



## Our Vision

Caring is accepted as a shared community responsibility.



## Our Mission

Leading change and action with and for Carers.

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

*Carers ACT acknowledges that modern day Canberra has been built on the traditional lands of the Ngunnawal people. We pay our respects to their elders and recognise the displacement and disadvantage they have suffered since European settlement. Carers ACT celebrates the Ngunnawal's living culture and valuable contribution to the ACT community.*

# 2008–2009 annual report

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# I. Letter from the President and CEO

We hope you enjoy reading about the work of Carers ACT in supporting Carers and their families across the ACT.

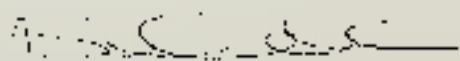
2008-09 has been a busy but productive year in achieving our mission to lead change for better support for Carers. Carers ACT now has almost 5000 Carers on our books. The key highlight in 2008-09 was the National Inquiry into Better Supports for Carers resulting in the *Who Cares* Report outlining 50 recommendations for change and improvement in supporting family Carers. This will be the framework we will work on with our national network partners and Carers Australia in the coming 12 months.

The ACT Election provided an opportunity to raise the issue of the future of care in an ageing population. All political parties shared their Carer Policies with more than 5,000 Carers and a large number of election candidates attended a forum where five people shared their caring experiences and provided low or no cost solutions for a better system to support Carers in the ACT.

Service delivery is the cornerstone of our work and this year we produced outstanding results within available resources. The results of an anonymous survey of 1200 Carers who accessed our services in 2008-09 indicates that our services are valued and that Carers are highly satisfied with the quality of the services we provide.

We would like to take this opportunity to thank the Carers who have worked alongside us in providing sound advice to government. Thanks to the many Carers who have shared their stories through the media so that the wider community can better understand what it's like to be a Carer and what needs to change. We appreciate the work and dedication of our staff who deliver outstanding services and supports to caring families in the ACT.

We thank our Commonwealth and ACT Government funding bodies, corporate partners and many community friends for continuing to support our work and for working with us as partners to meet common objectives in achieving better outcomes for families in our community. We also thank the voluntary Board of Carers ACT who provide strong governance and leadership to ensure our work remains relevant and makes a real difference to caring families.



**Brett Walker**

President



**Dee McGrath**

CEO





## 2. The 2008-2011 Strategic Plan

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CARERS ACT INCORPORATED

Carers ACT actively plans for continued improvement in Carers' lives and improve the way our organisation provides support and services to Carers and their families. Thanks to input from Carers, board members, community partners and staff, much work was done to produce a three year Strategic Plan that will help guide us, meet our goals and fulfil our mission.

We have set ourselves clear goals in the next three years, goals that aim to improve the lives of Carers in the ACT. We are focussed on building our reputation as a quality service provider for Carers and their families. We are also keen to continue to be the expert voice with and for Carers so that Governments are provided with timely and reliable advice on issues that matter for family Carers. In the next three years we aim to be:

- Bold and innovative in what we do;
- Known for quality and excellence in services and programs;
- Forthright in representing Carers' needs and issues;
- Sought after for opinion, advice and solutions;
- Independent of government and all political parties;
- Well governed and accountable to Carers, funders and key partners.

A copy of the Strategic Plan can be found on our website: [www.carersact.asn.au](http://www.carersact.asn.au)

2008-09 was the first year in the three year Strategic Plan. This report demonstrates what we delivered.

### 3. What Carers Think

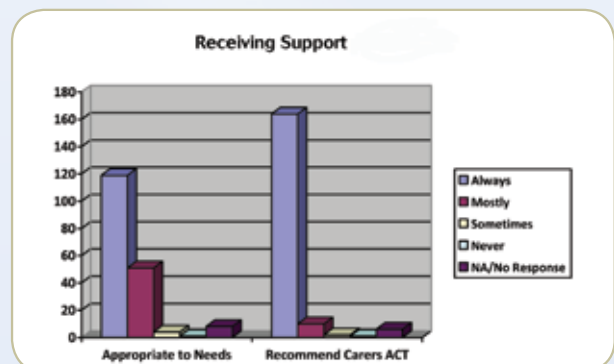
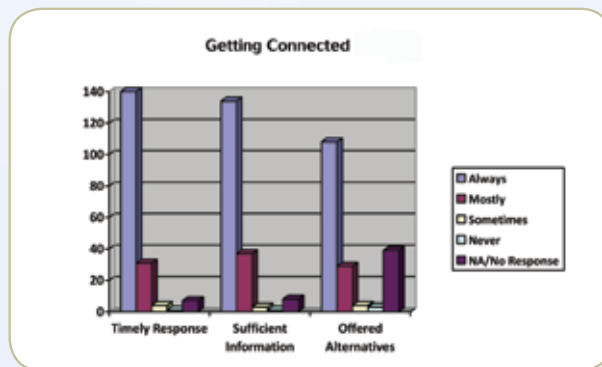
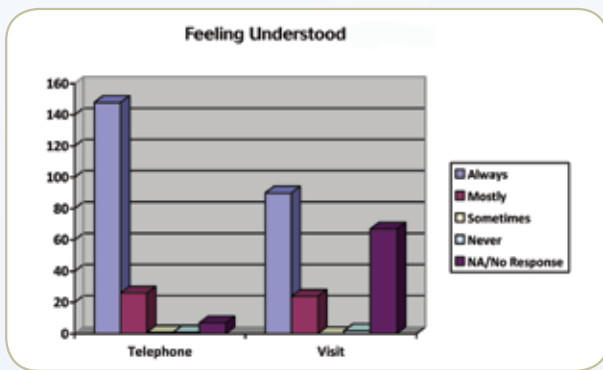
As part of our commitment to providing quality services to carers, we now conduct an annual anonymous survey of Carers who have accessed any of our services – respite, information, advice and referral, counselling, education workshops and social events. Anonymous feedback from Carers is the best way we can measure our performance in providing meaningful support and guide us in how we can improve.

As an organisation that strives to make a difference to Carers and their lives, we are keen to know that when Carers access our services they feel

understood, connected and supported. The research measured the extent of Carers' satisfaction in determining how effectively we are meeting our goal.

The overall satisfaction score for Carers accessing Carers ACT services in 2008-09 is 94.9% with the majority of respondents reporting that they would always recommend Carers ACT to other family Carers.

The following graphs show how the ACT Respite and Carelink Centre measured up:



A full copy of the report is available on our website:  
[www.carersact.asn.au/publications](http://www.carersact.asn.au/publications)



*When Kati was diagnosed with Multiple Sclerosis, her three daughters Hayley, Melissa and Kelly, with the help of Carers ACT, took on the role of Carers for their mother.*

## 4. 2008-09 Year at a Glance

**Across our organisation, we are focused on continually improving our services and support to Carers.**

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### Access

Carers have told us they need better access to our services and support. The staff at Carers ACT generously responded by agreeing to work flexibly to include weekend work without penalty rates. In November 2008, Carers ACT extended its operational hours to include Saturday mornings from 9am to 12noon. The ACT Respite Centre is also available 24 hours, seven days a week.

More than 1300 new Carers accessed our services this year. Many of the referrals to Carers ACT were due to recommendations by a friend or colleague. Thanks to support from corporate sponsors, we were able to air three TV commercials on all three commercial channels for more than three months during the year.

### Voice for Carers

The National Inquiry for Better Supports for Carers provided an excellent platform for Carers across the country to engage with the Government. The ACT submission from Carers ACT included feedback from 300 Carers who participated in a survey plus feedback from three focus groups hosted by Carers ACT. Carers ACT attended the Inquiry with a number of family Carers to support the recommendations in the ACT submission.

The ACT General Election provided an opportunity for all political parties to be aware of Carers concerns and for each party to respond with their Carer policies. Carers ACT gathered the views of hundreds of Carers to develop a report *"The ACT Election – What Carers Want"* Report. All parties provided their party policies on what they promised to do to better support Carers in the ACT which were published in a special edition newsletter in October 2008.

• The timesaving household appliances and computer provided by Carers ACT help to ensure the girls keep up with their schoolwork. • *Kati*

## New Program

The Mental Health Carer Representation Program commenced in September 2008 providing support and training to more than 40 Carers of people with mental illness to participate in Mental Health ACT and ACT Health committees and consultation activities. The program aims to engage more Carers in providing advice to government on policy issues affecting the mental health system and services.

## Carer Support Fund

The ACT Government provided \$1m in one off Carer Support Funding. Priorities for the funding reflected several of the urgent needs identified by Carers who participated in Carers ACT's research and distributed as part of the ACT election campaign material distributed by Carers ACT. Carers ACT was allocated one off funding of \$150k of this funding for Jan – Dec 2009 and has so far supported 139 caring families.

## Information Services

The Carer Advisory Line supported 1,653 Carers to access services and help them with problem solving such as housing, Centrelink payments, mediation services and other supports.

The ACT Respite and Carelink Centre provided information and support to 12,676 callers this year.

This year we produced five editions of the Newsletter with a circulation of 5,000 copies including a special edition addressing Carer Concerns in the lead up to the ACT General Election.

We also produced two Calendars of Events to advise Carers of the workshops and other events available to them – a total of 10,000 copies were distributed.

## Respite Services

Carers ACT provided 70,522 hours of in home flexible respite support and 186,144 hours of residential respite to more than 1,914 Carers across the range of specialist respite programs. Of these, more than 800 were new Carers who had not previously accessed respite support.

The Cottage provided 18,464 hours of respite for 61 Carers caring for a family member with dementia. Fraser House provided 14,078 hours of home from home respite to 35 ageing parents with adult dependents with a disability.

## Counselling and Emotional Support

2,184 Carers accessed 6,232 counselling sessions this year with an estimated 600 Carers accessing counselling for the first time. In addition, 180 Carers accessed 930 hours support in north and south side support groups.

## Education & Events

45 workshops were hosted for 290 Carers this year and 60 social events were organised supporting 925 Carers.

## Assessment Against National Standards

This year Carers ACT was assessed by the National Home and Community Care Standards and achieved an excellent score of 19.02 out of 20.

## Website

We had 38,500 visits to our website.

## 5. Services for Caring Families in the ACT

### 5.1 Information Services

#### Carer Advisory Service

Carers are often faced with complex problems with limited time to find solutions. Last year we provided information support to 1,653 Carers, linking 234 Carers into Carers ACT services and a further 193 into ongoing services and support provided by our community partners.

Due to extensive waiting lists of home and community services during the year, we assisted a large number of Carers access alternative services and support.

We assisted a large number of Carers to complete their application for Carer Payment and Carer Allowance through Centrelink. We continue to work closely with Centrelink to advise us on application assessment processes. We also assisted Carers find available advocacy services for complex needs or legal advice on guardianship legislation and power of attorney.

*“Thank you for your prompt response. It has really taken the pressure off me not having to make all these phone calls when I am not completely sure what I should be asking in the first place. It is such a maze to work through”*



#### ACT Respite and Carelink Centre

The ACT Respite Carelink Centre provides two key services – access to respite services within the ACT and information/advice on how to access the full suite of Canberra’s 600+ community services. This year our Centre handled more than 12,676 calls for support.

Carelink is much more than an information line – it helps ACT residents find out about availability, eligibility and costs for any community or health service in the Territory. Examples of these services include:

- household help
- personal care and nursing
- meal services
- home modification
- special transport services
- continence assistance
- allied health care specialists
- aged care and disability assessment services
- day care centres
- aged care homes

Carelink also helps people in the community understand how the health and community support system ‘works’ so that they can get the right supports they need, when they need it.

Carelink is a valuable resource for the general public, GPs, and anyone in the community or health sector.

## 5.2 Respite Services

Carers often ignore their own health needs. Respite is critical in supporting Carers to take a break from their caring role, spend time with other family members and friends or just to catch up on weeks or months of broken sleep. Unfortunately, many Carers don't access respite because they have concerns about accessing respite including fear of disapproval by others, fear the person will not receive good care and feeling of failure.

Carers ACT supports Carers to access respite services that meet the individual needs of Carers as well as the person who needs alternate care. We provide a range of flexible respite programs supporting Carers of people who are frail aged, have a mental illness, severe and profound disabilities, chronic illness, need palliative care or have drug/alcohol dependencies. The respite programs target a range of Carers including Young Carers, Ageing parent Carers, Indigenous, Culturally and Linguistically Diverse Carers and employed Carers who are balancing work and caring for an elderly relative with care needs. The full range of respite services, eligibility as determined by government funding bodies, and contact details are outlined on page 27–29 of this report.

Carers ACT managed the bookings for 31 respite beds during 2008-2009 on behalf of 14 Residential Facilities. Last year 186,144 hours of residential respite was provided to more than 1,914 Carers across the range of specialist respite programs.

In order to provide flexible respite support, Carers ACT has agreements with 14 community service providers in 2008-2009. We work collaboratively with our partners to ensure that quality and timely service delivery is consistent for Carers.

Here is some feedback from Carers who have accessed the range of specialised respite programs:

***“I greatly appreciate being able to access this support as it gave me a much required break from the caring role” -***

*Wife and Carer for her ageing husband*

***“Thank you for all the time and care you have given to support me over some challenges that have flattened me of late. The positive attitudes and valuing me as a person has motivated me to take some action around my own health needs.”***

*Mother and Carer to 35 year old son with autism*

***“Thank you for the funding towards the wheelchair. We would like to thank you very much for helping us ensure that my son has the correct seating for family outings and for everyday activities”***

*Mother and Carer to her 4 year old son who has a disability*

***“I can't thank you and your organisation enough for the help you provided me and my parents in a time of crisis. I had nowhere else to turn to get emergency in home care and you organised support quickly and efficiently”***

*Daughter and Carer to ageing parents*

## Home from Home Respite

Carers ACT operates two specialist respite Cottages. The Cottage at Deakin specialises in providing home from home respite for Carers caring for a family member with dementia. The Cottage provides high quality care and provides an environment where individuals can participate in daily activities of the Cottage including growing of vegetables and assisting with cooking. The program also provides activities based on each individual's historical interests and current needs.

As of 30 June there were 27 families on the waiting list to access the Cottage. Five families with early onset dementia have also been identified as needing a more individualised respite response. Carers ACT is in dialogue with the Commonwealth Government to provide solutions to meet this need as a matter of urgency.

Fraser House Retreat provides respite to mature aged carers with adult dependents with disabilities. The home environment is welcoming and guests enjoy activities including participation in community events and activities. A key part of the program is the development of daily living skills. This enables guests to learn new skills, building their confidence and independence – an important component in planning for the future when many will need to live in alternative housing when their parents are no longer here to provide care.



*Carers ACT provides group forums and social events for Culturally and Linguistically Diverse Carers.*

### 5.3 Counselling Services

Carers often see counselling as a last resort. However, counselling can help Carers through concerns or develop stronger resilience by providing a safe, environment with people who are professionally trained and have extensive experience in caring issues. The key issues of concern to Carers this year, as identified by counsellors, were stress, burnout, increased mental health concerns, family conflict and major Carer health issues.

Carers ACT has also initiated some new group counselling forums including one for parents with children with disabilities and one for daughters caring for frail aged mothers. These trials have been highly successful and in the coming year we will continue to identify similar groups of Carers who can benefit from group counselling and meeting others in the same caring situation.

### 5.4 Education And Events

Carers ACT provides a range of workshops covering topics that are of interest to Carers. We continue to offer flexible delivery times to suit time poor Carers including weekends and after hours and delivery in different locations across Canberra. New courses this year including Representing Carers on Committees, Mindfulness, Yoga and the Seasons for Growth program for Young Carers were well attended.

Carers ACT provided monthly group forums for 14 CALD communities and monthly forums for Indigenous Carers.

Social activities are an important way of connecting Carers, allowing people to share experiences and laughter. Groups such as the art appreciation and craft groups continue to meet regularly. The Carers Choir continues to grow and is now in popular demand for launches and other special events. This year saw Jenny Macklin, the Minister for Families, Communities and Indigenous Affairs join the choir to sing.

We hosted a number of social events including seasonal lunches, bus trips and more.

### 5.5 New Program

The Mental Health Carer Representation Program commenced in September 2008 providing support and training to more than 40 Carers of people with mental illness to participate in Mental Health ACT and ACT Health committees and consultation activities. The program also provides secretariat support to the Carer Alliance Group that aims to foster a collaborative approach between carers and organisations with an interest in the rights and needs of mental health Carers. Collaboration is achieved through active consultation and engagement with Carers and organisations.



## 6. Profiling Carers in Our Community

A critical part of our work is to engage with a range of people in the community as we strive to influence governments, community organisations, individuals and businesses to participate in achieving our vision “that caring is accepted as a shared community responsibility.”

### Engaging with Government

The early part of the year was dominated by the ACT Legislative Assembly election. Carers ACT undertook an extensive consultation with almost 300 Carers throughout the ACT, and released the ‘Have Your Say’ ACT Election Report.

The report findings were the focus of ABC’s *Stateline Program* as a key social issue in the lead-up to the election. Political parties were also invited to submit policy statements on Carers for publication in a special edition of the Carers ACT newsletter entitled *Future for Carers ACT Political Party Policy* which was launched at a highly successful event with Carers and a care-recipient as the featured speakers.

ACT Labor’s promises were: to provide new funding for Carer Advocacy Service; introduce the ACT’s first *Charter of Rights for Carers*; provide \$400,000 over 4 years to introduce a *Companion Card* for people with a disability and their Carers; and, increase the current annual pool available for grants to people with a disability and carers by \$200,000 to create a new universal grants pool of \$500,000

Carers ACT has continued to maintain strong and positive relationships with representatives from all three parties in the Legislative Assembly. The 2008-09 Appropriation Bill No. 2 (Supplementary) allocated \$1 million in Carer Support Fund grants, of which Carers ACT received \$150,000 to distribute to Carers in need. Priorities for the funding reflected several of the urgent needs identified in the election campaign material distributed by Carers ACT.

### Engaging with the Media

Carers ACT continues to be the first point of contact for Canberra based media where comment is sought on issues affecting caring families. A critical part of responding to issues affecting Carers is to have Carers personally explain the impact of government policy on them and their families. We thank the many Carers who helped us provide comment to media on more than 40 media interviews on radio, TV and press.

The Carers ACT’s TV campaign continues to be a valuable tool to let hidden Carers know that we are there when and if they need support and to remind the community of the important role of Carers. Thanks to Grey Worldwide who negotiated the airing of these commercials on the three commercial channels for three months this year. We were also delighted to share these resources with our network partner, Carers South Australia who rebranded the commercials and aired them in that state.



## Engaging with the community

Carers ACT in 2008-2009 had agreements and memorandums of understanding with 14 organisations across the disability, aged, health and community sector – helping us deliver quality services to caring families. Carers ACT is working collaboratively with other organisations involved in delivering important Home and Community Care services in the ACT to provide advice and support to the ACT Government in shaping a better HACC system in preparation for an ageing population.

This year we engaged in excellent dialogue with the ACT Human Rights Commission. Meetings were held with all Commissioners throughout the year to share information on key issues for Carers and establish more efficient pathways for Carers wishing to obtain the Commission's support on issues of human rights.

## Engaging with Business

Our corporate partners continue to support and enhance our work. G.E. Shaw, our partner since 2007, raised \$62,000 enabling us to provide critical assistance to caring families in need – complementing government funding parameters,

Carol Flynn, an experienced and well respected management consultant, has generously provided time to Carers ACT to undertake a range of projects including mentoring to members of the management team, facilitated staff workshops on quality service delivery and assisted in developing submissions to government in consultation with family Carers. The in-kind value of this work was in excess of \$70,000.

Grey Worldwide has continued to support our work and negotiated free air time for our TV commercials with the three commercial channels valued at around \$20,000.

Ernst and Young Staff Giving Program contributed \$4,452 towards the Young Carers Program – helping Young Carers with their school studies through private tuition.



*Carers Week 2008 was celebrated with a number of activities including a trip on the historical steam train to Bungendore.*

## Carers Week

The annual Carers Week was held in the third week in October with the purpose to promote and raise awareness of the valuable role that Carers play in our community and to generate discussion about Carer issues. It also provides an opportunity for Carers to come together, spend time with one another and share stories and information.

Carers ACT celebrated Carers Week with more than 100 Carers who took the historical train to Bungendore for lunch. Waving them off were Commonwealth and ACT politicians, government and community partners.

Carers ACT also made presentations during Carers Week to staff at Centrelink and Families, Housing, Communities and Indigenous Affairs and, with other community organisations, organised a display of material supporting family Carers.

• The practical support provided by Carers ACT has been really helpful. •

*Dominique*



**Mia, Dominique and Cooper Burton**

## 7. Giving Carers A Voice

Carers ACT has continued to support individuals and groups of Carers who wish to have a greater voice in the type of supports and services which they need to continue their essential role in providing care in the community to people who are unable to live independently. In providing advice to Government, Carers ACT actively engages views and opinions from a wide range of Carers in different caring roles.

### National Inquiry into Better Support for Carers

Carers ACT prepared a comprehensive document on the needs of Carers in the ACT which was submitted to the House of Representatives Standing Committee on Family, Community, Housing and Youth Inquiry into Better Support for Carers in July 2008.

Carers ACT also supported a number of Carers to make individual submissions. Dee McGrath, Annemarie Ashton, and three Carers, Carolyn Paisley-Dew, Judy Bentley, and Deborah Hayes, gave evidence to the Committee at the Federal Hearing in Canberra on 26th September. A number of other Carers also participated in the Hearing providing valuable insight to the Committee on the needs of Carers.

The Committee released its report *Who Cares?* in April 2009 with 50 recommendations to improve support for Carers. Carers ACT was delighted to note that this report contained over 25 direct citations of the Carers ACT submission and evidence given by the Carers ACT representatives.

### Policy Publications – 2008-09

Title	Submitted to:	Date:
Better Support for Carers	House of Representatives Standing Committee on Family, Housing and Youth Inquiry into Better Support for Carers, Parliament of Australia	July 2008
'Have Your Say' ACT Election Report and summary document 'Speaking up for Support'	Distributed to all political parties, members of the ACT Legislative Assembly and candidates standing for the 2008 ACT Election.	July 2008
Indigenous Carers and Community Wellbeing: A Response to the Draft Mental Health Services Plan 2008–2013	Mental Health ACT	December 2008
Supporting Sustainable Care in the ACT Community	Department of Treasury, ACT Government	February 2009
Caring for Young Carers	Health Voices: Journal of the Consumers Health Forum of Australia, Issue 4	March 2009
Response to Inquiry into Access to Primary Health Care Services	Standing Committee on Health, Community and Social Services, Legislative Assembly for the Australian Capital Territory	June 2009
Submission to the Review of Special Education Services in ACT Public Schools	Review of Special Education Services in ACT Public Schools, ACT Government	June 2009
Report on Carers Perspectives of the draft ACT Disability Strategic Plan	Disability ACT	2009

## Committees and Representation

Carers ACT proactively provides advice to the Australian and ACT Governments with a view to early identification of changing and unmet needs for Carers. We also work proactively to engage community sector partners. Carers ACT staff are actively involved in representing Carers or participating with Carers on a wide range of committees. This year Carers ACT represented Carers at the following forums including:



### Commonwealth

- Aged Care Planning Advisory Committee for the ACT region.
- The Policy Advisor represented Carers Australia at the Senate hearing into the Review of the *Commonwealth Sex Discrimination Act*. Evidence presented by the Policy Advisor regarding potential barriers for male Carers in employment generated national media coverage.
- Carers ACT and Carers presented at the National Inquiry into Better Supports for Carers.
- Carers ACT provided input into the development of a campaign for generic medicines being conducted under the National Prescribing Service Review.
- Carers ACT also participated in the ACT round of consultation on the development of the 4th National Mental Health Plan, the National Compact Consultation, and the National Disability Strategy.
- Centrelink's Carers Service Delivery Reference Group
- Participation in the NSW/ACT Respite Centre Network sharing information and address respite issues.
- Australian National Young Carer Action Team (ANYCAT)

### Australian Capital Territory (ACT)

- The CEO is a member of the Ministerial Advisory Council on Ageing.
- Carers ACT's Policy Advisor is a member of the Review Advisory Committee which is undertaking the review of the *ACT Mental Health (Treatment and Care) Act 1991*. This representation includes participation in the Forensic Mental Health Working Group which is examining legislation in regard to forensic consumers (persons having contact with both the justice and mental health systems).
- ACT Health Consumer and Carer Participation Framework Steering Committee
- ACT Respite Network – meeting with ACT residential and day centre respite providers to work collaboratively.
- The CEO was a member of the Disability Advisory Council
- Home and Community Care sector meetings.
- ACTCOSS Policy Network
- ACT Palliative Care Strategy Implementation Working Party
- Suicide Prevention Advisory Committee
- Aged Care Assessment Advisory Committee

## 8. Managing our Resources

Carers ACT is committed to strengthening our organisation to meet our mission and vision for Carers. We currently manage 24 contracts with the Commonwealth and ACT Governments and our systems, policies, processes and business practice must demonstrate our capability to meet legal and contractual obligations to our funding bodies and the Australian taxpayer.

Carers ACT is fortunate to have board members who freely donate their time and expertise in providing strong governance and guidance to ensure Carers ACT complies with its contractual and legal obligations and grow to better meet Carers needs. They share professional skills and Carer experiences that are critical to the provision of sound advice and strategic direction to the CEO and the Carers Association.

### Carers ACT Board of Directors (as at 30 June 2009)

#### President



**Brett Walker**, LLB, BA, LLM 1st Class Honours, Solicitor of the Supreme Court of NSW and the ACT and the High Court of Australia and is currently a General Counsel with the CSIRO. Brett has had 25 years experience as a commercial lawyer in both private practice and in-house counsel roles across a wide ranging commercial and banking sector. Brett has a special interest in respite care and was appointed President of Carers ACT at the 2006 AGM and he has been on the Board since 2006.

#### Vice President

**Janet Moore** played a key role as a founding member of Carers ACT in 1991 and has overseen the development and growth of the Association as well as gaining wider recognition for Carers by governments and community. Janet is a health professional specialising in gerontology with a background in nursing and community health. She is a past Carer of a relative with dementia for many years.

#### Treasurer

**Robert (Bob) Cotton**, B.Ec, MA, FCPA, GAICD, is currently employed as a consultant and Visiting Fellow at Crawford School ANU. Bob has had extensive public sector leadership and management and also diplomacy in his extensive career. Bob is the current Treasurer and has been on the Board for three years, having joined in 2004.

#### Secretary

**Libby Smith** has held senior positions with the Australian Public Service and has been working as a consultant since 2006. She has worked in education and the arts in the ACT. She has also been a past Carer and brings personal insight and understand to caring. Libby has served on the board since 2007.



## Board Members

**Brian Joyce** (Past President) Brian has served on the board for a number of years. Brian is a Director of Joint Strategies, a Canberra based management consultancy whose clients include a number of key Australian Government agencies. As such he brings invaluable advice to Carers ACT in a range of management and organisational issues during his term. Brian and his wife Lyn are Carers to their son.



**Tim Moore** BA, MChild&AdolWelfare, MYouthStudies. (Carers ACT delegate on the board of Carers Australia) Although he has had some caring experience of his own, Tim's main involvement with the carers movement has related to his work with young carers and their families. Over the past ten years Tim has had the pleasure of meeting and working with young carers locally and nationally as a youth worker, researcher and advocate. He has helped establish a number of local young carer programs and in 2005 managed the national Supporting Young Carers program for Carers Australia. Tim is currently working as a research fellow at the Institute of Child Protection Studies where he has continued his research with young carers, most recently those with a parent with an alcohol or other drug issue. In his spare time he is completing a PhD looking at research with vulnerable children.



**Bruce Mackay** has worked in marketing and advertising for over thirty years. He commenced his career at Sydney advertising agency Hertz Walpole, before moving to Bayer Australia for a three year stint as Advertising Manager of their Animal Health Division. At the age of 26, he accepted the offer of starting an advertising agency in Canberra for a Melbourne based agency. Through a series of mergers and acquisitions, that entity evolved into Grey Worldwide Canberra. After leading the agency for nearly 25 years, Bruce now runs a specialised marketing and advertising consultancy in Canberra called Cutthrough.



**Richard Bialkowski**, M.Bus, B.Bus, Grad Dip Applied Corporate Governance, FAICD, FCHSE. Richard has extensive leadership, governance and executive level management experience in the community sector at ACT and national levels. He is a board member of a number of state and national level organisations, and has extensive experience in advocacy and stakeholder relations at both state and national levels with government and non-government agencies.



**Conny Ehlers** is mother and Carer to her son. She has held a number of senior positions in the Australian Public Service, has a financial management background with Westpac as a former consultant and has had many years experience working in the private sector at the management level. She has been President of a highly respected disability respite community organisation, FaBRIC (now Tandem), as well being involved in the community sector for some time. She has been actively involved in advocating for better outcomes for carers and people with disabilities.



**Chris Huet** served twenty years in the Air Force as a pilot and officer before starting his current career as a management consultant. He currently works in project management with SMS Management and Technology, consulting to government departments in Canberra. His particular skills are in leadership and communication. Having settled with his family in Canberra, Chris joined the board of Carers ACT to make a contribution back to the community.

## Our People

Carers ACT is fortunate to have people who are dedicated to achieving our mission and to provide exceptional service for family Carers. As of 30 June 2009, 72 people were employed by Carers ACT of which 28 were full time employees.

Staff play an important role in developing the organisation's goals and priorities to meet our mission. Close, daily interaction with Carers enables our people to understand the issues and needs of Carers across a range of caring responsibilities. This gives them an insight as to where we need to work harder to better support those needs through communication with government or improving the way in which we deliver our services.

## Carers ACT 2009 Staff Survey

The Carers ACT 2009 Staff Survey resulted in overall improvements against all key survey areas. The survey response rate was high ensuring the results were representative of the organisation. In general, staff indicated they perceive Carers ACT as ethical, caring, professional and meeting the needs of Carers.

In summary, the 2009 Carers ACT Staff Survey indicated that staff are well engaged in their work at Carers ACT, they take pride in their work and they are there because of the nature of the work in supporting caring families. Whilst there are some areas for improvement, overall the survey results indicate that people feel very positive about their work at Carers ACT.

*“Carers ACT is a very professional organisation.*

*A great place to work!”*

*“I really enjoy working at Carers ACT and feel committed to the work and people of the organisation. I also feel like I am learning new skills which I maybe able to use to contribute to society, community in other capacities in the long term future.”*

## National Standards Compliance

Carers ACT must comply with a number of national and ACT standards and legislation due to the diversity of programs we deliver. This year, Carers ACT was reviewed against the Home and Community Care (HACC) Standards scoring 19.02 out of 20. The HACC National Service Standards provide HACC funded service agencies with a common reference point for internal quality control by defining particular aspects of service quality and expected outcomes for consumers in seven key areas:

- Access to Services
- Information and Consultation
- Efficient and Effective Management
- Coordinated, Planned and Reliable Service Delivery
- Privacy, Confidentiality and Access to Personal Information
- Complaints and Disputes
- Advocacy

Carers ACT was also assessed this year against new National Common Standards by the Commonwealth Department of Health and Ageing. An exact rating is yet to be advised but it is understood Carers ACT rated very highly.

## Building Capacity

Carers ACT secured more than \$484,000 in one off or new, recurrent funding from the Australian and ACT Governments in 2008-09. Some of this funding will enable us to develop our technology to create greater efficiencies in delivering our services, meeting compliance with contractual requirements, and reporting to government funding bodies.

This year the ACT Government announced that Carers ACT was successful in its application for a new operational site. The site selected by the ACT Government will be at the old Holt Primary School effective March 2010. The benefits include:

- Community rental rates will reduce expenditure on current commercial rental costs and reinvest into supporting Carers;
- Provide additional space for more and larger events and meetings for Carers, including a Carer drop in centre;
- Free and ample parking (98% of Carers who visit our premises use private transport)

Carers ACT will continue to maintain a presence in South Canberra to continue offering counseling and other services for Carers.

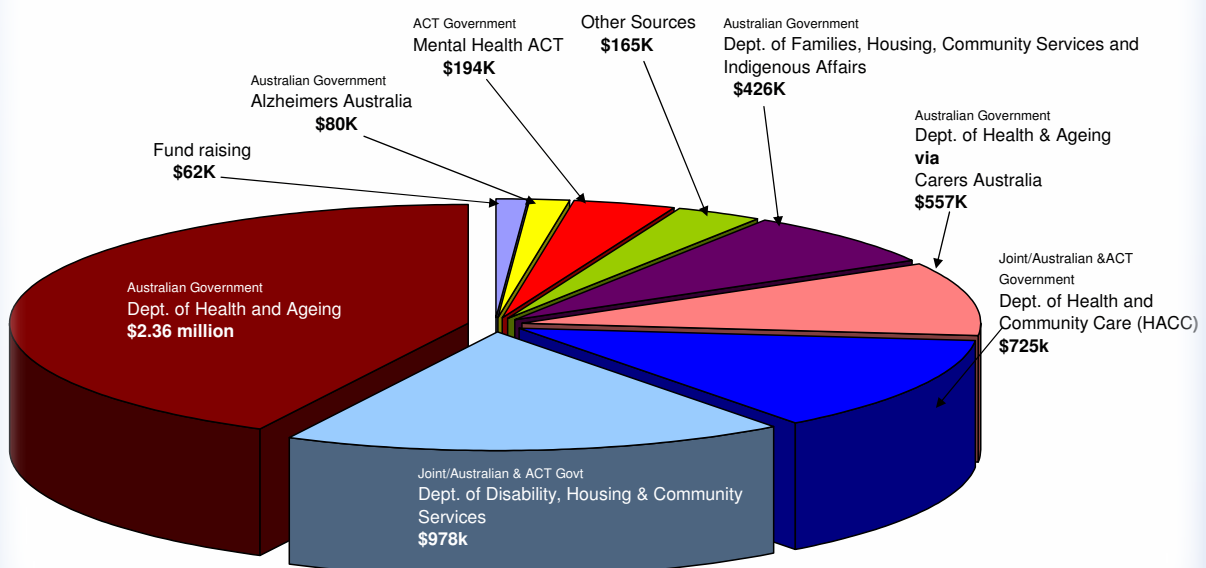
## How We Invested our Funding

The following pages outline the consolidated audit report detailing how funding was invested across the various programs. A detailed audit report is available on our website, under publications or in hard copy by request.

Carers ACT receives most of its funding from the Commonwealth and ACT Governments to deliver programs targeting specific Carer demographics.

The following graph shows a convenient summary of the sources of funding to Carers ACT in 2007-08. 'Other sources' includes contributions by G.E. Shaw & Associates, bank interest, corporate donations and membership donations.

**CACT INCOME SOURCES 2008-09**



• The staff at Fraser House always treat us with such dignity and respect. • Pam

*The Beckhouse Family with mum Pam, son John and dad Wal.*



## 9. Consolidated Audit

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CARERS ACT INCORPORATED



### FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

#### CONTENTS

- BOARD REPORT
- STATEMENT OF FINANCIAL POSITION
- STATEMENT OF FINANCIAL PERFORMANCE
- STATEMENT BY THE BOARD
- INDEPENDENT AUDIT REPORT

Detailed Financial Statements available on [www.carersact.asn.au](http://www.carersact.asn.au) or by contacting Carers ACT for a copy.

## BOARD REPORT FOR THE YEAR ENDED 30 JUNE 2009

Report by board

In accordance with the Associations Incorporation Act the Board reports as follows:

- (i) The names of each member of the Board of the Association during the year ended 30 June 2009 and at the date of this report are:

### Current Members

Brett Walker	From 11/06 ( President) From 12/05 to 11/06 (Member)
Janet Moore (Vice President)	From 3/04 (Vice President) From 10/3 to 3/04 (Carers Australia Delegate) From 11/93 to 10/03 ( President)
Libby Smith	From 10/07 (Secretary) From 10/04 to 09/07 (Member)
Bob Cotton (Treasurer)	From 11/05 (Treasurer) From 11/04 to 11/05 (Member)
Thamo Tharalingam	From 11/05 (Member) From 9/02 (Treasurer)
Brian Joyce	From 11/06 (Member) From 3/04 to 11/06 (President) From 10/03 to 3/04 (Vice President) From 9/01 to 10/03 (Member)
Conny Ehlers	From 11/07
Bruce Mackay	From 11/07
Richard Bialkowski	From 11/07
Tim Moore	From 11/07
Chris Huet	From 04/08


### Previous Members


Valdis Luks From 11/07–12/08 (Member)

- (ii) During the year the Association continued to provide information, counselling and carer support programs to support the carers of frail and aged, people with a disability and people with a mental illness. There was no significant change in the nature of these activities during the year.
- (iii) The surplus of the Association for the year ended 30 June 2009 was \$1,467. (2008: surplus of zero).
- (iv) The Association had 49 full time equivalent employees at 30 June 2009 (2008: 51).

In the opinion of the Board, the accompanying financial report as set out on the following pages is drawn up so as to give a true and fair view of the results of the Association for the year ended 30 June 2009 and the state of affairs of the Association at that date. The accompanying financial report of the Association is made out in accordance with Australian Accounting Standards and other mandatory professional reporting requirements.

Signed in accordance with a resolution of the Board.

  
Brett Walker  
President

  
Bob Cotton  
Treasurer

Canberra 04 August 2009

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2009**

	<b>2009</b>	<b>2008</b>
	\$	\$
<b>CURRENT ASSETS</b>		
Cash assets	1,957,698	1,426,209
Receivables	5,869	12,608
Other	71,371	35,966
<b>TOTAL CURRENT ASSETS</b>	<u>2,034,938</u>	<u>1,474,783</u>
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	15,292	42,951
<b>TOTAL ASSETS</b>	<u>2,050,230</u>	<u>1,517,734</u>
<b>CURRENT LIABILITIES</b>		
Payables	1,178,767	732,505
Provisions	299,308	237,972
<b>TOTAL CURRENT LIABILITIES</b>	<u>1,478,075</u>	<u>970,477</u>
<b>NON CURRENT LIABILITIES</b>		
Provisions	38,658	15,227
<b>TOTAL NON CURRENT LIABILITIES</b>	<u>38,658</u>	<u>15,227</u>
<b>TOTAL LIABILITIES</b>	<u>1,516,733</u>	<u>985,704</u>
<b>NET ASSETS</b>	<u><b>533,497</b></u>	<u><b>532,030</b></u>
<b>EQUITY</b>		
Accumulated Surplus	513,497	512,030
Reserves	20,000	20,000
	<u><b>533,497</b></u>	<u><b>532,030</b></u>

**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE YEAR ENDED 30 JUNE 2009**

	<b>2009</b>	<b>2008</b>
	<b>\$</b>	<b>\$</b>
<b>Revenues from Operating Activities:</b>		
Association	967,313	943,436
Carers Advisory	229,399	223,682
Carers Respite Centre	997,884	1,062,367
Carers Support Fund	130,445	-
Carers Writing workshop	9,807	5,052
Commonwealth Carelink	281,273	324,005
Cottage	699,557	691,141
Dementia Training	20,000	-
Employed Carers Program	277,349	351,073
Family and Community Services	133,445	107,527
Flexible Family Support	175,559	183,090
G. E Shaw Fund raising	47,568	59,052
HACC	508,304	511,287
Indigenous Counselling	60,664	79,384
Mature Carers	840,256	849,131
Mental Health Outreach	190,383	126,470
Mental Health Respite	199,679	178,583
National Carers Counselling	177,863	226,990
Counselling Program	37,500	-
Non-Recurring Programs	140,950	-
Respite Links	81,098	83,622
Young Carers Program	119,366	120,579
Young Carers Information Program	32,300	28,802
Young Carers Need	4,521	-
<b>Total Revenues from Operating Activities</b>	<b><u>6,362,483</u></b>	<b><u>6,155,273</u></b>
<b>Expenditure from Operating Activities:</b>		
Association	965,846	943,436
Carers Advisory	229,399	223,682
Carers Respite Centre	997,884	1,062,367
Carers Support Fund	130,445	-
Carers Writing Workshop	9,807	5,052
Commonwealth Carelink	281,273	324,005
Cottage	699,557	691,141
Mental Health Respite	199,679	178,583
Employed Carers Program	277,349	351,073
Family and Community Services	133,445	107,527
Flexible Family Support	175,559	183,090
G. E Shaw Fund raising	47,568	59,052
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Indigenous Counselling	60,664	79,384
Mature Carers	840,256	849,131
Mental Health Outreach	190,383	126,470
Dementia Training	20,000	-
National Carers Counselling	177,863	226,990
Counselling Program	37,500	-
Non-Recurring Programs	140,950	-
Respite Links	81,098	83,622
Young Carers Program	119,366	120,579
Young Carers Information Program	32,300	28,802
Young Carers Need	4,521	-
<b>Total Expenditure from Operating Activities</b>	<b><u>6,361,016</u></b>	<b><u>6,155,273</u></b>
<b>NET SURPLUS/(DEFICIT)</b>	<b><u>1,467</u></b>	<b><u>-</u></b>


**FOR THE YEAR ENDED 30 JUNE 2009**

In the opinion of the Board:


- (i) the accompanying Statement of Financial Performance is drawn up so as to give a true and fair view of the results of the Association for the year ended 30 June 2009;
- (ii) the accompanying Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs of the Association as at 30 June 2009; and
- (iii) at the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

The financial statements have been made out in accordance with Australian Accounting Standards and other mandatory professional reporting requirements.

This statement is made and signed at Canberra in accordance with a resolution of the Board dated 04 August 2009.



Brett Walker  
President



Bob Cotton  
Treasurer

## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF CARERS ACT INCORPORATED

### Scope

We have audited the financial report of Carers ACT Incorporated for the year ended 30 June 2009 comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Notes to and Forming Part of the Financial Statements and the Board Report. The board members of the Association are responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the members of the Association.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Australian Accounting Standards and other mandatory professional reporting requirements in Australia and relevant statutory requirement in Australia so as to present a view of the Association which is consistent with our understanding of its financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

### Audit Opinion

#### In our opinion

- a) The financial report of Carers ACT Incorporated is properly drawn up:
  - i) so as to give a true and fair view of the financial position of the Association as at 30 June 2009, the results of its operations and cash flows for the financial year ended on that date and the other matters required by subsection 72(2) of the Associations Incorporation Act to be dealt with in the financial report:
  - ii) in accordance with the provision of the Association Incorporation Act, and:
  - iii) in accordance with Australian Accounting Standards and other professional reporting requirements in Australia.
- b) We have obtained all the information and explanation which to the best of our knowledge and belief were necessary for the purpose of the audit,
- c) Proper accounting records and other records have been kept by the Association as required by the Act, and
- d) The audit was conducted within the rules of the Association.

ALLAN WATT ACCOUNTING PTY LIMITED  
Canberra 30 July 2009



ALLAN L. WATT  
Auditor



## 10. Thank you to Sponsors/Supporters

On behalf of the estimated 43,000 unpaid family Carers in the ACT, Carers ACT would like to acknowledge and thank the Australian and ACT Governments for their continued support and funding.

### **Australian Government:**

Department of Health and Ageing  
Department of Family, Housing, Community Services & Indigenous Affairs

### **ACT Government**

Home and Community Care, ACT Health  
Mental Health ACT  
Department of Disabilities, Housing & Community Services

Carers ACT has continued to develop a number of community and business partnerships. These partnerships are highly complementary to many of the Carers programs and enable us to better reach Carers in our community. Many Carers and other individuals have also made generous donations throughout the year that have been invested in providing services and support to Carers.

We would like to sincerely thank the following for their financial and in-kind contribution to our work:

G. E. Shaw  
Carol Flynn and Associates  
The Staff at Ernst and Young, Canberra.  
National Gallery of Australia  
MS ACT  
Australian National Botanic Gardens

A BIG THANK YOU to the dozens and dozens of Carers who kindly donated their time in supporting our work as follows:

- Carers ACT hosts a number of focus groups with Carers to respond to government consultation processes on issues that impact on Carers. This helps us gauge the view of Carers that formulates our collective response to Governments. We thank the dozens and dozens of Carers who have so readily participated and engaged with us in shaping our response to government.
- Sharing Carer stories are a powerful way of helping Carers to self-identify and seek support but can be very challenging for many families to expose their story so openly. A sincere thank you to all the Carers who generously shared their personal stories through the media this year.
- Completing surveys and feedback to us about our services and other aspects of our work is critical to help us continue to improve. We thank all those Carers who took the time to write or call us and give suggestions.

# ATTACHMENT I

## Summary of Programs Provided by Carers ACT

### Carers ACT Program Summary 2008-09

Irrespective of how Carers access Carers ACT, our aim is to ensure that they are linked to the full suite of services and supports available to them in our other programs. Importantly, if we do not have services or supports that meet the needs of Carers, we will do our utmost to find services that can.

Information & Support Services	Ideal For:	Program Details
<b>ACT Respite &amp; Carelink Centre</b> (DoHA)* 1800 052 222 (Day) 1800 059 059 (After Hours and Weekends)	Carers of any age  Anyone who needs help to navigate the community service system – eg general public, GPs, Community Agencies and other health professionals	The Centre organises respite services to meet emergency and short term respite needs for Carers and their families – including supports in Carers' own homes and residential facilities as required.  Carelink is a handy information line that helps Canberrans navigate the large and often complex community service system. Information is available for more than 700 community services in Canberra – including ACT Government and Commonwealth Government programs. Carelink can also provide advice on eligibility and costs associated with community services, anticipated waiting times and services located closest to your home. Carelink can also provide advice on making transition to residential care.
<b>Carer Advisory Service</b> (DoHA)* 1800 242 636	Any family Carer	This is a specialist information service responding to the complex needs of Carers by supporting Carers to problem solve and access government and community services. The Carer Advisory staff also assist with appointments to counselling services for Carers.
<b>COTTAGE RESPITE</b>		
<b>The Cottage – Deakin &amp; Host Family Program</b> (DoHA)* 6285 2082	Carers with relatives with dementia	The Cottage and the Host Family Respite Program offers quality respite in a safe and secure home environment for people with dementia. The Cottage offers innovative, occupational activities with both day and overnight respite. The Host Family Respite Program offers day respite and is available in the host family's home.
<b>Fraser House -</b> (FaHCSIA & DHCS)* 6259 9555	Mature Carers with dependent sons/daughters with disabilities	Fraser House is a home away from home for people with disabilities whose Carers are aged 65+. Open seven days a week, 50 weeks a year, Fraser House offers development of living skills, innovative activities that cater to the interest of individuals.

Information & Support Services	Ideal For:	Program Details
<b>SPECIALIST RESPITE SERVICES</b>		
<b>PROGRAM DETAILS</b>		
<b>Respite Links</b> (DoHA)* 1 800 059 059	Carers of relatives with dementia	Provides tailored and appropriate respite, information and referral for Carers of people with dementia. This program is provided in partnership with Alzheimer's ACT and Community Options
<b>Employed Carers Program</b> (DoHA) 1 800 242 636 or 6296 9900	Working Carers of relatives with dementia or who are frail aged	Provides respite solutions and support to Carers who are in the workforce and caring for a relative who is frail aged or has dementia. The program aims to support Carers find a balance between work and caring responsibilities.
<b>Mature Carers</b> (FaHCSIA & DHCS)* 6290 7414	Mature Aged Carers of dependents with disability	A flexible and individually tailored respite program offering mature Carers support to take a break from their caring role while providing quality alternative care to their sons or daughters.
<b>Mental Health Respite Program</b> (FaHCSIA)* 6296 9900	Carers of relatives with mental illness/ psychiatric and or intellectual disability	Flexible short term respite care options
<b>Young Carers Program</b> (DoHA & FaHCSIA)* 1 800 242 636 or 6296 9900	Young Carers up to aged 25 years in a caring role for a relative	Young Carers need someone they can trust and help them when they need it. This program offers young Carers supportive and practical help to maintain school attendance, help at home, information, access to activities with other Young Carers, counselling and group support.
<b>Flexible Families</b> (ACT Health) 6296 9900	Families caring for a relative with a disability	The program works intensively with the whole family, to identify support networks and community supports which assist the family in developing and achieving long term goals towards sustaining the family in their caring role. This program is provided in partnership with Community Connections and Community Options
<b>Indigenous Program</b> (DoHA and HACCC)* 6296 9900	Australian and Torres Strait Islands Indigenous people	Culturally appropriate response to needs around respite, group support, and counselling services – including annual Yarning Trips.
<b>Culturally and Linguistically Diverse (CALD) Groups</b> (HACC)* 6296 9900*	Any family Carers from a CALD background	Carers ACT host 15 different community group forums every month – providing information and linkages to community supports. Groups are facilitated by a native language speaker for each group. Regular computer courses are also available to help CALD Carers access information from home or their local library.

Information & Support Services	Ideal For:	Program Details
<b>SUPPORT AND COUNSELLING</b>		
<b>Counselling Program</b> (HACC & DoHA)* 1800 242 636	Any family Carer	Carers ACT provides face to face and telephone counselling for Carers, which may include stress management, coping skills and communication skills. Counselling appointments are available at Torrens, Belconnen and Tuggeranong.
<b>Support Groups</b> (DoHA & HACC)* 1800 242 636	Any family Carer	Carers ACT offers five monthly support groups for Carers in various locations in Canberra., These include a male carers support group and a bereaved carers support group. These groups provide Carers with social activities, information and support, and the chance to meet other Carers.
<b>Mental Health Outreach</b> (ACT Health, Mental Health ACT) 6296 9900	Carers of relatives with mental illness	The Mental Health Carer Support Program provides information and support for all Carers of people with mental illness who access the in-patient units at Calvary and Canberra Hospitals. A monthly support group is also available.
<b>WORKSHOPS &amp; EVENTS</b>		
<b>PROGRAM DETAILS</b>		
<b>Keeping Families Connected</b> (Mental Health ACT) 6296 9900	Carers of relatives with mental illness and or drug/alcohol dependency	A five week program designed to give participants the skills and knowledge to better understand Mental illness, and to communicate in a positive and proactive way. Helping Carers with practical advice for how to manage the stresses associated with the caring for someone with a mental illness.
<b>Carer Education Workshops</b> (HACC & DoHA)* 6296 9900	Any family Carer	Carers ACT offer a wide choice of practical workshops and seminars to assist Carers to develop strategies and skills to enable them to manage their caring role and maintain their own wellbeing. Six monthly calendars are distributed to the 5000 Carers
<b>Social Groups and Events</b> (HACC)* 6296 9900	Any family Carer	Carers ACT facilitate various functions and social groups that encourage Carers to meet and enjoy the company of other Carers, including singing, art appreciation and craft.

## Funding Bodies

<b>* ACRONYMS</b>	
DoHA	Australian Government Department of Health & Ageing
HACC	Home and Community Care
FaHCSIA	Australian Government Department of Families, Housing, Community Services & Indigenous Affairs
DHCS	ACT Government Department of Disability, Housing & Community Services

# ATTACHMENT 2

## Carers ACT Staff List – 30 June 2009

### Executive Team

Dee McGrath  
Helen Denning  
Sophyla Sun  
Jo Boyce \*  
Annemarie Ashton

### Location: Belconnen

CEO  
Operations Director  
Manager – Finance  
Manager – Human Resources  
Policy Advisor

### Respite & Carelink Centre

Felicity Cotterill  
Alice Le Van Thanh\*  
Pamela Richardson\*  
Isabelle Egloffstein  
Margaret Prideaux  
Noelene Cranes  
Petra Ohnesorge  
Gayle Scott  
Suzanne Armstrong  
Isabelle Egloffstein  
Shirley Scott

### Location- Torrens

Manager – Respite and Carelink Centre  
Respite Coordinator  
Respite/Carelink Administration  
Coordinator – Mature Carers Program  
Coordinator – Carelink  
Coordinator – Respite Centre  
Coordinator – Respite Centre  
Coordinator – Respite Centre  
Coordinator – Respite Centre  
Coordinator – Mature Carer Program  
Coordinator – Carer Advisory Service

### Carer Programs

Jenny McArthur  
Emiliana Afeaki  
Natalie Tolley  
Tonina Harvey \*  
Jenny Pegram \*  
Lupita Bayliss \*  
Melissa Kirby \*  
Roslyn Brown \*  
Brenda Hausia \*  
Donna Maritz \*  
Evelyn Zinnauer

### Location: Belconnen

Manager - Carer Programs  
Coordinator – CALD Carers  
Coordinator – Young Carers  
Coordinator – Employed Carers  
Coordinator – Employed Carers  
Coordinator – Flexible Family Support  
Coordinator – Flexible Family Support  
Coordinator – Indigenous Carer Programs  
Coordinator – Indigenous Carer Programs  
Coordinator – Indigenous/Employed Carers Programs  
Coordinator – Brokerage Support

### Support Services

Helen Walker \*  
Jan Stirling  
Malcolm Gibson \*  
Alison Meretini \*  
Katina Ellis  
Denise Allen \*  
Jeannette McHugh \*  
Murray Haines \*  
Michelle Whalan  
Jill Pierce \*  
Lucinda Renfree \*  
Margaret Woolridge \*

### Location: Belconnen

Manager – Carer Support Services  
Counsellor  
Counsellor  
Counsellor  
Counsellor  
Mental Health Carer Peer Support Worker  
Mental Health Carer Peer Support Worker  
Mental Health Carer Peer Support Worker  
Mental Health Carer Respite Coordinator  
Workshops and Peer Support Groups Facilitator  
Carer Social Events  
Coordinator - Mental Health Carer Representation Program

## Program Support Team

Amanda Graham	EA to executive team
Valma Hones	Administration Assistant
Lindy Walker	Front Desk/Library Lending Service
Anndey Ho *	Database Administration (temporary, Maternity Leave)
Toni Pye * (Maternity Leave)	Administration Assistant
Jessica Dunk *	Administration/HR Assistant
Natasha Flores *	Policy/Research Assistant

## Finance Team

Yi (Andy) Jin	Assistant Finance Manager
Gary Teh	Finance Assistant
Hui (Viki) Zhi	Temporary (Maternity Leave)

## Cottage Respite Programs

Pauline Dunk
Margaret Ziolkowski *
Gemma Boyle
Edgardo Aniversario *
Jean Aniversario *
Liam Watson *
Moses Nyapidi *
Pam Siljak *
Radhika Mahadevan *
Talita Williams *
Margaret Notaras *
Elisabet Teittinen *
Gay Schrieber *
Gow Margrit *
Hannah Brydie-Waston *
Marjia Rouse *
Noel Bartone *
Penny Carter *
Josephine Hieser *
Frances Newton *
Jessica Masters *
Geraldine Marino *
Leslea Geary* Respite Program Assistant

## Deakin

Manager – Respite Cottages
Coordinator – Fraser House Care
Coordinator – Respite Administration
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant
Respite Program Assistant

\* denotes part time or flexible part time employees



## Carers ACT Contact

Information about our programs, events, publications and other activities can be found on our website :

**[www.carersact.asn.au](http://www.carersact.asn.au)**

**Carers ACT will be relocating to  
Beaurepaire Crescent, Holt in March 2010.**

### Carer Advisory Service

(information, referral, advocacy, problem solving,  
counselling appointments) 1800 242 636\*

### Commonwealth Respite and Carelink Centre

Day: 1800 052 222

After Hours: 1800 059 059

**Belconnen Office:** 6296 9900  
(Monday to Friday and Saturday Mornings)

**Torrens Office:** 6290 7400

**The Cottage @ Deakin:** 6285 2082

**Fraser House Retreat:** 6259 9555

\*An Australian Government Initiative. Free local call.  
Mobile phones charged at mobile rates

