



ANNUAL REPORT 2019–20

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ABOUT CARERS AUSTRALIA

Carers Australia is the national peak body representing Australia's unpaid carers, advocating on their behalf to influence policies and services at a national level. We advocate on a wide range of issues that affect carers, and work in collaboration with carers, Carers Associations, government and peak bodies to develop policy, advocacy, programs and events to improve the lives of Australia's 2.65 million carers.

Collectively with our Members – the state and territory Carers Associations - we believe all carers, regardless of their cultural and linguistic differences, age, disability, religion, socioeconomic status, gender identification and geographical location should have the same rights, choices and opportunities as other Australians. They should be able to enjoy optimum health, social and economic wellbeing and participate in family, social and community life, employment and education.

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 PATRON

His Excellency General the Honourable David Hurley AC DSC (Retd), Governor-General of the Commonwealth of Australia.



WHO IS A CARER?

During our lifetime, many of us will provide care to a family member or friend or will need care ourselves. Carers are people who 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.

This includes carers:

- » Who have their own care needs
- » Who are in multiple care relationships
- » Who have employment and/or education commitments
- » Aged under 25 years (young carers)
- » Aged over 65 years, including 'grandparent carers'
- » From culturally and linguistically diverse backgrounds
- » Who identify as Aboriginal and Torres Strait Islander
- » Who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI+)
- » Who are living in rural and remote Australia, and
- » That are no longer in a caring role (former carers).



Almost

\$1.5 billion
PER WEEK

cost of replacement
with paid care



Over

42 million
HOURS

of unpaid care every week
(pre-COVID)



2.65 million
UNPAID CARERS

in Australia



2.2 billion
HOURS

of unpaid care in 2020
(pre-COVID)

“

“...we continue to have the best interests of Australia’s 2.65 million carers at the heart of everything we do.”



FROM THE CHAIR

This last financial year has been one of significant change at Carers Australia. During this period, we have welcomed a new Board, a new CEO, and I was elected as the Chairperson. The organisation has also had to come to terms with significant change in the sector, particularly in regard to the delivery of services and supports for Australia's unpaid carers.

In April, we saw the long-awaited shift in the delivery of supports and services for carers – from a traditional and sometimes fragmented method via a range of organisations, to the new centralised delivery via the Carer Gateway. This 'Integrated Carer Support Services' model is now the chief means by which unpaid carers can receive federally-funded services and supports. With the Carer Gateway now acting as the central point of contact, Carer Gateway Service Providers across Australia are providing services locally so that carers receive equitable and timely support when needed.

These changes have led to significant disruption to the manner in which Carers Australia and our state and territory partners have traditionally operated, and we have had to re-evaluate our collective and independent work as a result.

We were delighted to see the majority of the state and territory Carers Associations successfully bid to become Carer Gateway Service Providers and we continue to work with them to facilitate the best possible outcomes for carers.

It is clear to all that we are currently living in extraordinary times and the need for flexibility in government, the workplace and home settings is more pronounced than ever before as we all navigate the current public health crisis. While Carers Australia adapts to this new reality, we continue to have the best interests of Australia's 2.65 million unpaid carers at the heart of everything we do.

A handwritten signature in black ink that reads "Sonia".

Sonia Rutnam
Chair, Carers Australia

FROM THE CEO



A few weeks before the end of the financial year and some months into the changed reality that we are all facing due to the COVID-19 pandemic, I started the role as CEO of Carers Australia in June 2020, arriving to an organisation that was already undergoing significant change both operationally and strategically.

In addition to the impact of COVID-19, there has been a move away from service delivery leading up to commencement of Carer Gateway Service Providers, monitoring and responding to the ongoing work of two Royal Commissions, and engagement in various reform processes across health, aged care, disability care and social services. A shift from service provision allows us to focus our attention at the national level on policy, advocacy, research and awareness raising to build a better future for Australia's estimated 2.65 million carers. It is often the carers' role to uphold the rights of the people they care for. The role and valuable contribution of carers is not widely known or understood and should matter to our whole community. Greater levels of awareness of unpaid carers among the broader community will help us to highlight the need for services and supports, enabling carers to continue productively in their unpaid caring roles, undertake education and training opportunities, and engage in the workforce.

As we move into 2020-21, we will work in partnership with the Australian government to increase the recognition of the role of carers, facilitate the delivery of services and supports, and communicate both the needs of carers to government, and the intentions of government to carers.

While there are many fundamental changes occurring in how we live our lives personally and operate professionally – we are all having to adapt to a 'new normal'.

Carers Australia will continue to adapt to changing circumstances through the strong relationships with our Members - the state and territory Carers Associations - so that collectively we can ensure the needs of carers are front-of-mind with those who can implement positive change.

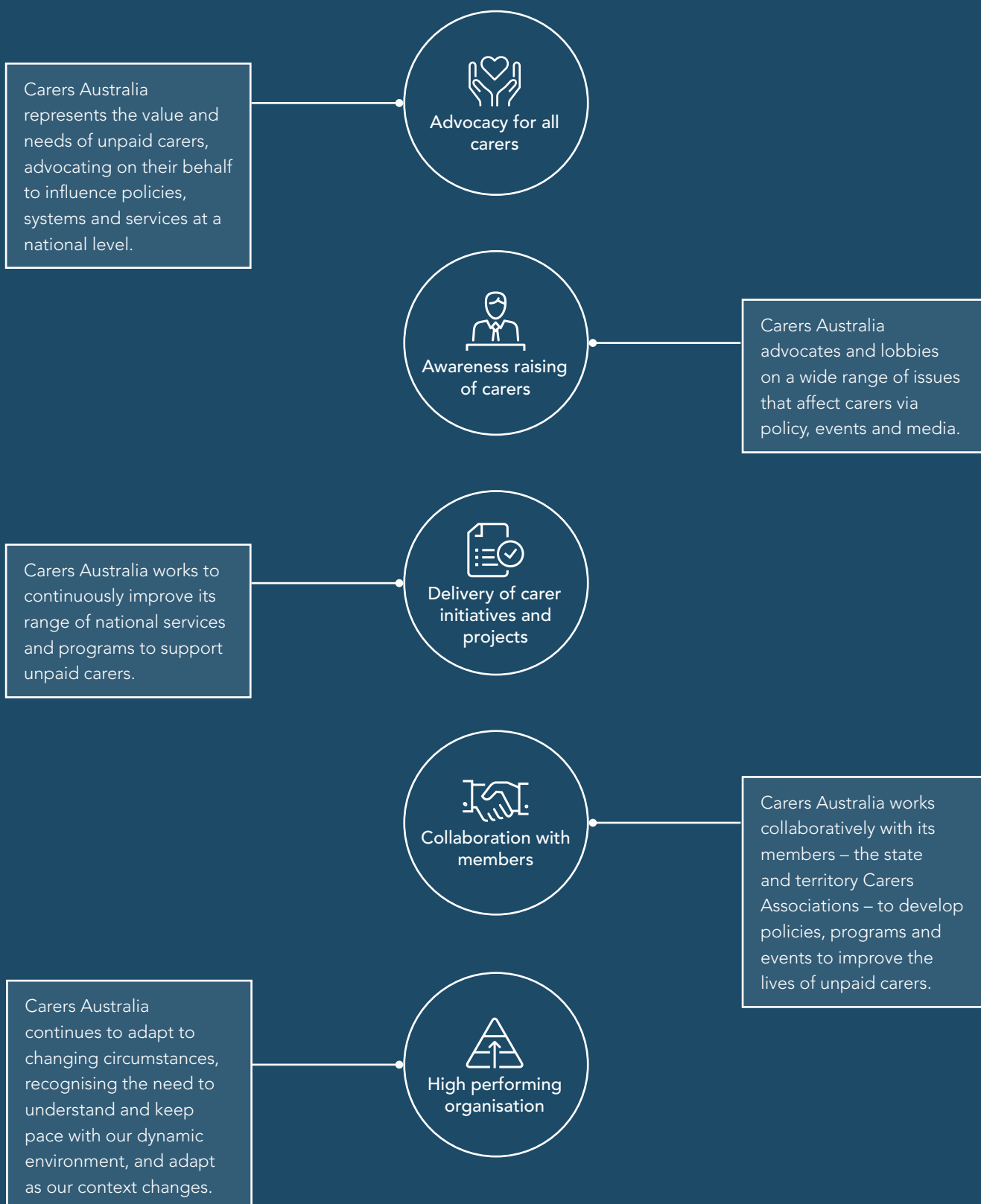
Liz Callaghan
Chief Executive Officer



“The role and valuable contribution of carers is not widely known or understood and should matter to our whole community.”

STRATEGIC PRIORITIES

2019-20







ADVOCACY FOR ALL CARERS



Royal Commission into Aged Care Quality and Safety

During the Royal Commission into Aged Care Quality and Safety, evidence given by carers and carers' organisations highlighted a breakdown in the provision of respite in residential aged care and shortages in the provision of alternative out-of-home respite. It also drew attention to the needs of carers, which are not being assessed or catered for within the broader aged care system.

Carers Australia has engaged with the Royal Commission into Aged Care Quality and Safety via submissions, roundtable and workshop participation, strongly endorsing the case for carers' supports to be regarded as an investment in aged care quality and affordability, highlighting the need for higher rates of government subsidisation of respite in residential aged care, increased investment in out-of-home respite, and assessment of carers' needs.

Government Committees

- » Aged Care Complaints Commissioner Consultative Committee
- » Aged Care Sector Committee
- » Aged Care Services Reference Committee
- » Australian Bureau of Statistics, Survey of Disability, Ageing and Carers (SDAC) Reference Group, and the SDAC Users Group
- » Australian Commission on Safety and Quality in Health Care, Patient Safety Reporting Steering Committee
- » Department of Human Services (DHS) Welfare Payment Infrastructure Transformation Civil Service Advisory Group
- » Department of Social Services Integrated Carer Support Service Working Group
- » NDIA National Disability Insurance Scheme Independent Advisory Committee

Disability Reform

The Disability Royal Commission continued in 2019-20 after being established in April 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. This was followed by the review of the *National Disability Insurance Scheme Act 2013* (NDIS Act) to identify opportunities to make NDIS processes simpler and more straight-forward, and remove legislative barriers to positive participant and provider experiences with the NDIS. Carers Australia made representation to both of these important reform processes focussing on the need to provide greater support to carers and families.

COVID-19

The focal point of much of our policy advocacy after March 2020 was on the consequences of COVID-19 for carers and those they care for, particularly the aged and people with disability. Our dual task was to inform carers of the effects of new policies and available services, while providing feedback to government on what else needed to be done.

- » In April 2020 we released a *COVID-19 income support and other Government measures – Carers Australia policy response*
- » We researched and publish the most valuable information for carers during this pandemic, while ensuring that government remain aware of the special circumstances and challenges faced by carers, particularly given the effects of lockdown and isolation
- » Ongoing discussions with the NDIA on new supports needed by those with disability
- » Participating with aged care consumer and provider organisations to develop a clear and compassionate code of access for visitors to aged care facilities
- » Advocated for the need for government to increase financial support for people on the Carer Payment, Carer Allowance and the Disability Support Pension.

Parliamentary Friends of Carers

The Parliamentary Friends of Carers (PFoC) group is open to all Members and Senators who are invited to form a non-partisan forum to meet and interact with Carers Australia and relevant stakeholders on matters relating to unpaid carers.

The PFoC of the 46th Parliament has just under 30 members and is co-chaired by Craig Kelly MP, Emma McBride MP and Senator Rachel Siewert. The PFoC held a breakfast event at Parliament House in National Carers Week on Wednesday 16 October 2019.

Representation

Carers Australia contributed to the policy and resource development of stakeholder organisations through high level representation on committees, including:

- » Flinders University Caresearch Advisory Group
- » National Aged Care Alliance
- » International Alliance of Carer Organisations
- » Janssen Asia Pacific Immunology CollAboRatE Coalition—Study of carers in management of rheumatoid arthritis
- » Merck Patient 360 Advisory Group
- » National Disability and Carer Alliance and Every Australian Counts
- » National Mental Health Consumer & Carer Forum

Submissions

- » NDIS Quality and Safety Commission on the *Consultation draft: National Disability Insurance Scheme (Provider Registration and Practice Standards) Amendment (2019 Measures No. 1) Rules 2019*
- » Australian Government Department of Health on the *Discussion paper: Residential aged care: Proposed alternative models for allocating places*
- » Senate Community Affairs Reference Committee on the inquiry into *Adequacy of Newstart and other payments and alternative mechanisms to determine level of income support payments in Australia*
- » Royal Commission into Aged Care Quality and Safety on *Consultation Paper 1 - Program Design in Aged Care*
- » Department of Social Services on the *Discussion Paper on the NDIS Experience: Establishing a Participant Service Guarantee and removing legislative red tape*



AWARENESS RAISING OF CARERS

NATIONAL CARERS WEEK

National Carers Week 2019 – 'Tell Us Why You Care'

National Carers Week 2019 ran from 13–19 October and called upon unpaid carers to 'Tell Us Why You Care' which saw many personal stories submitted by carers across the country published on the official campaign website. These provided an authentic insight into unpaid caring in Australia and informed our advocacy work for the remainder of the year.

Many wide-ranging events were staged across Australia by the state and territory Carers Associations and other organisations, community groups and supporters. Most of these were listed on the National Carers Week website, which was a one-stop shop for information, engagement opportunities and methods, and promotional content.

OUR AMBASSADORS

In 2019 we were able to attract and secure three Ambassadors: AFLW star, Moana Hope; former NRL legend, Mat Rogers; and radio presenter and Mat's wife, Chloe Maxwell.



Moana Hope



Mat Rogers & Chloe Maxwell



To support these events and the 'Tell Us Why You Care' campaign, Carers Australia produced t-shirts and badges which were distributed to the state and territory Carers Associations. Badges were also given to all Federal Parliamentarians, with a special mention to the Chief Whip's Office, where staff issued badges to all those entering the House of Representatives during Question Time!

We again hosted a formal breakfast event at Parliament House on Wednesday 16 October with the Parliamentary Friends of Carers group. This was extremely well-attended by politicians, peak body representatives, private sector representatives and local carers. We were fortunate to have speakers from all sides of politics address delegates which illustrates the high regard in which National Carers Week is held among MPs and Senators.

- » Minister for Families and Social Services, Senator the Hon Anne Ruston
- » Minister for the National Disability Insurance Scheme (NDIS), the Hon Stuart Robert MP
- » Shadow Minister for the NDIS, the Hon Bill Shorten MP
- » Shadow Asst. Minister for Carers, Emma McBride MP; and
- » The Greens' spokesperson for Family, Ageing and Community Services, Senator Rachel Siewert.

On Thursday 17 October, Carers Australia CEO Ara Cresswell was invited to co-host the launch of the CarerHelp toolkit, a website for people caring for someone coming to the end of their life, with the Centre for Palliative Care (St Vincent's Hospital Melbourne), Flinders University and the University of Technology Sydney. National Carers Week provided the perfect opportunity to launch this valuable resource, where Carers Australia is a member of the National Reference Group, and we were delighted that the Parliament House event was well-attended by approximately 40 people.

And for a third consecutive year we continued our association with Maven Dental Group who offered free basic dentistry to unpaid carers across the country on Maven Dental Day (19 October). Over 200 carers received dental care across 31 practices nationally by Maven Dental volunteers, to an estimated value of \$75,000.



^ National Carers Week breakfast event at Parliament House.

News and media

We had a strong online presence during National Carers Week, with our campaign videos viewed 771,000 times. Social media also generated significant results across all platforms – Facebook, Twitter, Instagram and YouTube. Overall, total reach across Facebook, Twitter and Instagram was over 2.2 million with over 61,500 unique engagements with campaign content.



Facebook posts directly related to National Carers Week generated a reach of just under **1.2 million**, **1.7 million** impressions and over **41,000 unique** engagements.



Twitter – over **52,000** impressions in the month of October with our campaign hashtags trending at number 2 in Australia and number 1 in Canberra.

Radio Public Information Messages featuring our campaign Ambassadors and relaying key messages, the campaign web address and our call-to-action were broadcast more than double the amount of times than the previous year, with total radio airtime up 177%.

One of our Ambassadors Moana Hope was interviewed exclusively on ABC News Breakfast in a 10-minute segment, which was later viewed 31,000 times on the News Breakfast Facebook page.

News and Media

We maintained a strong public presence during 2019-20 through media interviews, media releases, a regular online newsletter and social media postings.

Carers Australia website

The Carers Australia website formed our 'reception to the world', acting as a repository for all our work, submissions, media releases and position statements. Over the financial year, the website attracted over 154,00 users across 191,00 sessions, generating 394,000 page views.

Carers National News

During this financial year our e-newsletter, Carers National News (CNN), was issued monthly to an average readership of 3,447 people. CNN provides a breakdown of the work being undertaken by Carers Australia, as well as reporting on relevant national and international news items of interest to, or affecting, unpaid carers, and the work of other organisations in the sector. All editions are available on the Carers Australia website for future reference.

Research

There is a need to increase the body of knowledge and evidence-base about carers and the caring role, across sectors, settings and services to inform policy and practice development. In 2019-20 Carers Australia commissioned the following research reports:

- » Sleep Health Foundation and Central Queensland University, *Reducing Sleep Disruption in Carers*
- » Sleep Health Foundation, *Sleep deficits in Australian Carers*
- » University of South Australia, *Young carers and their engagement with education: 'No space in my brain to learn' – an analysis of applications to the Young Carer Bursary Program 2017-18*
- » Deloitte Access Economics, *The value of informal care in 2020*

Media Releases

22 July 2019 Carers Australia calls on the Government to Raise the Rate

21 August 2019 New Australia-wide, carer regional delivery services announced

18 September 2019 Disturbing gap between the Disability Support Pension and cost of living for people with disabilities

10 October 2019 World Mental Health Day 2019

13 October 2019 Tell Us Why You Care this National Carers Week!

26 November 2019 Toward better provision of aged care needs

21 January 2020 Tune Review on the delivery of the NDIS sets clear directions for reform

28 January 2020 Research into support for older people reveals that Australia falls short of comparable countries

16 March 2020 Woolworths set new standard in pandemic response

30 March 2020 People dependent on the Carer Payment also need the Coronavirus Supplement

7 April 2020 Coronavirus priority testing must include paid care workers in people's homes

17 April 2020 Carers Australia welcome the Australian Greens' call to extend the Coronavirus Supplement to the Carer Payment and Disability Support Payment

8 May 2020 ACT legislation to protect vulnerable Canberrans

18 May 2020 Funding to support carers of people with mental illness during the pandemic appreciated

21 May 2020 Survey of family and friend carers reveals them doing it very tough during COVID-19 pandemic

2 June 2020 New CEO for Carers Australia

22 June 2020 National Disability Research Partnership welcome but needs to include carers

SOCIAL MEDIA

Social media engagement has grown significantly and remains a key channel for engagement across the sector and into the community.



TWITTER

345 tweets generating **383,871** impressions

3,648 views

542 mentions

4,929 engagements



FACEBOOK

Carers Australia

1,994 new 'likes'

403 posts reaching **11,004,556** people,
generating **454,843** unique engagements

Young Carers Network Facebook

491 new 'likes'

165 posts reaching **96,967** people,
generating **4,412** unique engagements



INSTAGRAM

Carers Australia

962 new followers

41 posts generating **15,634** unique
engagements

Young Carers Network Instagram

553 new followers

52 posts generating **1,163** unique
engagements



DELIVERY OF CARER INITIATIVES AND PROJECTS



Support to Carers during transition to Carer Gateway Services

The Integrated Carer Support Service (ICSS) component of Carer Gateway commenced in April 2020, where at a national level some services, such as phone and online counselling, are now delivered centrally at a regional level through Carer Gateway Service Providers (CGSPs) who deliver services including preventative and emergency supports, and at a local level, service providers contracted through CGSPs deliver coordinated services.

Carers Australia provided a range of supports and services for unpaid carers across the country either directly or through the Carers Network – the state and territory Carers Associations, with many longstanding initiatives ending in 2019-20 due to establishment of the Carer Gateway. The National Carer Counselling Program (NCCP), Carer Information and Support Service (CISS), and Mental Health Respite – Carers Support Service were three initiatives funded by the Department of Social Service that ceased at the end of May 2020 as these services started to be delivered by CGSPs.

These initiatives have supported carers for a number of years in their role by providing timely and high-quality specialist information, and a pathway to access services and other forms of support most appropriate to their individual needs and circumstances. Carers Australia, through the Carers Network supported transition from these initiatives to Carer Gateway services by providing flexible options for delivering short term professional counselling services, and raising awareness of the new support pathways.

In addition, Carers Australia transitioned out of providing peer-to-peer support which is now undertaken through the Carer Gateway. Focus instead was put on promoting and supporting Carer Gateway, CGSPs and other key stakeholders to ensure carers can access advice and guidance to improve outcomes for people with disability and maintain their own health and wellbeing.

Increasing awareness of the National Disability Insurance Scheme (NDIS)

Carers Australia completed work through a Sponsorship Grant from the National Disability Insurance Agency to support families and carers to build confidence in NDIS processes and encourage engagement with the NDIS in meaningful ways, to in turn support the people they care for to have the information they need to make decisions and choices.

This resulted in a series of videos and other resources being developed and made available through the Carers Australia website, the Carer Network websites and communication channels, stakeholders, organisations, peak bodies and provider communication channels, the Carers Australia eNewsletters and social media.

Support for Young Carers

Carers Australia has been delivering the Young Carers Bursary Program since 2014 to around 300 young carers each year. From 1 January 2020, funding was increased to allow support of up to 1,000 young carers to continue with their studies. The Young Carer Bursary Program also provides significant engagement with young carers, enabling us to produce valuable research into their experiences, needs and the realities of their day-to-day lives.

With the financial stress of both the bush fires and the COVID 19 pandemic, the first two bursary payments were brought forward to assist young carers to study from home.

In addition, the Young Carers Network (YCN) launched in this year as a dedicated online platform for young carers to help them access support services, share experiences, learn about the Young Carer Bursary, find relevant events nationally, and access a range of resources and information including the Carer Gateway.

Better Start

Carers Australia and the network of Carers Associations have been providing services Registration and Information Services (RIS) under the Australian Government Better Start for Children with Disability (Better Start) Initiative for many years, which provides funding for early intervention services to children aged under 7 years old diagnosed with an eligible disability.

As the Better Start Initiative is now transitioning to the NDIS, 2019-20 was focused on supporting children and their families still registered with Better Start to commence NDIS eligibility processes, transition to the NDIS or consider other support arrangements. This was in part done through the state and territory Carers Associations delivering 'Moving Forward' workshops for families and carers of children with disability to help them understand early childhood supports, the NDIS Early Childhood Early Intervention pathway (0-6 years old), and support families of children with disability aged 7-12 years old in understanding the different NDIS eligibility requirements. NDIS Information Sessions were also held to assist families that have a new NDIS plan to understand and find out more about how to get the most from their plans.

In response to COVID-19, the Australian Government extended the Better Start program into 2020-21 to ensure families continue to receive support during transition challenges due to the pandemic.

Supporting the mental health of carers

Carers Australia maintained an ongoing partnership with SANE Australia to offer a free and anonymous 'SANE Forum' specifically for carers of people living with complex mental health issues. SANE Forums are moderated, online discussion space for Australians 18 years and over who are living with complex mental health issues, and their families and friends. The Forums are moderated 24/7 by health professionals employed by SANE Australia and partner organisations, and provide peer-to-peer support services.



COLLABORATION WITH MEMBERS

Our Members

Carers Australia was established by its Members as the peak body for Australia's unpaid carers. Our member organisations are the carer organisations in each state and territory who we collaborate with in advocating for and supporting carers across Australia.

- » Carers Queensland Ltd,
- » Carers NSW Limited,
- » Carers ACT Ltd,
- » Carers Victoria Ltd,
- » Carers Tasmania Ltd,
- » Carers NT Ltd,
- » Carers Association of Western Australia Inc,
- » Carers Association of SA Inc







HIGH PERFORMING ORGANISATION

Our response to COVID-19

Necessarily the impact of COVID-19 on carers and their ability to care was a policy and advocacy focus from March 2020, as was responding to social distancing restrictions and providing services, supports and information in innovative ways. Carers experienced critical levels of stress and added pressures due to increased caring responsibilities, along with assisting children to learn from home, the loss of social supports, reduced access to services, unstable finances and employment, and reduced external support structures and networks. In addition, limited access to IT infrastructure, including appropriate devices and internet connectivity, was a barrier for carers to remain connected.

This extended to the way Carers Australia was able to operate, where staff were supported to work from home, many scheduled events were cancelled, and we all got used to using videoconferencing to stay connected.

Our Board

Carers Australia had a new constitution adopted 2 June 2020. Carers Australia is governed by a Board of directors, consisting of eight directors nominated by the member state and territory carer organisations. Additional directors may be co-opted on the basis of their skills and experience.

- » Dr Peter Langkamp, President (to November 2019)
- » Sonia Rutnam, Chairperson (from November 2019)
- » Gary Watson, Vice President (to November 2019)
- » Stephen Balch, Treasurer (to November 2019)
- » Bruce Howle, Treasurer (from November 2019)
- » Sue Peden, Secretary (to November 2019)
- » Tony Caplice, Director (to November 2019)
- » Mark Morrissey, Director (to April 2020)
- » Felicity Purdy, Director (to November 2019)
- » Robbie Sinclair, Director (to April 2020)
- » Antony Stinziani, Director (to April 2020)
- » Jan Wallent, Director (to November 2019)
- » Brett Walker (from November 2019)
- » Callum Ingram (from November 2019)
- » Jenny Davies (from February 2020)
- » Richard Bialkowski (from April 2020)
- » Linda Wayman (from April 2020)
- » Jim Toohey (May 2020 to July 2020)
- » Greg Shaw (November 2019 to June 2020)

Staff

The Board and CEO wish to acknowledge the staff of Carers Australia in 2019-20 as the organisation went through significant change both operationally and strategically.

- » Ara Cresswell, CEO (to November 2019)
- » Liz Callaghan, CEO (from June 2020)
- » Elizabeth Johnston, Executive Assistant (to June 2020)
- » Sue Elderton, National Policy Manager
- » Luke Jones, National Programs Manager (to June 2020)
- » Tammy Wolfs, NDIS Project Team Leader (to September 2020)
- » Sam Eaton, Young Carers Network Coordinator (to November 2019)
- » Beth Irvin, Carer Online Education Resources Project Manager (to July 2019)
- » Fiona Jarvis, NDIS Program Manager (to October 2019)
- » Manaia Peters, Young Carer Bursary Program Coordinator
- » Rafia Sami, Young Carers Network Coordinator
- » Anmol Saxena, Carer Network Coordinator (to July 2020)
- » Jessica Meyer, Program Coordinator (to August 2019)
- » Edward Allpress, National Communication and Engagement Manager
- » Samara McCann, National Media and Communications Coordinator
- » Mary Reid, Business Manager (to June 2020)
- » Lorraine Calabria, Corporate Services Manager (to June 2020)
- » Paul Irvine, Corporate Services Officer (to June 2020)
- » Melissa Janssen, Project Coordinator (June 2020)



FINANCIAL STATEMENTS

For the year ending 30 June 2020

Carers Australia Limited
ABN 12 231 938 308

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CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Directors' Report

30 June 2020

The directors present their report together with the financial report of Carers Australia Limited for the financial year ended 30 June 2020.

Directors

The directors of the Company at any time during or since the end of the financial year are:

Name and Title		Experience, special responsibilities and occupation
Dr Peter Langkamp Chairperson	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • Extensive experience in high level positions in both private and public sectors, including, Shell Australia, Loyalty Pacific ('FlyBuys'), National Australia Bank, NRMA, Accenture, Callista Software Services, NDIA and Bendigo Bank • Has served on various Boards, including Chair of Yorralla, a large Victorian disability service provider • Is a Fellow of the Australian Institute of Company Directors • Appointed to the Board in March 2017 • Carers Australia President since March 2017 • Is a carer for his eldest son
Gary Watson Vice Chairperson	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • A specialist in market and organisational strategy, is a principal of a strategy advisory consultancy • Has considerable executive experience in General Manager and Principal level roles primarily in retail, distribution and consultancy businesses • Holds a number of non-executive advisory and board roles • Holds a Master's degree in Business Administration • Full accreditation with the Institute of Management Consultants • Member, Australian Institute of Company Directors • Appointed to the Carers Australia Board, March 2017 • Is a carer for his wife
Stephen Balch Treasurer	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • An accomplished executive manager with 30 years' management experience • Has been a private business consultant for more than 10 years and is a former partner in MDS Partners • Holds a Bachelor of Business degree (Accounting and Marketing) and Cert IV in training and assessment • He is also a FCPA and FIPA • Treasurer and Non-Executive Board member of Carers NT since 2016 • Appointed to CA Board in May 2016 • Elected Treasurer of Carers Australia Board and chair of the Finance, Audit, Risk and Governance Committee, March 2017
Felicity Purdy	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • Is a former carer and has worked with children and adults with disabilities, their families and services for more than 40 years • Is a life member of National Disability Services and holds a number of voluntary and advisory positions concerned with health and severe disability • A member of the Carers NSW Board for many years • Appointed to the Carers Australia Board, December 2012
Sue Peden	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • Has worked in advertising and communications for more than 25 years • Along with her Business Partner, owns and operates her own agency • President, Carers Victoria Board • Appointed to the Carers Australia Board 2015 • Member, CA Board Finance, Audit, Risk and Governance Committee • Has a Bachelor of Commerce (Accounting)

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Robbie Sinclair	Jul 2019 - Apr 2020	<ul style="list-style-type: none"> • Graduate member, Australian Institute of Company Directors • An accomplished Security and Risk Management professional with executive level international leadership experience • Chief Risk Officer for an Australian University and extensive experience, having held senior positions in Government Utilities, Public Private Partnerships, International Management consultancies and the banking sector. • Member, American Society of Industrial Security (ASIS) • President, Australasian Universities Risk and Insurance Management Society • Foundation member of the federal Government's Resilience Expert Advisory Group • Member, Carers Queensland Board • Appointed to the Carers Australia Board, October 2016 • Holds a Master of Business Administration (Marketing, HR Management); Bachelor of Administrative Leadership; Diploma in Security Risk Management; Certified Protection Professional Accreditation from ASIS
Antony Stinziani	Jul 2019 - Feb 2020	<ul style="list-style-type: none"> • Has 25 years' experience in government ICT with a focus on science and research-based environments. • Member of various Commonwealth executive committees and forums, including the Government CIO Forum, Commonwealth Data Champions, eGov, Cluster Steering Committee, Government Science ICT Network and the Canberra Innovation Centre. • Member, Australian Institute of Company Directors • Director, Carers ACT • Appointed to the Carers Australia Board, September 2016 • Holds a degree in Public Administration (IT, HR Management) and completed leadership courses at the Australian Graduate School of Management
Janice Wallent	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • Has been a carer for much of her life, caring for family members with a range of illnesses and disabilities • Retired from the position of Senior Manager, Helping Hand Aged Care (SA) in 1999 • Board member, Australian Families of the Military Research and Support Foundation • Member, Veterans' Medicine Review • Member, Carers SA Board since November 2014 • Director, Carers Australia Board since 2014
Anthony Caplice	Jul 2019 - Nov 2019	<ul style="list-style-type: none"> • Achieved the level of Senior Manager during a 16 year career in the Australian Public Service • Has 30 years' experience as a member of various Boards, committees and advisory groups in a voluntary capacity • Holds a bachelor's degree from the University of Tasmania, majoring in Government and Public Policy; and a post-graduate degree from the University of Western Sydney majoring in management • Was a full-time carer for his late wife and is now a secondary carer for his wife's teenage son • Appointed Director, Carers Australia Board, December 2017

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Mark Morrissey	Jul 2019 - Apr 2020	<ul style="list-style-type: none"> Is an experienced Board member and has held a number of senior leadership roles in government and not for profit organisations Held the role of Commissioner for Children and Young People, Tasmania, 2014-2017 Experienced child health and well-being policy adviser to government. Advocate for disadvantaged and vulnerable. Provides pro bono consultancy to humanitarian aid organisations Is Patron of Grandparents caring for grandchildren Tasmania, Kin Raising Kids Inc Director on Carers WA Board since June 2018 Director on Regional Early Education Development Board WA since June 2018 Appointed to Carers Australia Board October 2018 Holds a Bachelor Degree in Nursing Has over 40 years' experience in higher education and university contexts, along with extensive experience as an administrator, educator, trainer and researcher. Dean of the College of Education, Professor of Education and a member of the Executive Leadership of Charles Darwin University. Completed a PhD in Adult Learning at Deakin University. Appointed as Director of the Northern Territory Teachers Registration Board in November 2017. Director and Treasurer of the Board of Australian Council of Deans of Education since 2017. Former Chair and current Director of Carers NT Board. Northern Territory Carer of the Year in 2014. Joined the Carers Australia Board in November 2019.
Greg Shaw	July 2019 – June 2020	
Jim Toohey	May 2020 – July 2020	<ul style="list-style-type: none"> 30 years' experience working with unpaid carers, and has been an unpaid carer himself. Extensive background in the commercial and not-for-profit sectors, specifically in residential and home aged-care. Experience in policy negotiation and development, senior management, corporate governance and finance. Chair of Carers QLD. Joined the Board of Carers Australia in April 2020.
Sonia Rutnam Chairperson	From Nov 2019	<ul style="list-style-type: none"> Over 20 years' experience in executive positions and board advisory roles across healthcare and media industries. A Qualified chartered accountant and member of the Australian Institute of Company Directors. Founder of the charity Once Upon a School limited, assisting children to build self-esteem and confidence through learning. Established the Shremaya Foundation promoting inter-faith and cultural understanding through arts. Became an independent member of the Carers Australia Board Finance, Audit, Risk and Governance Sub-Committee in 2017. Appointed as a Board Member and Chairperson of Carers Australia Board in 2019.
Brett Walker Vice Chair	From Nov 2019	<ul style="list-style-type: none"> Over 30 years' experience as a senior executive, lawyer and director in the public and private sectors. Has acted as lead negotiator for Australia in various United Nations organisations Served as Chair of the Commonwealth Legal Network Services Board from 2011 – 2014. Currently an Honourary Visiting Lecturer in Law at Australian National University. Sits on the boards of four organisations in the university, technology and disability sectors. Deputy Chair of Carers Tasmania and previously served as Director of Carers Australia from 2014 – 2016. Returned to the Carers Australia Board in November 2019.

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Bruce Howle Treasurer	From Nov 2019	<ul style="list-style-type: none"> • A registered tax agent, auditor and company auditor. • 25 years' experience in accounting, taxation and assurance. • Bachelor of Economics from Macquarie University and is a member of both the Australia and New Zealand Chartered Accountants and the Australian Institute of Company Directors. • Elected to the Board of Carers Australia as Treasurer in November 2019, as the nominee of Carers NSW
Callum Ingram	From Nov 2019	<ul style="list-style-type: none"> • Extensive experiences in public administration, law, medical science, corporate services, governance, strategy and policy development across public, private and not-for-profit sectors. • Currently Head of Strategy and Transformation at the Institute of Public Administration Australia. • Graduate of the Australian Institute of Company Directors • A member of the Board of Carers VIC and its Governance Committee. • Board Member of the Aurora Foundation. • Has been a Carers Australia Board Member since November 2019.
Jennifer Davies	From Feb 2020	<ul style="list-style-type: none"> • Over 35 years' experience as an academic at the University of South Australia's School of Management. • Holds qualifications in social work and urban and regional planning. • An Emeritus Fellow of the Council of Australasian Tourism and Hospitality Education, of which she was a founding member. • Has been a member of the Carers SA Board since 2014. • Appointed to the Carers Australia board as nominee of South Australia in February 2020.
Richard Bialkowski	From April 2020	<ul style="list-style-type: none"> • Over 20 years' experience as a CEO and non-executive director in a range of organisations, including those related to primary health care and aged and disability care services. • Has a Bachelor of Business and a Master of Business from University of Southern QLD and Charles Sturt University. • Cared for his mother in her later years. • Currently sits on the Board of Carers ACT and has been their Chair since November 2012. • Joined the Board of Carers Australia in April 2020.
Linda Wayman	From April 2020	<ul style="list-style-type: none"> • Has 25 years' experience as a Board Member with several organisations, with over 40 years' experience in the communications and marketing industries in both the public and private sectors. • Currently non-executive director and Principal of a strategic communications and marketing business. • Master of Arts (Communications) from Monash University. • Has cared for both her father and her mother. • Sits on the Board of Carers WA and has been a Carers Australia Board Member since April 2020.

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Company secretary

The role of Company Secretary has been held by several people this financial year:

- Ara Cresswell held the role from 1 July 2016 until her resignation effective 27 November 2019
- Robbie Sinclair was elected to the role on 27 November 2019 and held the position until his resignation in April 2020
- Callum Ingram held the role from 27 May 2020 until Board discussions in August 2020
- Liz Callaghan now holds the role as a result of a Board decision on 26 August 2020.

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Directors meetings

The number of meetings attended by each director during the time the director held office during the year ended 30 June 2020 are:

	Full Board		FARG Committee	
	Attended	Eligible	Attended	Eligible
Sonia Rutnam (Chair)	7	7		
Peter Langkamp (Chair)	4	4		
Linda Wayman	1	1		
Mark Morrissey	4	7		
Bruce Howle	7	7	2	2
Felicity Purdy	4	4		
Jim Toohey	1	1		
Robbie Sinclair	8	9	2	2
Callum Ingram	5	7	2	2
Gary Watson	3	3		
Sue Peden	4	4	2	2
Greg Shaw	7	7		
Steve Balch	2	3	1	2
Richard Bialkowski	1	1		
Antony Stinziani	8	9		
Brett Walker	7	7	2	2
Tony Caplice	2	4		
Jenny Davies	5	5		
Jan Wallent	3	4		

Principal activities

The principal activities during the year ended 30 June 2020 were as a national peak body:

- Advocating on behalf of unpaid family and friend carers to influence government policies on a national level, and
- Managing the delivery of a range of national carers services.

There was no significant change in the state of affairs of the Company during the year.

Objectives

The principal objects of the Company are:

- to be the national body with a national voice and focus for to advocate for and represent the interests of Carers;
- to work collaboratively with our Members and other organisations to:
 - advocate for policy and service actions that support the caring role and enhance the health, wellbeing, resilience and financial security of Carers;
 - advocate for the inclusion of Carers as a priority group within mainstream and specialist service programs;
 - advocate to have caring recognised as a shared responsibility of family, community, business and government with the aim of achieving improved outcomes for Carers;
 - undertake other policy, advocacy and service actions which the Board considers to be of benefit to Carers.

Strategy for achieving objectives

The activities undertaken during the year have progressed the Company's mission to improve the lives of unpaid family carers, through advocating on their behalf to influence national government policies; as well as by managing the delivery of a range of national carer services. It has maintained engagement with Government members, members of the Opposition and cross benchers; made submissions to parliamentary and other inquiries that affect carers and improved the quality of services the Company has been funded to deliver to carers. Also increased awareness of carers in the community through National Carers Week activities and other profile raising initiatives via both traditional and social media.

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Directors' Report**Operating results**

The surplus from ordinary activities amounts to \$278,672 (2019: Surplus \$320,331). The Company is an income tax exempt institution.

Dividends

The Company is a membership organisation. Dividends are therefore not payable by the Company.

Review of operations

A review of the operations of the Company during the financial year and the results of those operations show that during the year, the Company continued to engage in its principal activities, the results of which are disclosed in the attached financial statements.

Events subsequent to balance date

There has not been any matter or circumstance subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

Members' guarantee

Carers Australia is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company. As at 30 June 2020 the total amount that members of the Company are liable to contribute, if the Company is wound up, is \$80 (2019: \$80).

Directors' interest and benefits

Since the end of the previous financial year, no director of the Company has received or become entitled to receive any benefit by reason of a contract made by the parent entity or a related corporation with the director or a firm of which the director is a member, or with a Company in which the director has substantial interest.

Auditors' Independence declaration

The lead auditor's independence declaration in accordance with *Australian Charities and Not for Profit Commission Act 2012*, for the year ended 30 June 2020 has been received and can be found on page 8 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Sonia Rutnam, Chairperson



Bruce Howle, Treasurer



Dated at Canberra, this 11th day of November 2020.

**RSM Australia Partners**

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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Carers Australia Limited for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements as set out in the *Australian Charities and Not for profits Commission Act 2012* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink that reads 'RSM'.

RSM AUSTRALIA PARTNERS

A handwritten signature in black ink that reads 'G M Stenhouse'.

G M STENHOUSE
Partner

Canberra, Australian Capital Territory
Dated: 11 November 2020

THE POWER OF BEING UNDERSTOOD
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CARERS AUSTRALIA LIMITED

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STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue			
Government funding		13,749,103	14,710,391
Other revenue	4	227,149	382,723
Expenses			
State/Territories funding		(10,571,057)	(12,065,143)
Administration expenses		(215,923)	(216,360)
Amortisation and depreciation	5,10,11	(11,311)	(8,743)
Communication expenses		(347,539)	(262,700)
Computer/Website expenses		(298,862)	(162,313)
Consultants		(328,865)	(327,258)
Employee expenses		(1,806,831)	(1,566,908)
Travel & meetings expenses		(117,192)	(163,358)
Total comprehensive profit for the year		278,672	320,331

This statement should be read in conjunction with the notes to the financial statements.

CARERS AUSTRALIA LIMITED

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STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Notes	2020 \$	2019 \$
Assets			
Current assets			
Cash and cash equivalents	6	1,068,919	1,228,832
Short term investments	7	3,848,842	1,589,158
Trade and other receivables	8	91,563	286,829
Prepayments	9	21,955	22,653
Total current assets		5,031,279	3,127,472
Non-current assets			
Property, plant and equipment	10	28,520	17,165
Total non-current assets		28,520	17,165
Total assets		5,059,799	3,144,637
Liabilities			
Current liabilities			
Trade and other payables	11	1,948,314	241,834
Provisions	12	97,745	141,787
Unexpended grants	13	325,381	428,389
Income received in advance	14	5,500	5,000
Total current liabilities		2,376,940	817,010
Non-current liabilities			
Provisions	12	46,916	166,165
Total non-current liabilities		46,916	166,165
Total liabilities		2,423,856	983,175
Net assets		2,635,943	2,161,462
Equity			
Reserves		2,357,271	1,841,131
Retained earnings		278,672	320,331
Total equity		2,635,943	2,161,462

This statement should be read in conjunction with the notes to the financial statements.

CARERS AUSTRALIA LIMITED

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STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2020

	\$
General Funds	
Balance as 1 July 2018	1,841,131
Surplus for the year	<u>320,331</u>
Balance at 30 June 2019	<u>2,161,462</u>
 Balance as 1 July 2019	 2,161,462
Adjustment from adoption of AASB 15 and 1058 revenue from contracts with customers	<u>195,809</u>
	2,357,271
Surplus for the year	<u>278,672</u>
Balance at 30 June 2020	<u>2,635,943</u>

This statement should be read in conjunction with the notes to the financial statements.

CARERS AUSTRALIA LIMITED

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STATEMENT OF CHANGES OF CASH FLOWS

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
Cash flows from operating activities:			
Receipts from customers		11,866,338	14,942,840
Payments to suppliers and employees		(12,049,778)	(14,897,579)
Interest received	4	46,193	50,399
Net cash provided by/(used in) operating activities	25	<u>(137,247)</u>	<u>95,660</u>
Cash flows from investing activities:			
Purchase of property, plant and equipment	10(a)	<u>(22,666)</u>	<u>(11,714)</u>
Net cash used in investing activities		<u>(22,666)</u>	<u>(11,714)</u>
Net increase/(decrease) in cash and cash equivalents held		(159,913)	83,946
Cash and cash equivalents, beginning of year		1,228,832	1,144,886
Cash and cash equivalents, end of year	6	<u>1,068,919</u>	<u>1,228,832</u>

This statement should be read in conjunction with the notes to the financial statements.

CARERS AUSTRALIA LIMITED

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Notes to the financial statements For the year ended 30 June 2020

The financial report is for Carers Australia Limited by Guarantee as an individual entity.

Carers Australia Limited by Guarantee is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia.

1. Company Details

Registered office and principal place of business of the Company is:
Unit 2, 11 Mckay Lane, Turner, ACT 2612

2. Statement of Significant Accounting Policies

The principal accounting policies adopted in the presentation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The Company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

The following Accounting Standards and Interpretations are most relevant to the Company:

AASB 15 Revenue from Contracts with Customers

The company has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive, contract-based revenue recognition model. The core principle of the standard is that an entity must recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduces a new with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment.

AASB 16 Leases

The company has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. However, EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) results improve as the operating expense is now replaced by interest expense and depreciation in profit or loss.

AASB 1058 Income of Not-for-Profit Entities

The company has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for not-for-profit entities. The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other related amount at the time of receipt. Income is recognised under this standard in the following circumstances:

- an asset is received in a transaction, such as by way of grant, bequest or donation; and
- there has either been no consideration transferred by the company, or the consideration paid by the company for the asset is significantly less than the asset's fair value; and
- the asset is provided principally enable the company to further its objectives.

CARERS AUSTRALIA LIMITED

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**Notes to the financial statements
For the year ended 30 June 2020****Accounting Policies**

For transfers of financial assets to the company which enable it to acquire or construct a recognisable non-financial asset, the company recognises a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, revenue or contract liabilities recognised under AASB 15, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. This liability is brought to account as income over the period in which the entity satisfies its performance obligation.

If the transaction does not enable the company to acquire or construct a recognisable non-financial asset to be controlled by the entity, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income immediately.

Impact of Adoption

AASB 15, AASB 16 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated.

Funding of \$195,809 was brought forward from prior periods. The impact of first time adoption of AASB 1058 requires the \$195,809 to be recognised as income in the prior year. The adjustment was applied on opening retained surplus as at 1st July 2019.

Basis of Preparation

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 Act 2012*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

CARERS AUSTRALIA LIMITED

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Notes to the financial statements
For the year ended 30 June 2020

The principal accounting policies adopted in the preparation of the financial statements are set out below.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed at note 3.

Accounting Policies

(a) Property, plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. All other repairs and maintenance are recognised as expenses in profit or loss during the financial period in which they are incurred.

(b) Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Furniture, Fittings & Equipment	15% - 40%

The asset's residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

(c) Intangibles assets

Acquired computer software licences are capitalised on the basis of the costs incurred to acquire and install the specific software.

All intangible assets are accounted for using the cost model whereby capitalised costs are amortised on a straight-line basis over their estimated useful lives. Residual values and useful lives are reviewed at each reporting period. In addition, they will be subjected to impairment testing. The following depreciation rate is applied:

Software	40%
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CARERS AUSTRALIA LIMITED

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Notes to the financial statements

For the year ended 30 June 2020

Accounting Policies

Subsequent expenditures on the maintenance of computer software and brand names are expensed as incurred.

(d) Cash and cash equivalents

Cash and cash equivalents include cash at bank and on hand, as well as term deposits held with the bank for less than 90 days in duration.

(e) Short-term investments

Short-term investments include term deposits held with the bank for greater than 90 days in duration.

(f) Income tax

No provision for income tax has been raised as the Company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997. The Company also holds deductible gift recipient status.

(g) Leases

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the entity's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred. Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

At the inception of a contract, the Company assesses whether a lease exists – i.e. does the contract convey the right to control the use of the identified asset for a period of time in exchange for consideration. This involves an assessment of whether:

- The contract involves the use of an identified asset – this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right, then there is no identified asset.

- The Company has the right to obtain substantially all of the economic benefits from the use of the asset throughout the use of the period.

The Company has the right to direct the use of the asset i.e. decision-making rights in relation to changing how and for what purpose the asset is used.

CARERS AUSTRALIA LIMITED

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Notes to the financial statements For the year ended 30 June 2020

Accounting Policies

The Company has elected not to separate non-lease components from lease components and has accounted for all leases as a single component. At the lease commencement, the organization recognizes a right of use asset and associated lease liability for the lease term. The lease term includes extension periods where the Company believes it is reasonably certain that the option will be exercised. The right of use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives.

The right of use asset is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy. The right of use asset is assessed for impairment indicators at each reporting date.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the company's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the company's assessment of lease term.

Where the lease liability is remeasured, the right of use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right of use asset has been reduced to zero.

The organization has elected to apply the exceptions to lease accounting for leases of low-value assets. For these leases, the organization recognizes the payments associated with these leases as an expense on a straight-line basis over the lease term.

(h) Revenue

Revenue recognition – contracts with customers

AASB 15 requires revenue to be recognised when control of a promised good or service is passed to the customer at an amount which reflects the expected consideration.

The customer for these contracts is the fund provider.

Revenue is recognized by applying the five-step model as follows:

- Identify the contract with the customer
- Identify the performance obligations
- Determine the transaction price
- Allocate the transaction price
- Recognise revenue

Generally, the timing of the payment for sale of goods and services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability. This is the case for applications fees for new members, which are recognized as income over the expected term of membership.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

CARERS AUSTRALIA LIMITED

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**Notes to the financial statements
For the year ended 30 June 2020****Accounting Policies**

Contract assets arise when work has been performed on a particular program and services have been transferred to the customer when the invoicing milestone has not been reached and the rights of the consideration are not unconditional. If the rights to the consideration are unconditional then a receivable is recognized. No impairment losses were recognized in relation to these assets during the year.

Contract liabilities generally represent the unspent funds or other fees received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided, or the conditions usually fulfilled within 12 months of receipt of the grant. Where the amount received is in respect of services to be provided over a period that exceeds 12 months after the reporting date or the conditions will only be satisfied more than 12 months after the reporting date, the liability is presented as non-current. Where the monies are received for the Company to acquire or construct an item of property, plant and equipment which will be controlled by the Company then the funds are recognized as contract liability and amortised to revenue as when the obligation is satisfied.

Grant Income

Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Assets arising from grants in the scope of AASB 1058 are recognized at their value when the asset is received. These assets are generally cash but may be property which has been donated or sold to the Company at significantly below its fair value.

Once the asset is recognised, the Company recognises any related liability amounts (e.g. provisions, financial liabilities). Once the assets and liabilities have been recognized then income is recognized for any difference between the recorded asset and liability.

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, have been satisfied.

Revenue is measured at the fair value of the consideration received or receivable.

Grant revenue is recognised in the statement of comprehensive income when the Company obtains control of the grant, it is probable that the economic benefits gained will flow to the Company and the amount of the grant can be measured reliably.

When grant revenue is received whereby the Company incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations and bequests are recognised as revenue when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

CARERS AUSTRALIA LIMITED

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Notes to the financial statements

For the year ended 30 June 2020

Accounting Policies**(i) Trade and other receivables**

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers from goods sold in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

(j) Trade and other payables

These amounts represent liabilities for goods and services provided by the Company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

(k) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the statement of financial position are shown inclusive of GST. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of the GST recoverable from, or payable to, the ATO.

(l) Employee benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

(m) Impairment of assets

At the end of each reporting period, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

(n) Provisions

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result, and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Notes to the financial statements

For the year ended 30 June 2020

Accounting Policies

(o) Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use, when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

3. Critical accounting judgements, estimates and assumptions.

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectation of future events management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Coronavirus (COVID-19) pandemic

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the company based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the company operates. There does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the company unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

Estimation of useful lives of assets

The Company determines the estimated useful lives and relating depreciation and amortization charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, liabilities for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

CARERS AUSTRALIA LIMITED

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**Notes to the financial statements
For the year ended 30 June 2020**

	2020	2019
4. Other Revenue	\$	\$
Donations	3,174	205,278
Memberships	16,604	16,343
Interest	46,193	50,399
Sponsorships	-	16,540
Other	161,178	94,163
Total Revenue	227,149	382,723
5. Expenses		
<i>The result for the year includes the following specific expenses:</i>		
Movement in provisions – employee entitlements	163,290	31,593
Make Good on leased Premises	-	788
Depreciation/amortisation expense	11,311	8,743
6. Cash and cash equivalents		
Cash on Hand	5	551
Cash at Bank	1,068,914	1,228,281
Cash and cash equivalents	1,068,919	1,228,832
7. Term Deposits		
Term Deposit - NAB	50,899	49,824
Term Deposit - NAB	500,397	277,836
Term Deposit - NAB	2,007,844	-
Term Deposit - NAB	1,289,702	1,261,498
Term Deposits	3,848,842	1,589,158
8. Trade and other receivables		
<i>Current</i>		
Accounts Receivables	53,841	17,563
GST receivable	37,722	269,266
Trade and other receivables	91,563	286,829

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Notes to the financial statements

For the year ended 30 June 2020

	2020	2019
9. Prepayments	\$	\$
Prepaid Insurance	15,595	5,392
Prepaid Expenses	6,360	17,261
Prepayments	21,955	22,653
 10. Property, plant & equipment		
At cost	93,570	80,424
Accumulated depreciation	(65,049)	(63,259)
Property, plant & equipment	28,520	17,165
 (a) Movement in carrying amounts of property, plant & equipment		
Opening Balance	17,165	17,279
Additions	22,666	11,714
Written Off/Scrapped	-	(3,085)
Depreciation expense	(11,311)	(8,743)
Closing Balance	28,520	17,165
 11. Trade and other payables		
Account Payables	77,471	111,898
Other Payables	122,092	103,186
Better Start ORR payments	-	2,000
Young Carer Bursary payments	1,748,750	24,750
Trade and other payables	1,948,313	241,834
 12. Provisions – current		
Make Good provision on leased premises	47,138	47,138
Annual Leave Entitlements	50,607	94,649
Provisions – current	97,745	141,787
 Provisions – non current		
Long Service Leave Entitlements	46,916	166,165
Provisions – non current	46,916	166,165

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Notes to the financial statements
For the year ended 30 June 2020

	2020	2019
	\$	\$
13. Unexpended grants		
Young Carers Bursaries	139,241	2,024
CAS	-	57,921
Communications Carer Gateway	60,007	-
Carers Counselling	-	50,173
Young Carers Project	-	46,711
Better Start	-	41,003
Better Start Education	61,992	27,144
Peer Partners	-	59,768
Education Resources	64,141	143,645
Unexpended grants	325,381	428,389
14. Income received in advance		
Contributions to secretariat	5,000	5,000
Miscellaneous	500	-
Income received in advance	5,500	5,000

15. Contingent liabilities

The Company had no contingent liabilities as at 30 June 2020.

16. Commitments

The Company had no commitments for expenditure as at 30 June 2020.

17. Related party transaction*Key management personnel*

Disclosures relating to key management personnel are set out in Note 19.

Transactions with related parties

There were no transactions with an associate during the year (2019: \$43,403).

18. Events after the reporting period

The Directors are not aware of any significant events since the end of the reporting period with the exception of the possible effect of the novel coronavirus (COVID-19) pandemic and the related impact on the Company's future results or operations. Like every Company, Carers Australia has had to develop new ways of working in a pandemic environment and continues to manage its response and consider appropriate methods to meet its contract deliverables and its mission of improving the lives of unpaid family carers.

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the consolidated entity's operations, the results of those operations, or the consolidated entity's state of affairs in future financial years.

CARERS AUSTRALIA LIMITED

ABN 12 231 938 308

Notes to the financial statements
For the year ended 30 June 2020

19. Key Management Personnel Remuneration

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly, including any Director is considered key management personnel.

The totals of remuneration paid to the key management personnel of the Company during the year are as follows:

	2020	2019
	\$	\$
Aggregate compensation	<u>190,860</u>	<u>203,856</u>

20. Remuneration of auditors

Amounts paid to RSM Australia Partners

Audit of financial statements	11,941	11,500
Other Services/Audit Acquittals	<u>3,000</u>	<u>3,000</u>
Remuneration of auditors	<u>14,941</u>	<u>14,500</u>

21. Economic dependence

Carers Australia Limited is dependent on various government departments for funding of the majority of its revenue used to operate the business. At the date of this report, the Board has no reason to believe the Departments will not continue to support Carers Australia Limited.

22. Members guarantee

The Company is incorporated under the Corporations Act 2001 and is limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute \$10 each towards meeting any outstanding obligations of the Company. At 30th June 2020 the number of members was 8 (2019: 8).

23. Reconciliation of surplus to net cash flow from operating activities	2020	2019
	\$	\$
Surplus for the year	278,672	320,331
<i>Adjustments for:</i>		
Depreciation and amortization	11,311	8,743
Loss on scrapped assets	-	3,085
Change in operating assets and liabilities		
Decrease/(Increase) in accounts receivables	195,266	(43,771)
Decrease/(increase) in prepayments	698	(5,532)
Increase in investments	(2,259,685)	(39,440)
Increase in accounts payables	1,706,480	70,282
(Decrease)/Increase in income in advance	500	(414,837)
Increase in grants carried forward	92,801	175,551
(Decrease)/Increase in provisions	<u>(163,290)</u>	<u>21,248</u>
Net cash from/(used in) operating activities	<u>(137,247)</u>	<u>95,660</u>

CARERS AUSTRALIA LIMITED

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DIRECTORS' DECLARATION**DIRECTORS' DECLARATION**

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 9 to 24, are in accordance with the *Corporations Act 2001* and:
 - (a) comply with the Australian Accounting Standards and the *Australian Charities and Not for Profit Commission Act 2012*; and
 - (b) give a true and fair view of the Company's financial position as at 30 June 2020 and of its performance for the year ended on that date.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Sonia Rutnam
Chairperson



Bruce Howle
Treasurer

Dated at Canberra, this 11th day of November 2020.

**RSM Australia Partners**

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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
CARERS AUSTRALIA LIMITED**

Opinion

We have audited the financial report of Carers Australia Limited, which comprises the statement of financial position as at 30 June 2020, the statement of Profit or Loss and other comprehensive income, the statement of changes in equity and the statement of changes of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the financial report of Carers Australia Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2020 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Carers Australia Limited in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, directors are responsible for assessing Carers Australia Limited's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate Carers Australia Limited or to cease operations, or has no realistic alternative but to do so.

THE POWER OF BEING UNDERSTOOD**AUDIT | TAX | CONSULTING**

RSM Australia Partners is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

RSM Australia Partners ABN 36 965 185 036

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**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

A handwritten signature in black ink that reads 'RSM'.

RSM AUSTRALIA PARTNERS

A handwritten signature in black ink that reads 'G M Stenhouse'.

G M STENHOUSE
PartnerCanberra, Australian Capital Territory
Dated: 11 November 2020



Carers Australia Limited

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