignitaries, business people and carers.

A key element of the launch event was the announcement of 'Maven Dental Day', an initiative of Carers Australia and Maven Dental Group to offer free basic dentistry to unpaid carers across the country on Sunday 15 October. Over 300 unpaid carers benefited from this generous offer.

We were again able to generate record results with our official television commercial, and there was an eight-fold increase in social media views on the previous year. The TV ad was regularly broadcast on commercial television in every state and territory and featured our National Carers Week Ambassador, actor Aaron Pedersen, who cares for his brother, Vinnie.



National Carers Week was launched by the Hon Jane Prentice MP.

Mr Pedersen also undertook extensive national radio media work, highlighting the importance of the caring role, recognition and support.

We also produced a number of young carer-centred videos, featuring young carers from every state and territory who spoke of their caring role and the importance of services and supports.

Carers Australia hosted a celebratory morning tea event at Parliament House, Canberra, which was well attended by politicians from all sides, including Minister Porter, Assistant Minister Prentice, Tanya Plibersek, Tony Abbott, Joel Fitzgibbon, and Senators Rachel Siewert and Jacqui Lambie. The event generated much positive social media activity and gave local carers the opportunity to directly engage with Federal policy-makers.

Many wide-ranging events were staged across Australia by the state and territory Carers Associations, most of which were listed on the National Carers Week website. The official website also acted as a one-stop shop for information, engagement opportunities and methods, and promotional content.

National Carers Week 2017 maintained the consistently high level of general awareness of previous years, while also achieving huge increases in exposure across dedicated mediums, thanks to the focus on video resources.

Our thanks to the Department of Social Services who again provided funding for the Week's events.

REFORM INDIVIDUALS CHANGE VALUES
GES CARERS ACCESS REFORM INDIVIDUALS
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
CHALLENGES CARERS ACCESS INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS VALUES

NATIONAL CARER SERVICES

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

Carers Australia continues to provide a range of supports and services for unpaid carers across the country. Funded by the Department of Social Services (DSS), we deliver two major national programs: the National Carer Counselling Program (NCCP) and the Carer Information and Support Service (CISS) which supports the Carer Advisory line in each state and territory.

Delivered by the Network of state and territory Carers Associations, Carers Australia is responsible for financial accountability, quality standards and consistency of practice.

In 2017–18 over 21,000 counselling sessions were provided to over 6,000 carers across Australia, and the national 1800 number received over 52,000 calls from people in need of advice—over 1,000 calls every week.

In order to promote our services, we also produced an information video for counsellors highlighting issues specific to unpaid carers and we developed the Carer Counsellor web portal to improve connectivity among those providing this much needed and valued service.



7TH INTERNATIONAL CARERS CONFERENCE

”

Congratulations - I thought that the conference was outstanding. Well planned, well organised, and well run. I had some excellent feedback and (as far as I could tell as an attendee) the entire event was seamless!

”

There is no doubt the conference this week will be remembered as a highlight in the life of carers in Australia in 2017. Carers Australia will be recognised internationally for this great event. And for having raised the bar for the next meeting.



In October Carers Australia staged the successful 7th International Carers Conference in Adelaide, which took an in-depth look at *'caring into the future'*.

Over 600 delegates from all over the world attended the conference, which featured 15 keynote speakers, 141 concurrent sessions, 40 exhibitors and four supplementary events. Almost 350 delegates engaged with the Conference App, which provided complete program details, the opportunity to connect with fellow delegates, sponsors and exhibitors and notified delegates of program changes and supplementary events.

All keynote speakers were positively referenced in the conference evaluation questionnaire issued to all attendees, but standouts were clearly Christopher Hills and his father Garry, and Dr Jordan Nguyen.

Garry and Christopher gave a joint presentation, with Garry appearing via video while Christopher took centre stage. Such is the unified approach of this pair, Garry not being physically at the conference did not detract from their presentation, which was one of the more popular of the conference.

The engaging Dr Jordan Nguyen provided insights into the field of biomedical engineering and the technological innovations to support people with disabilities and those in aged care, which in turn can provide assistance to carers.

Officially opening the conference, Federal Minister for Social Services, the Hon Christian Porter MP, announced three trial initiatives to improve the lives of young carers and help reduce the risk of long term welfare dependency, under the Government's Try, Test and Learn Fund.

The conference offered many, wide-ranging concurrent session presentations in 11 rooms across the three days, all catered for by the Adelaide Convention Centre, as well as a busy exhibition hall.

Display booths showcased information, products and services for carers and care recipients. Major sponsor, Bupa, provided 10-minute massages to aching delegates and four pharmacists from another major sponsor, Amcal, completed 94 health assessments to attendees, including diabetes testing, heart health and a medications review.



Apple showcased its assistive technology and products within the Carers Australia Smart Home, and the driverless car pod attracted a lot of interest.

A number of organisations took the opportunity to hold a launch event or panel discussion during the conference. The International Alliance of Carer Organisations and Merck hosted breakfasts to launch an international carer toolkit and the Embracing Carers initiative respectively. Another breakfast, hosted by Abbvie, gave delegates the opportunity to hear about living with Parkinson's Disease from the perspective of a patient, a doctor and a carer.

The final conference plenary featured a light-hearted debate that contested: *If caring was an Olympic sport, Australia would win gold.* With an international team comprising representatives from Ireland, Canada and the UK versus an Australian team, there were amusing Olympic-themed slides and Australian props.

”

Thank you for a wonderful event, organised brilliantly.
Well done to all at Carers Australia, you are stars!

”

I wanted to say a huge thank you and well done for the successful hosting of the 7th International Carers Conference! It was a wonderful event, packed with content and inspiring presentations. It was just a shame it wasn't possible to hear every single presentation!

In honour of our Indigenous heritage, an Aboriginal message stick was passed from Carers Australia CEO, Ara Cresswell, to the hosts of the 8th International Carers Conference in 2020, Rick Greene and Grace Whiting from the National Alliance for Caregiving USA. This symbol reflected the burgeoning international carer movement and the importance of maintaining communication and engagement among the many international organisations.

Thanks to the many sponsors and partners, as well as the staff of Carers Australia and SA, that made the International Conference the most successful to date.

ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION



93%

reported an improved sense of wellbeing

”

The bursary helped me with my studies by taking the financial pressure off me to work so much, I am really grateful to have received it.



84%

reported improvement in their grades for the year



94%

felt their independence had been enhanced

”

It was a great resource to help become independent while studying and continuing my caring role. This year would have been a lot tougher to manage without it.

”

The bursary has helped me focus on education, increased my respite and improved my independence.



87%

reported their education participation improved

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION

YOUNG CARER BURSARIES

The Department of Social Services has funded Carers Australia to deliver the Young Carer Bursary program since 2014, assisting up to 333 young carers each year to continue in their education. We coordinate all activities including promotion, assessment, validation of approved applicants, delivery of payments and completion of mid- and end-of-year surveys.

316 young carers completed their studies in the 2017 calendar year with assistance from the bursary program and reported consistently positive outcomes through their periodic surveys.

After receiving funding in 2017:

- 84% of bursary recipients' grades improved
- 87% reported an increase in education participation
- 94% felt their independence had been enhanced; and
- 93% reported feeling an average or above average level of wellbeing.

In preparation for the 2019 application process, Carers Australia improved the online portal to enhance the user experience. The portal upgrades have also enabled us to continue streamlining the administrative processes that support the program.



YOUNG CARER NETWORK

This year we have worked with young carers from all around the country to design a new dedicated website for young carers, to provide extensive online resources and opportunities for the 272,000 carers under the age of 25 across Australia.

In addition to being a source of information, the website will enable young carers to interact with other young carers, share their stories and opinions, attend live webinars and learn new skills. It will also contain

valuable resources for educators, medical professionals and parents/guardians so that they may better understand and assist young carers.

By creating a safe environment for interaction among peers, learning opportunities and a variety of relevant information and connections, the Young Carer Network will provide an invaluable means of speaking with and listening to young carers.

CARERS AND THE NDIS

14



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION

A photograph of three people standing in front of a large banner for National Carers Week 2017. On the left is a man in a dark suit and blue patterned tie. In the center is a woman with short grey hair wearing a white t-shirt with the Carers Australia logo and 'NATIONAL CARERS WEEK' text, under a black blazer. On the right is a woman with short brown hair wearing an orange blazer over a black dress and a pearl necklace. The banner behind them features the Carers Australia logo, the text 'NATIONAL CARERS WEEK 2017', the dates '16-21 OCTOBER', and the slogan 'CARERS COUNT'. The website 'www.carersweek.com.au' is also visible at the bottom of the banner.

The Government's extensive agendas in these areas continue to involve Carers Australia in very high levels of consultation, submissions to inquiries, meetings with ministers and other parliamentarians.



Our focus this year

With respect to aged care, we made a submission to the Government's *Legislated Aged Care Review 2017* which evaluated the impact and effectiveness of the changes made under the *Living Longer, Living Better* aged care reform. We highlighted that anecdotal evidence suggested residential aged care respite for both emergency and planned respite was becoming very hard to get. The Review noted that, while it could not find compelling systemic evidence, there should be a short-term review of existing respite arrangements. Subsequently the Government referred this review to the Aged Care Financing Authority (ACFA). We undertook a survey of carer support organisations which confirmed our claims submitted to the ACFA review, which is due to report to the Minister for Aged Care in October 2018.

With respect to disability care, we have made numerous representations and submissions on the issue that not only is respite not recognised as a service in the NDIS, but also it is becoming more difficult to access through previous national and state programs because the funding is being or will be transferred to the NDIS. In other cases, where programs are being continued, carers lose access to them if they are caring for someone in the NDIS.

Other concerns we have raised in the aged care space include the shortage of, and long wait times for, higher level Home Care Packages and the need for higher levels of support for people with dementia and their carers. We have also joined with other organisations in highlighting the inadequacy of NDIS pricing for a range of services, the complexity and inconsistency of NDIS planning processes and gaps in the implementation of programs such as the Early Childhood Early Intervention (ECEI) program.

Conversations with the Minister for Social Services and the Department of Social Services on the design and implementation of the proposed new national Integrated Carer Support Services (ICSS) model continued throughout 2017–18.

Carers Australia was also active in advocating against a raft of proposed measures to limit eligibility for, and access to, social security assistance for the most disadvantaged Australians, including those receiving Carer Payment.

We continue to engage with our Parliamentary Friends of Carers group and its co-convenors, Sharon Claydon MP and Craig Kelly MP. In June we co-hosted a screening of a 'carer edit' of the film *On Richard's Side* at Parliament House.

ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY

Membership of committees and advisory groups

Carers Australia is a member of a number of committees and advisory groups; regularly participating in discussions with key leaders and decision makers.

18

We actively participated in the following:

- Ministerial Aged Care Sector Committee
- Ministerial Dementia Forum
- Australian Commission on Safety and Quality in Health Care, Patient Safety Reporting Steering Committee
- Aged Care Complaints Commissioner Advisory Council
- Department of Social Services Integrated Carer Support Service Working Group
- National Disability Insurance Agency (NDIA) Independent Advisory Council
- National Disability Insurance Agency (NDIA) CEO forums
- National Aged Care Alliance (NACA) Advisory Committees to the Department of Health on Ageing and Disability Interface and the Sponsors Group and the Consumers Group
- Mental Health Australia’s National Mental Health Consumer and Carer Forum (NMHCCF)
- Health Care Homes Implementation Advisory Group
- Dementia Services Australia Expert Reference Group.



Garma Festival

Working with other peak organisations

Carers Australia dedicates a substantial amount of time and effort engaging with relevant national organisations, to amplify our policy messages and enhance their own understanding of policy concerns that impact on carers and those they care for.

- Australian Council of Social Service
- Australian Federation of Disability Organisations
- Community Council for Australia
- Consumers Health Forum
- Council on the Ageing (COTA)
- Dementia Australia
- Dementia Services Australia
- Federation of Ethnic Communities' Councils of Australia
- First Peoples Disability Network Australia
- International Alliance of Carers Organisations
- Mental Health Australia
- Mind Australia
- National Aged Care Alliance
- National Disability and Carer Alliance
- National Disability Services
- National Rural Health Alliance
- Palliative Care Australia
- Rare Voices Australia

ADVOCACY INCLUSION VALUES CHALLENGES
 CARERS ACCESS REFORM INDIVIDUALS
 CHANGE VALUES SUPPORT VALUES ADVOCACY
 CHALLENGES CARERS ACCESS REFORM
 CHANGE VALUES VALUES SUPPORT DISCUSSION
 ADVOCACY INCLUSION CHALLENGES CARERS
 ACCESS REFORM INDIVIDUALS CHANGE VALUES
 SUPPORT DISCUSSION CHALLENGES CARERS
 ACCESS REFORM ACCESS REFORM INDIVIDUALS
 CHANGECHANGEVALUESUPPORTDISCUSSION
 VALUES SUPPORT DISCUSSION ADVOCACY
 INCLUSION CHALLENGES CARERS ACCESS
 REFORM VALUES INDIVIDUALS CHANGE VALUES
 VALUES SUPPORT DISCUSSION ADVOCACY
 INCLUSION CHALLENGES CARERS ACCESS
 REFORM CHANGE VALUES CARERS SUPPORT
 CARERS INCLUSION VALUES ACCESS REFORM



Submissions

We maintained our prominent advocacy presence via submissions to Parliamentary and other enquiries during the year:

July 2017

- Submission to the Productivity Commission's Position Paper on NDIS Costs
- Submission to the Senate Community Affairs Committee: Social Services Legislation Amendment (Ending Carbon Tax Compensation)
- Submission to the Senate Community Affairs Committee: Social Services Legislation Amendment (Better Targeting Student Payments)
- Submission to the Senate Community Affairs Committee: Social Services Legislation Amendment (Payment Integrity)
- Submission to the Senate Community Affairs Committee: Social Services Legislation Amendment (Welfare Reform)

August 2017

- Submission to the Department of Health Discussion Paper: Future Reform – an integrated care at home program to support older Australians
- Submission to the Joint Standing Committee on the NDIS, Provision of Services under the NDIS Early Childhood Early Intervention Approach
- Submission to the Joint Standing Committee into NDIS Transitional Arrangements



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS

September 2017

- Submission to the Department of Health Discussion Paper: Future Reform – an integrated care at home program to support older Australians
- Submission to the Senate Community Affairs Committee Inquiry on the Social Services Legislation Amendment (Cashless Debit Card)

November 2017

- Submission to the Department of Health Consultation Paper: Redesign of Dementia Consumer Supports

December 2017

- Submission to Treasury: Pre-Budget Submission 2018–19

January 2018

- Submission to the Department of Health Consultation Paper: Specialist Dementia Care Units

February 2018

- Submission to Treasury: Review of Australian Charities and Not-for-Profits Commission (ACNC) legislation

March 2018

- Submission to the Department of Social Services Discussion Paper: Ensuring a Strong Future for Supported Employment

April 2018

- Submission to the Senate Community Affairs Committee: Social Services Legislation Amendment (Encouraging Self-Sufficiency for Newly Arrived Migrants)
- Submission to the Aged Care Financing Authority Respite Care Consultation

May 2018

- Submission to the Department of Social Services Discussion Paper on Integrated Carer Support Services: Regional Delivery Partners: A draft regional delivery model

A NEW APPROACH TO SOCIAL MEDIA

Carers Australia increased its focus on social media throughout the 2017–18 financial year with the objective of:

- Increasing our recognition and visibility as an organisation
- Establishing a community in which users can recognise their caring role
- Facilitating discussions between carers; and
- Establishing our social media platforms as a vital resource for carers.

Through the adoption of a dedicated Social Media Strategy, we have built the profile of the organisation whilst highlighting the delivery of national programs, supports and services for carers. Carers Australia is now well-positioned as an information hub where carers can access information about developments in the carer sector along with an overview of changes to Government policy. Through our focus on carers’ personal stories and lived experience, we are able to create and promote content which is highly emotive which will, in turn, enable the audience to connect with their own caring role.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS VALUES



As a result of the Strategy, our social media analytics have improved across all platforms. Our Facebook reach has increased by almost 400,000—twice that of last year—with Twitter reach increasing by some 60,000. This has been achieved partly through an increased focus on visual content, which has been well received by our audience.

We have also tailored our posting schedule so that it aligns with core audience peak consumption patterns, bolstered with an understanding of high activity periods in order to achieve the greatest reach among target demographics.

We have diversified our social media content, aggregating news and information from multiple sources to provide an information hub for our audience by sharing news articles and resources from a range of relevant, non-politicised and reputable sources.

Finally, an increase in our interactivity and response rates to comments and queries has enabled us to improve our reputation as an organisation responsive to its user base. This also had the effect of reducing negative feedback thanks to an increased efficiency in dealing with complaints.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
 REFORM INDIVIDUALS CHANGE VALUES SUPPORT
 DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
 ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
 DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS

NEWS AND MEDIA

Media releases



1 August 2017	7th International Carers Conference – Early Bird registration closing 4 August	18 December 2017	New residents waiting periods – impact on carers
8 August 2017	Young carers put at educational disadvantage	18 December 2017	New restrictions on after hours home doctors will hurt carers
28 August 2017	Flexible working conditions for family and friend carers in everyone's interests	19 December 2017	Carers Australia congratulates the new Minister for Social Services on his appointment
28 September 2017	7th International Carers Conference – An international debate on the future of unpaid caring	4 February 2018	Serious shortage of respite accommodation in aged care homes revealed
13 October 2017	National Carers Week 2017 – Carers Count!	27 February 2018	Waiting time for home care packages imposing unsustainable stress on carers of the aged
15 October 2017	Let carers know they count this National Carers Week!	5 March 2018	New national approach to carer support services announced
19 October 2017	Productivity Commission acknowledges that access to respite for unpaid carers essential to success of NDIS	22 March 2018	Centrelink changes will cost carers
20 October 2017	Carers adversely affected by Taskforce recommendations on after-hours home doctor services	8 May 2018	Carers can benefit from some increased investment in home care packages
		8 May 2018	Carers Australia welcomes major injection of funds in Disability Employment

Carers National News

- September 2017
- December 2017
- February 2018
- March 2018
- April 2018
- May 2018
- June 2018

Each edition was read by an average of 4,442 people.

Social media



Carers Australia Facebook
1,373 new 'likes'
267 posts reaching
611,873 people, generating
50,175 unique engagements



Young Carers Network Facebook
183 new 'likes'
135 posts reaching
29,352 people, generating
2,526 unique engagements



Carers Australia Instagram
(initiated mid-May 2018)
386 new followers
12 posts generating
169 unique engagements



Young Carers Network Instagram
(initiated mid-May 2018)
265 new followers
7 posts generating
85 unique engagements



Twitter
376 new followers
320 tweets, generating
262,826 impressions
10,264 page views
701 mentions



ABOUT US

26



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE



Government funding



Australian Government
Department of Social Services



Corporate sponsor



Our board

as at 30 June 2018

Dr Peter Langkamp	President
Gary Watson	Vice President
Stephen Balch	Treasurer
Clare Masolin	Secretary
Felicity Purdy	Director
Jan Wallent	Director
Sue Peden	Director
Antony Stinziani	Director
Robbie Sinclair	Director
Tony Caplice	Director

DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT REFORM INDIVIDUALS CHANGE
VALUES DISCUSSION ADVOCACY CHALLENGES
CARERS VALUES SUPPORT DISCUSSION
ADVOCACY REFORM INDIVIDUALS CHANGE
VALUES SUPPORT REFORM INDIVIDUALS CHANGE
VALUES DISCUSSION ADVOCACY INCLUSION



Our staff

as at 30 June 2018

Ara Cresswell CEO
Elizabeth Johnston Executive Assistant to CEO

National Policy

Sue Elderton National Policy Manager
Tammy Wolffs Senior Policy Officer

National Programs

Luke Jones National Programs Manager
Sam Eaton National Young Carers Programs Coordinator
Beth Irvin Project Manager, Carer Online Education Resources
Shakira Sloper National Programs Coordinator
Michelle Whyte Young Carer Bursary Program Coordinator

NDIS Project

Linda Monaghan NDIS Project Manager

National Communications and Engagement

Edward Allpress Acting National Communications
& Engagement Manager
Samara McCann National Media Officer

Corporate Services

Mary Reid Business Manager
Lorraine Calabria Corporate Services Manager
Paul Irvine Corporate Services Officer
Anne McGregor Administration Officer

ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT REFORM INDIVIDUALS CHANGE VALUES
DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT REFORM INDIVIDUALS CHANGE
VALUES DISCUSSION ADVOCACY CHALLENGES
CARERS VALUES SUPPORT DISCUSSION
ADVOCACY REFORM INDIVIDUALS CHANGE
VALUES SUPPORT REFORM INDIVIDUALS CHANGE
VALUES DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE REFORM INDIVIDUALS CHANGE

For the year ending June 2018 Carers Australia's equity decreased by \$22,419 from \$1,818,652 to \$1,841,131.

Total income for the year was \$14.5m. Included in this total are \$14m Grants & Subsidies (of which \$11.6m was paid to the States & Territories), leaving net government funding of \$2.4m, Sponsorships & Donations of \$141k and other income of \$334k.

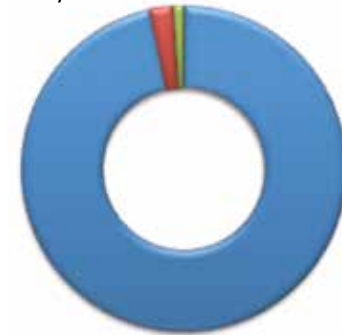
Other expenditures for the year were \$2.9m. Staff costs continue to make up the largest portion at \$1.7m followed by Communications/Marketing, Travel & Meetings, Rent and Office Expenses and Consultants and Board Expenses.

Carers Australia Limited is a not-for-profit unlisted public company limited by guarantee. The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB), and the Australian Charities and Not-for-profits Commission 2012.

Detailed financial reports are available on request to caa@carersaustralia.com.au.

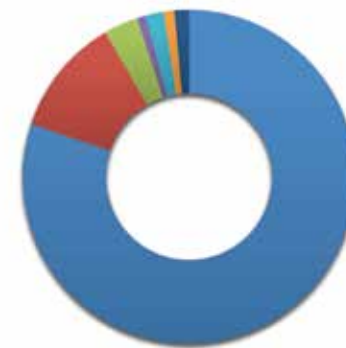
FINANCE REPORT

Income: \$14,487,916



Government Grants	14,012,597	96.7%
Other Income	333,994	2.3%
Donations & Sponsorships	141,325	1.0%

Expenditure: \$14,465,417



Carer Services payments to States/Territories	11,587,365	80.1%
Staff Cost	1,664,500	11.5%
Communication/Marketing	486,130	3.4%
Consultants	117,998	0.8%
Rent & Office Expenses	257,056	1.8%
National Meetings & Travel	152,713	1.1%
Other Expenses	199,655	0.0%



www.carersaustralia.com.au

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM