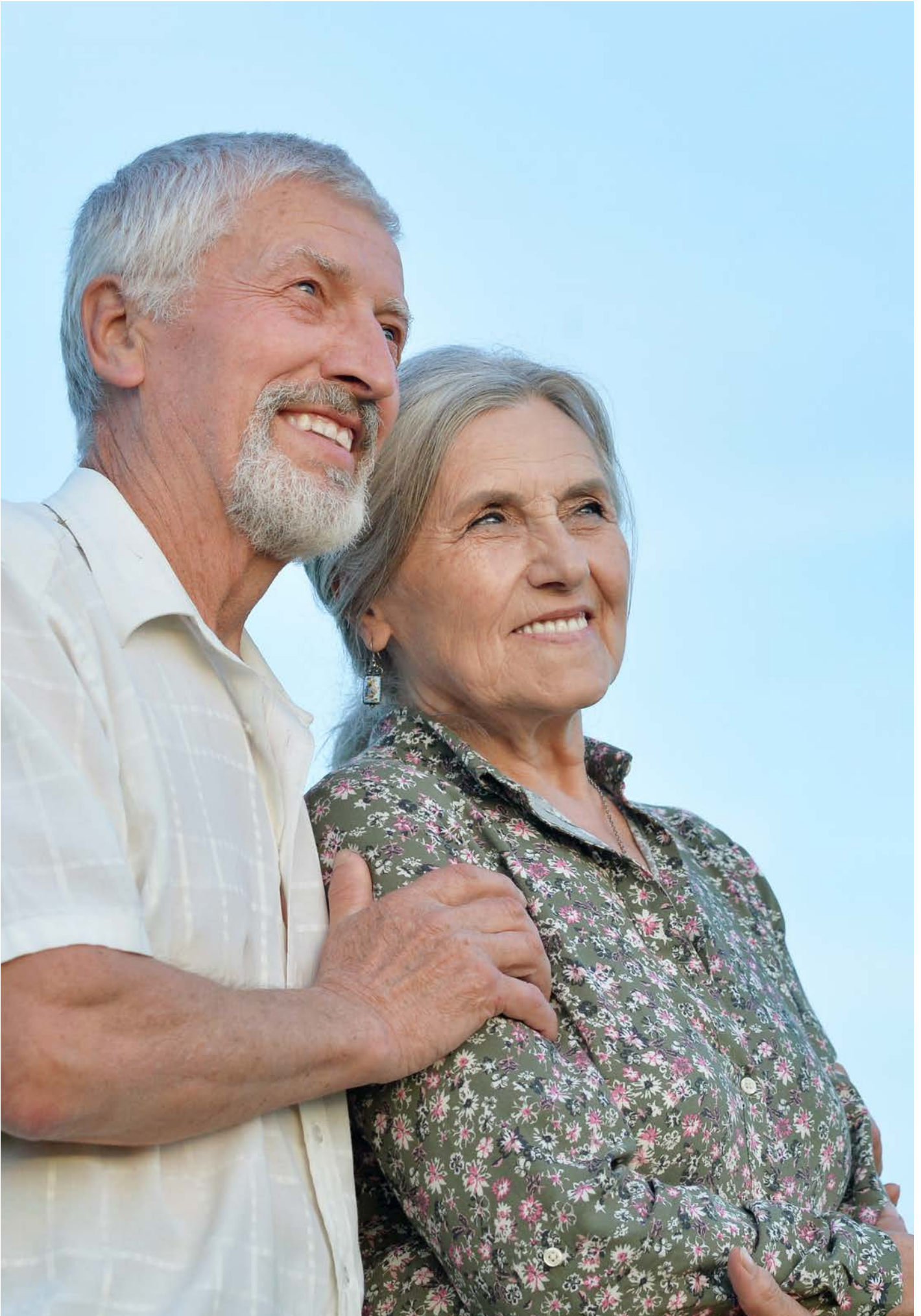




ANNUAL REPORT | 2022



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Vision & Values



Vision

A Tasmania where carers have access to excellent services when they need them.

Purpose

We provide or connect carers with first choice services that build and sustain their capacity to care for family or friends within a broader system of support.

Values

Carers First –

we listen to what carers need and deliver results that matter most to them

Care in all we do –

we care for our work, each other, carers, and the wider world we share

Integrity always –

we are transparent, act ethically, own when things don't go to plan, treat each other with respect, and do what we say we will do

Quality every time –

we don't accept 'good enough'

Speed that matters –

we are agile and don't put off what can be done today

Chair's Report



Following on from the uncertainty around the COVID pandemic, this past year was difficult for the lives of carers and the broader Tasmanian community as borders reopened and we began to acclimatise to living with COVID. Whilst Tasmania prepared itself for this eventuality via high vaccination rates and enhanced health standards, this reopening was challenging for Tasmania's most vulnerable and particularly the carers who dedicate their lives to the ones they love.

The Board and I feel great pride that Carers Tasmania remained committed to the core values and kept carers at the forefront of our work whilst this difficult transitional period occurred. Our organisation was diligent in listening to our carers and providing a voice for the many that commit their time for those for whom they support and care.

As a strong advocate for carers, our organisation has maintained a strong and consistent approach to having constructive conversations with State and Federal Governments. This past year saw a change in Federal Government and a State Election returned the same government, there was a significant change in the ministry. Carers Tasmania held good discussions with both levels of government on behalf of carers to ensure either new ministers or Governments at any

level understands and shares our commitment, ensuring carers are well recognised and well supported by our legislators.

The Board remains passionately focused on governance that ensures stability and confidence for our carers, our funding partners and our staff. The Board has continued building strong governance processes and succession planning to success into the future. This work has been a credit to our current and past directors which allowed for a seamless transition of a number of directors in the past year, allowing us to celebrate the work of those departing and welcoming those new directors with a confident entry onto the board to continue the focus and work of the Board.

Over the course of the last year, we farewelled outgoing Chair, Rebecca Mole, outgoing Deputy Chair, Brett Walker, and Renee Anderson, as outgoing Secretary and Belinda Bresnahan. This group of experienced directors had a profound and significant contribution to the organisation during some uncertain times as well as overseeing the development and implementation of our service arm Care to Serve Ltd. I particularly thank Rebecca and Brett for their leadership over the past six years providing unwavering commitment to good governance for Carers Tasmania and the subsidiary entity, as

well as providing a positive influence to Carers Australia.

We welcomed new members to the Board. Directors Samantha Fox, Sam Wesson, Jarrod Kean and Kirsten Winspear bring a vast and diverse set of skill sets, which will benefit the Board and the wider organisation into the future.

I would like to acknowledge the work and professionalism of all Directors, and committee Chairs past and present for their ongoing commitment to good governance over the past year. It is a privilege to work with you all.

I acknowledge the dedication and professionalism of our CEO, David Brennan who continues to provide exceptional executive oversight and leads by example for a strong culture living our values and being committed to the objectives and vision of Carers Tasmania. The organisation is well positioned to continue to working hard to support the carers in our community and provide that coordinated voice on behalf of carers.

As some final words to carers, the Board collectively thanks you for what you do. You are an inspiration to us and we will continue to listen and act with your interests at our heart to ensure you we can help you with your journey.

Our Board

We are very fortunate at Carers Tasmania to have Directors with an extensive range of knowledge and experience across the public and community sector, at federal, state and international levels. Directors acknowledge the crucial role played by carers and the challenges they face. They are committed to enhancing the support, wellbeing and health of carers in Tasmania.



William McShane
CHAIR

Finance Risk and Audit
Committee CHAIR



Roslyn Atkinson
Deputy Chair, Board
Member, Human
Resources and
Governance Committee



Sam Fox
Secretary, Board
Member, Human
Resources and
Governance Committee



Sam Wesson
DIRECTOR
Chair, Finance, Risk and
Audit Committee



Sue Ham
DIRECTOR

Finance Risk and Audit
Committee member



David Morrell
DIRECTOR



Jarrod Kean
DIRECTOR

Finance Risk and Audit
Committee member



Kirsten Winspear
DIRECTOR

Human Resources and
Governance Committee

Board Attendance

	Eligible meetings	Attendance
Director Ham	3	3
Director McShane (Chair)	3	3
Director Morrell	3	3
Director Atkinson	3	3
Director Wesson	2	2
Director Fox	2	2
Director Kean	-	-
Director Kirsten	-	-

Finance, Risk and Audit Committee

The Finance, Risk and Audit Committee (FRAC) is primarily responsible for oversight of Care2Serve's finances, ensuring that funding is well managed, audits are appropriately conducted and grant reporting occurs within required timeframes. The Committee leads oversight of organisational risk assessment and frameworks, business continuity and other internal controls.

	Eligible meetings	Attendance
Director Wesson (Chair)	9	8
Director Ham	9	9
Director Kean	9	5

Human Resources and Governance Committee

The Human Resources and Governance Committee is responsible for overseeing the organisational governance framework, including policies approved by the Board, business continuity planning, and Director recruitment and onboarding. The Committee also conducts the annual review of the Chief Executive Officer and other strategic workforce and organisational culture management.

	Eligible meetings	Attendance
Director McShane	2	2
Director Atkinson	2	1
Director Fox	2	1
Director Winspear	2	2

CEO Report



Tasmania's more than 80,000 informal family and friend carers have continued to be resilient in the face of COVID-19. On behalf of our staff, I acknowledge and thank carers for their contribution to their families and broader community, particularly in another difficult year in which they experienced isolation and increased responsibilities.

This year, Carers Tasmania conducted a second (follow-up) survey on the impact of COVID-19, specifically in the period of time following the opening

of the Tasmania borders. The results were similar to 2020, demonstrating an ongoing strain on carers across areas such as physical and mental wellbeing, financial, practical support and increased isolation.

It is also important to highlight that 59.5% of carers reported that they chose to isolate as a preventative method (which also means isolating from outside supports) and 61.03% of carers reported an increase in expenses. We continue to ensure the impact of COVID-19 on carers is included in our submissions.

Tasmania is the only state or territory in Australia not to have formally recognised informal carers in legislation. After many years of lobbying, the election campaign in May 2021 saw the Tasmanian Liberal and Labor Parties both commit to enshrining recognition through Parliament.



Carers Tasmania continues to be lead by a compassionate, skilled and knowledgeable Board of Directors, who ensure that carers are at the centre of their decision-making.



Not surprisingly, over the course of this year carer recognition has been a significant focus.

We travelled to attend the official consultations lead by the Department of Communities in Burnie, Devonport, Launceston and Glenorchy. Later, we again consulted across four cities and surveyed carers following the release in April of the draft Carer Recognition Bill 2022. Carers Tasmania has provided two submissions to Government and continue to lobby for amendments to the Bill, which we anticipate becoming law by the end of 2022.

Together with the other Carers Australia network members across the country, we commissioned Caring Costs Us, that is seminal research into the financial impact on carers across years or a lifetime of caring. The report has found that on

average carers lose \$392,500 in lifetime earnings and \$175,000 in superannuation by age 67. For the lowest quintile, the loss is \$940,000 in lifetime earnings and \$444,500 in superannuation respectively.

The research highlights that if Government increases the carer allowance and makes a contribution to superannuation that not only would avoid many carers retiring into poverty stemming from greater economic security but have a long-term positive impact on the Federal Budget by reducing demand for the aged pension. In other words, it makes good economic sense to support carers with improved allowances and superannuation, particularly in the context of paying down a \$1 trillion debt.

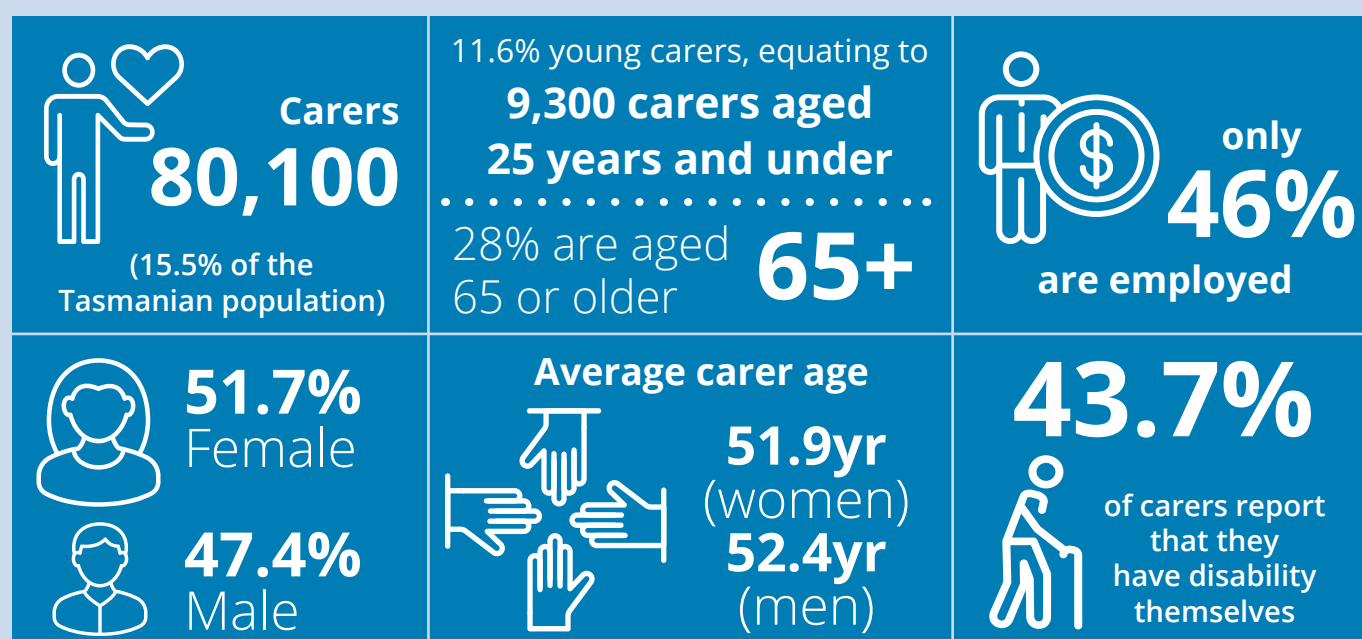
Carers Tasmania continues to be lead by a compassionate, skilled and knowledgeable Board

of Directors, who ensure that carers are at the centre of their decision-making. I thank them for their hard work and dedication to advancing the interests of carers. I am grateful for the leadership and support of the Board generally, but also acknowledge Chair, Will McShane for his support and advice. I also take this opportunity to thank the former Chair and Deputy Chair, Rebecca Moles and Brett Walker, who retired after six years and with whom I have worked since 2018 when I commenced as Chief Executive Officer.

I also thank Julie Ryan, Carer's Tasmania's Executive Policy Officer. The funding for the Peak role is modest and Julie goes above and beyond to respond to numerous reviews and requests for submission, without the resources that many other peak Bodies enjoy and are able to deploy.

A Snapshot of Carers in Tasmania/lutruwita

In Tasmania, the 2018 Survey of Disability Ageing and Carers¹ found:



The 2020 National Carer Survey² found for Tasmanian carers:



1. <https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release>
2. https://www.carerstas.org/wp-content/uploads/2017/06/FINAL-CTAS-National-Carer-Survey-Report-3_compressed.pdf

Carer Recognition legislation

Western Australia was the first state or territory to recognise carers in law in 2004. Despite having the highest proportion of carers when compared with the rest of the nation, Tasmania remains the last state to formalise recognition.



October 2021

Minister Jeremy Rockliff announced commencement of consultation on carer recognition legislation.

November 2021

Consultation open and led by Department of Communities.

Carers Tasmania survey distributed to gather feedback on the legislation.

April 2022

Draft Carer Recognition Bill released for feedback.

Carers Tasmania additional survey on the draft and further consultation with carers and community.

June 2022

Draft Carer Recognition Bill tabled in Parliament by Minister Nic Street.

TBC October 2022

Parliamentary debate

In 2019, the Tasmanian Opposition Leader, Rebecca White, pledged to legislate a carer's charter if elected. In the last state election, Premier Jeremy Rockliff (then Minister for Community Services and Development) matched the commitment to ensure that carers would be formally recognised. Upon being re-elected, the Government committed in its first 100-days to commence consultation on carer recognition legislation, which commenced on 13 October 2021.

Following Minister Rockliff's announcement to the Tasmanian House of Assembly in October, The Department of Communities Tasmania undertook community consultation on existing carer strategy and principles. This included four in-person sessions in Glenorchy, Launceston, Devonport and Burnie, which Carers Tasmania attended.

We asked carers directly what they wanted to see in the legislation. A survey was created that received 380 responses and feedback was also accepted via phone and email.

Based on hearing the voice of carers, our initial response to the Carer Recognition Legislation Discussion Paper was submitted in December 2021. Included were specific matters that carers wanted to see addressed:

1. Supplement the Tasmanian Carer Policy 2016 with a carer strategy
2. Fund additional projects and programs to raise awareness of carers and caring across the Tasmanian community, to educate carers on their rights and skill them to assert their rights, and to ensure individual advocacy is properly resourced
3. Mandate identification by all Tasmanian Government, Tasmanian Government owned enterprises, local government and wider community
4. Develop and implement a carer card
5. Advocate for federal programs to include the routine identification, inclusion and referral of carers throughout any assessment and planning process for the person being cared for
6. Invest in engagement with and education of General Practitioners, medical practice managers, and Pharmacists to support identification of carers facilitate a practical difference in the areas of identification, recognition and referral for carer support
7. Invest in a full VET in Schools program complemented with post-compulsory navigation support for your carers, and in programs for older carers seeking return to the workplace
8. Update the definition of a carer
9. Expand representation of the current Carer Issues Reference Group to include six informal carers that represent the key aspects of the carer definition
10. Create a Minister's Carer Advisory Council, include the word 'carers' in the Ministerial portfolio title, and ensure regional engagement with carers

11. Include reporting to the House of Assembly and wider community as part of the legislation
12. Ensure that the Ministerial Carers Advisory Council is the coordinating point for all matters relating to carers

We agreed with carers that the charter in the legislation should be a charter of carer rights, therefore we suggested a charter of rights, which really included basic human rights, but in the context of carers around things such as:

- The right to recognition and acknowledgment as a carer and also as an individual
- Routine identification and referral of carers to support
- Be listened to and involved in planning
- Be included in co-design
- Have the right to complain free of fear
- Access to essential supports and resources

The first draft Bill was released on 14 April 2022 by Community Services and Development Minister Nic Street.

Carers Tasmania again consulted carers by leading face-to-face consultations in Glenorchy, Kingston, Launceston, Burnie, Devonport and with a young carer specific group. We created an additional survey for carers from which we received 260 responses. We also accepted feedback via phone and email.

After the consultation period closed and feedback was provided to the Department, the draft Bill was Tabled in the house of assembly on 15 June 2022 by The Hon Nic Street, Minister for Community Services and Development

The draft Bill included some of our feedback, particularly the definition of a carer, but excludes elements relating to a Bill of Rights and mechanisms for reporting to Parliament.

The Bill will be debated later in 2022.

What our Carers Told us Through our Consultations

“ I’m a copier and get on with what needs to be done, but I also need to be cared for. ”

Support.
I am tired

I wish to always be consulted before decisions were made about my husband and his needs, and mine given serious consideration in consultation with us both.

A recent counselling session was helpful

“ To have economic security and not be evicted from our house. ”

“ Domestic support and at times emotional support as well as good sources of trustworthy information easily obtained - not having to search online. ”

For health professionals to also ask me questions during consultations. They seem to treat carers as non-people. What a patient says should be considered with the carers input.

Caring Costs Us

The impact on carers' lifetime and retirement earnings has been identified

In 2020, Deloitte Access Economics found that carers contribute over \$2.2 billion hours of unpaid care with an estimated national replacement value of \$77.9 billion. We wanted to complement this important work and understand the economic impact at an individual carer level.

In collaboration with Carers Australia and the member associations in each state and territory, economic consultants Evaluate were engaged to research the impact of caring on lifetime earnings and retirement savings. The report highlights the economic impact of caring for a family member or friend, and specifically the significant financial disadvantage that carers face.

The report found that nationally for every year that someone is a primary carer they will lose:

- \$17,700 in superannuation
- \$39,600 in earnings

By the age of 67, this means that nationally carers will on average lose:

- \$175,000 in superannuation
- \$392,500 in earnings

The report also identified, through a comprehensive review of the history of payments for carers in Australia, that the Carer Payment is only equal to 21% of the average weekly earnings in Australia and the value of the Carer Allowance has significantly decreased since it was first introduced.

The Caring Costs Us report is seminal. For the first time, the real financial impact on carers has been identified. We know that the average length of time spent caring is 12.6 years and that in Tasmania, on average, most carers are aged in their early 50s. The report is based on a model which can generate the extent of the economic impacts faced by carers depending on circumstances such as:

- Gender
- Age of first becoming a carer
- Duration of the caring role
- Employment status before and after caring
- Income before caring and
- superannuation balance at the commencement of the caring role

This report clearly demonstrates that carers will be increasingly retiring into a much less secure future economically and in many cases will retire having to rely solely on the aged care pension. This report identifies that the Australian Government can achieve long-term budget savings if an investment is made in carers by lifting the allowance and investing in superannuation. Caring Costs Us is a significant research investment and will be a central pillar in efforts with Governments nationally to support carers.

For **EVERY YEAR** someone is
A PRIMARY CARER
 on average they will
LOSE

\$17,700

IN SUPERANNUATION

\$39,600

IN LIFETIME EARNINGS

SOURCE: CARING COSTS US: THE ECONOMIC IMPACT ON LIFETIME INCOME AND RETIREMENT SAVINGS OF INFORMAL CARERS
 - A REPORT FOR CARERS AUSTRALIA

Carers
Australia

National Carers Network

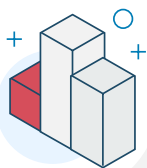
Income support through
THE CARER PAYMENT
 is equal to only...

28%

OF WEEKLY ORDINARY
 TIME EARNINGS FOR
 SINGLES IN AUSTRALIA

21%

OF WEEKLY ORDINARY TIME
 EARNINGS FOR COUPLES IN
 AUSTRALIA



BASED ON 2021 CARER ALLOWANCE AND CARER PAYMENT RATES

SOURCE: CARING COSTS US: THE ECONOMIC IMPACT ON LIFETIME INCOME AND RETIREMENT SAVINGS OF INFORMAL CARERS
 - A REPORT FOR CARERS AUSTRALIA

Carers
Australia

National Carers Network

Income support through
**THE CARER
 ALLOWANCE**
 is equal to only...

10%

OF THE BASIC AGED
 CARE PENSION FOR A
 COUPLE.

6%

OF THE BASIC CARE
 SUBSIDY FOR A PERSON
 IN AN APPROVED AGED
 CARE HOME.

1.5%

OF THE AVERAGE
 AMOUNT PAYABLE
 TO A PERSON WITH
 DISABILITY IN SHARED
 ACCOMMODATION.

BASED ON 2021 CARER ALLOWANCE AND CARER PAYMENT RATES

SOURCE: CARING COSTS US: THE ECONOMIC IMPACT ON LIFETIME INCOME AND RETIREMENT SAVINGS OF INFORMAL CARERS
 - A REPORT FOR CARERS AUSTRALIA

Carers
Australia

National Carers Network

On average, by age 67
**PRIMARY CARERS
 WILL LOSE**



\$175,000

IN SUPERANNUATION

\$392,500

IN LIFETIME EARNINGS

SOURCE: CARING COSTS US: THE ECONOMIC IMPACT ON LIFETIME INCOME AND RETIREMENT SAVINGS OF INFORMAL CARERS
 - A REPORT FOR CARERS AUSTRALIA

Carers
Australia

National Carers Network

On average, by age 67
 the most affected 10% of
**PRIMARY CARERS
 WILL LOSE**



IN SUPERANNUATION

\$940,000

IN LIFETIME EARNINGS

SOURCE: CARING COSTS US: THE ECONOMIC IMPACT ON LIFETIME INCOME AND RETIREMENT SAVINGS OF INFORMAL CARERS
 - A REPORT FOR CARERS AUSTRALIA

Carers
Australia

National Carers Network

Figure 3: Caring Costs Us Report infographics

The Voice for carers across Tasmania

Listening to and amplifying the voice of carers

Carers Tasmania COVID Impact Survey 2022

Following on from the previous Carers Tasmania Road to Recovery: COVID-19 Survey, carers Tasmania decided to develop and distribute another survey around COVID following the opening of the Tasmanian borders in December 2021. The border openings resulted in a surge of COVID cases in Tasmania and it was clear that this was felt by carers. This survey was conducted online only and received 323 responses. Key findings of the survey include:



60%

said they have no other family to assist at short notice

59.5%

said they chose to self-isolate as a preventative measure



61%

reported their living expenses had increased



14%

said they had partially lost work



Caring for Others and Yourself – The 2021 Carer Wellbeing Survey

The Carer Wellbeing survey report was released in August 2021, which was supported by carers from across the state. As a national report it did not break down into state-based information. However, it clearly highlights the poor well-being outcomes of carers in comparison to people without caring responsibilities.

National Carer Survey

Carers Tasmania, as part of the National Carer Network working group, supported the development and distribution of the National carer survey. This was the second edition of this biennial survey which will provide both national and state-based responses from carers that will be used to advocate at both state and federal government levels. Initial results will be available in October 2022 during National Carers Week.

Productivity Commission

The Productivity Commission announced a review of work and caring stemming from the Aged Care Royal Commission. Carers Tasmania met with the Productivity Commission on the matter in June 2022 and took recommended that the entitlement should be implemented for all carers, should include a mixture of both paid and unpaid leave and there should be some flexibility around when it is to be used.

Carers Tasmania will provide a further submission throughout consultation later in the year.

Policy contributions, reports, and other submissions

Tasmanian submissions

- Carers Tasmania Response on the TasTAFE Draft Legislation
- Carers Tasmania Submission to the Tasmanian Planning Policies Consultation Paper
- Carers Tasmania Response to the Our Healthcare Future Issues Paper Establishing a Statewide Clinical Senate for Tasmania – November 2021
- Budget Priorities Statement
- Carers Tasmania Response to the Carer Recognition Legislation Discussion Paper – December 2021
- Carers Tasmania Submission to the Tasmanian Women's Strategy
- Response to the Tasmanian Draft Carer Recognition Act 2022
- Carers Tasmania Submission to the New Government Strategy for older Tasmanians 2023 – 2029

National submissions

- Response to the Review of the Disability Services Act 2011 Discussion Paper
- Carers Tasmania Submission on the Draft National Plan to End Violence against Women and Children 2022-2023

Submissions in collaboration with the Carers Australia National Network

- Carers Australia Network Response to National Medicines Policy Review – Discussion Paper
- Carers Australia Network Response to the Australian Government Department of Health Consultation Draft – Primary Health Care 10-Year Plan
- Carers Australia Network Response on the Draft Safety and Quality Health Services (NSQHS) Standards user guide for acute and community mental health services
- Collaboration on the 2022 National Carer Survey design

Carers Tasmania has attended a broad range of sector committees, meetings and events with an aim to raise awareness of carers and increase carer recognition which can lead to better outcomes for carers. This has included:

- Mental Health & Alcohol and Other Drugs Leadership Group
- Mental Health Regional Meetings
- Regional Area Member Meetings (ATDC)
- TasCOSS Network of Peaks
- Palliative Care Conference
- Tasmanian Health Service Southern Consumer Focus Group
- Hobart Draft National Disability Advocacy Framework Community Forum
- TasCOSS Community of Practice – Lived Experience Practitioners
- COVID-19 Emergency Operation Centre meetings (Disability and Aged Care groups)
- Collaborated on a Dementia Care App project (Carers Care) with the University of Tasmania (UTAS)

Throughout all of these activities, continued advocacy for agencies to meet the actions outlined in the Supporting Tasmanian Carers, Tasmanian Carer Action Plan 2021-2024.

Financial Summary

Our financial sustainability continues to be sound, and we remain confident in our ability to manage the changed environment stemming from COVID-19 and to continue being the voice for carers across Tasmania.

This financial year saw the introduction and impact on accounts of new Australian Accounting Standards for revenue recognition and leasing. The total annual revenue of \$331,660 for Carers Tasmania Limited consisted of grant funds for the Peak Body, Healthy Communities, BetterStart and Palliative Care. A total of \$133,266 representing unspent funds at 30 June for grants that will carry forward to the new financial year reflected as Equity Reserves on the Balance Sheet.

The consolidated accounts of Carers Tasmania resulted in a surplus of \$2.1M, largely derived from the change in revenue Accounting Standards that now recognises revenue in line with the date of receipt whereas previously this was recognised in line with expenditure.

Carers Tasmania Consolidated Group Financial Results

FUNDING SOURCE	PROGRAM	AMOUNT
DSS	ICSS - Disability & Carer Support Program Grant	6,268,628
DoH	HACC Grant	233,294
DCT	Peak Body Grant	177,714
CA (DSS)	BetterStart Grant	39,000
Other		109,761
	TOTAL INCOME	6,828,397
	EXPENSES	6,097,098
	NET SURPLUS (Deficit)	731,299
KEY		
DSS	Department of Social Services	
DoH	Department of Health	
DCT	Department of Communities Tasmania	

