



ANNUAL REPORT

2018 - 2019

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Supporting carers is our passion

Carers Tasmania is in its twenty-seventh year of supporting family and friend carers across the State from our three offices in Burnie, Hobart and Launceston. Over these years, we have supported thousands of Tasmanians in their caring role with counselling, advice, referrals, carer-specific education and help navigating the complex maze of programs and Departments.

Our vision

An Australia that values and supports carers

Our mission

To enhance the health and wellbeing of Carers in Tasmania and promote their rights and needs

Our values

1. **Carers first** - we listen to what carers need, commit to their desired action plan, and deliver results that matter most to carers
2. **Care in all we do** - we care for our work, about each other, about Tasmania's family and friend carers, and the bigger world we all share
3. **Integrity always** - we are transparent, act ethically, own when things don't go to plan, and do what we say we will
4. **Quality every time** - we don't accept 'good enough' because carers deserve our very best every time
5. **Speed that matters** - we focus on what's important and act efficiently



Chair's Report

Over the past year, Carers Tasmania has taken positive steps to position itself for a future in the face of ongoing uncertainty.

A major milestone this year was the launch of Carers Tasmania as a peak body by the Premier at an event in Launceston. Representatives from all sides of politics, key stakeholders and carers celebrated with us to acknowledge the important role we have in advocating for carers across Tasmania. At the event, Carers Tasmania awarded life membership to Val Dunn and Marianne Horva in recognition of their commitment as carers. Both Val and Marianne have had a lifetime of caring and were involved at the very beginning in the setting up of Carers Tasmania. Such dedication and resilience represents the essence of many carers who dedicate their life unselfishly and hidden from many of us in the broader community.

After a significant renewal of Board Directors in the previous year, the Board has consolidated and united to oversee the strategic focus of the organisation. Following the retirement of Richard Barnard, we welcomed new Director, Kate Beer to the Board. Kate is the Manager of the Devonport Community House and President of Neighbourhood Houses Tasmania. Kate brings strong leadership to the Board and strengthens our understanding of the reality facing carers and families in their everyday life's.

The Board is committed to strong governance and strategic oversight. The Board of Directors participated in a two-day retreat which challenged us to ask the tough questions in an environment of uncertainty. A transitional strategic plan, underpinned by a set of values that continues to put carers at the centre of our thinking, was agreed and informed by considering all possible future scenarios. Our aim is to deliver the best outcomes for carers, and this will require ongoing strategic oversight and flexibility to adjust to the reforms in the sector.

In addition, Carers Tasmania has been proactive in stakeholder engagement to provide

information about the Carer Gateway reforms.

This has included engagement with all political parties across both levels of government, attendance at sector Roundtables and direct consultation with key service providers and carers. As a peak body the organisation has been instrumental in ensuring carers are well informed and comforted that support will continue in the face of the sector reforms and challenges.

A significant milestone this year was the appointment of our CEO, David Brennan who commenced in his role in July. David has been outstanding in providing innovative and intelligent leadership under challenging circumstances. This has included operationalising a strategic plan and improving systems and structure in the organisation to strengthen our position in the competitive Carer Gateway reform environment. On behalf of the Board I would like to thank and acknowledge David's commitment, professionalism and positivity during the last 12 months.

It is a testament to the professionalism of the Board of Directors, management and staff that Carers Tasmania continues to support and advocate for carers with an eye on the future. I would like to take this opportunity to thank all Directors for their expertise and dedication which at times has required significant additional volunteer time.

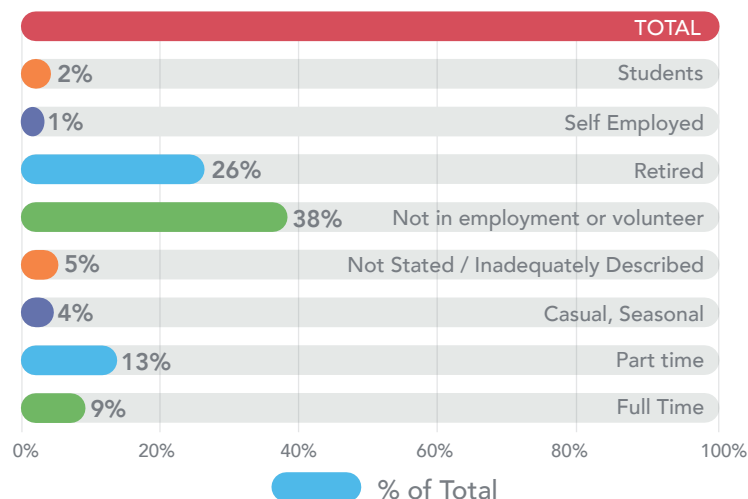
My final word is to the carers in Tasmania to express our thanks for the love and resilience you show in your caring roles, which is often unseen and unsung. Carers Tasmania is committed to ensure the best possible outcomes for you and will continue to advocate on your behalf and support you in all you do in the year ahead.

Rebecca Moles



We have supported carers across Tasmania

CARER EMPLOYMENT STATUS (%)

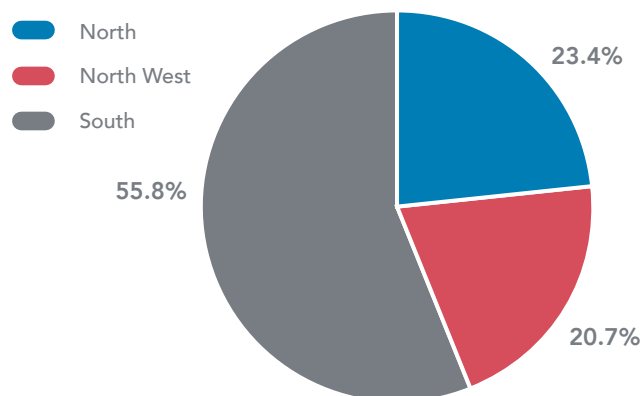


76%
of all carers
are female

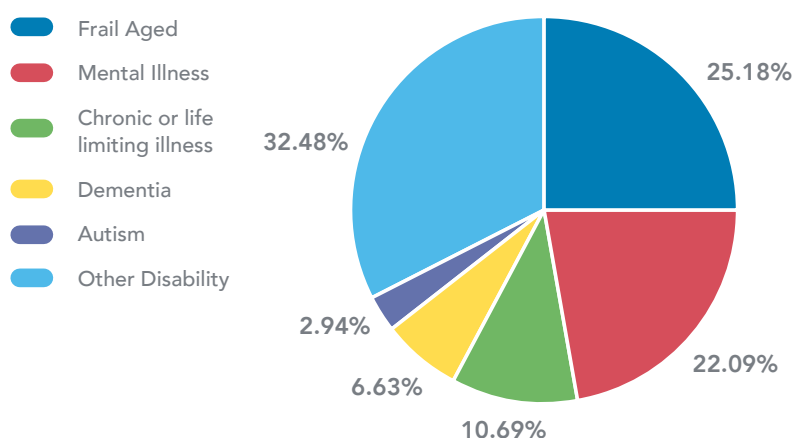
32%
of young carers
are male

5.7%
of carers
Aboriginal or Torres
Strait Islander

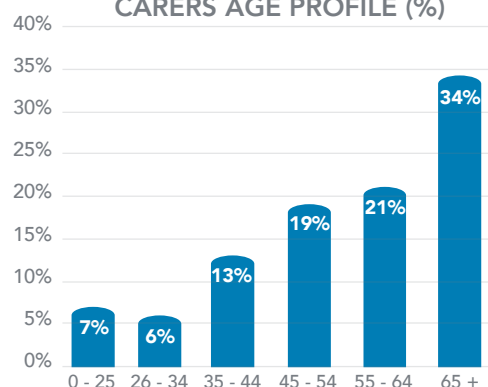
REGIONAL DISTRIBUTION OF CARERS



PRIMARY DIAGNOSIS OF CARE RECIPIENT



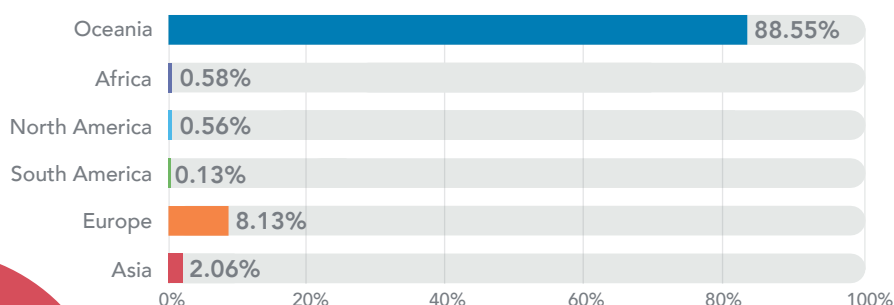
CARERS AGE PROFILE (%)



YOUNG CARER AGE BREAKDOWN

AGE RANGE	%
0-12	10
13-18	35
19-25	55

PLACE OF BIRTH BY CONTINENT (%)



average age
55.3yo

median age
51.5yo

CEO's Report

I am delighted to report on our activities over my first year as your chief executive.

Over the year, we extended where and how services are delivered. For example, we commenced delivering services in Devonport in collaboration with the East Devonport Neighbourhood House and intend to open a co-located office there in the future. We have also held information forums in 16 different locations and used Facebook Live videoconferencing to reach carers at home in all parts of Tasmania.

A complete internal transformation project was designed and delivered between October and February. The IT platform was upgraded to state-of-art cloud-based architecture that now enables employee mobility and delivery of services from any location. Our telephony and database were completely replaced, and our website entirely rewritten. We also instituted new methods of retaining and managing knowledge. The benefit to carers will be speedier and more flexible services.

Through the year, we have successfully launched the Carers Peak Body, which was funded as Hodgman Government election commitment. An advisory council has been formed of carers and carer service organisations from across the state to support Peak work.

Carers Tasmania has been actively leading the discussion of carer issues. As you will read in the Peak Body report, we have pursued a wide range of opportunities to input into and influence issues important to carers. This has included testimony at Senate Inquiries, submissions to Government on legislation and policy, connecting carers with politicians and policy makers to share lived experience and pre-empting policy discussion proactively.

Our staff have continued supporting carers with high-quality, effective services from our offices in Burnie, Launceston and Hobart. Professional development has been prioritised to continually support our workforce to provide expanded

supports. Most staff now have Carers Star™ assessment certification, coaching certificates, and a range of other complementary skills.

We have been successful in obtaining funding for special projects, including Care to Cook and updating the I Care book. Care to Cook is an initiative to identify hidden carers and promote healthy lifestyles through simple, delicious meals. The program will be delivered later in the year in eight locations. Premier Will Hodgman committed to funding an updated version of the I Care book at the last election and the grant has been provided. It will help carers manage hospital admissions for the person for whom they care. It will be launched in Carers Week 2019.

I have worked with the Board of Directors through perhaps one of the most challenging moments in our history, with the majority of our funding being competitively tendered as part of once-in-a-generation reforms to carer services. I am grateful for the Board's leadership, willingness to decisively support plans to move the organisation forward, and the collegiate support they afforded me across the year.

I want to acknowledge and thank our management team and our carer support officers, counsellors and administrative staff for their dedication to our carers and trying always to find solutions that make a difference. I particularly acknowledge their capacity to provide such great services, whilst working with me to implement significant process and systems change.

David Brennan



Another year of outstanding service

973
carer
reviews

Supported
39
Young Carers
with Bursary
applications

13,556
carers

received the
Carers News

2,817.5
hours of carer
education

42%
of Carer Support and
Wellbeing Checks used
the Carer Star™
assessment
methodology

2,865.5
hours of
counselling
provided



More advice to carers than ever before

Many carers feel lost when they need to access information or advice about the person for whom they care. Our free Carer Advisory Service exists to help carers understand and navigate their caring role and to access the supports they need to be successful in their caring capacity.

Our specialised team of Carer Support Officers understand the needs and challenges of caring families and maintain up-to-date knowledge about the services available to carers.

One innovation in 2019, was having our team certified in the use of a carer-specific assessment called the Carer Star™. This tool facilitates a deep and meaningful conversation with carers to identify the actions and supports that will make the most significant difference to them in their caring role. Carers have commented how it helps them to get to the "crux of the problem."

Our advisory service assists carers and other stakeholders with specialised information and advice about caring for a family member or friend. This may include information about services and support systems, the condition of the person being cared for, how to maintain health and wellbeing, and finding services and supports to manage the caring role.



Referral
network
of over

280
organisations

We made

543

external carer
referrals

Supporting carers through counselling

Whilst caring can be rewarding, carers often find the role stressful, leading to thoughts, feelings and behaviour that are difficult to understand, accept and manage. Emotions like shame, anger, guilt, anxiety, sadness and loneliness are very common.

Talking with a counsellor who is not emotionally involved can help in many ways. Whether caring for an elderly parent, someone with mental illness, life-limiting illness or a disability, our counsellors are able to objectively help carers explore their options to address challenges individual carers identify.

Counselling is also provided in times of transition or if carers have recently stopped providing care, such as when the person being cared for moves into residential care or sadly passes away.

Our counsellors are experienced in assisting carers to work through challenging emotions and more effectively manage their day-to-day caring role. Our counsellors are:

- Qualified in psychology, social work or counselling
- Members of or eligible to be members of professional counselling bodies
- Experienced in counselling in Australia

COUNSELLING DISTRIBUTION

REGION	%
North West and West Coast	21
North & East Coast	23
Central & Southern	56

473
carers supported
(across three
counselling programs)

Average of
4 sessions
per carer

1,910
appointments /
sessions

**Flexible
counselling**



Young Carers

Over the year we have continued providing support to carers under 25 and have been particularly active to raise awareness of young carers in schools, training and education.

Schools have been a particular focus, given the relatively young age of carers. Some of the schools we have interacted with include:

- St Mary's College
- Ogilvie High School
- Landsdowne Crescent Primary
- Bagdad Primary School
- Claremont College
- Rokeby High School
- New Town High School
- Brighton Primary School
- Austin's Ferry Primary School

We have continued supporting the Young Carers Reference Group to hear the needs of young carers and represent their voice at State and Federal levels.

Five young carers successfully received a \$3,000 bursary to support them with education endeavours.

A number of events were held for young carers, including a day at sea and silent discos.

Carer Education

425 carers receive 2,817.5 hours of support through participation in workshops and courses.

Topics included:

- Managing Carer Stress and Fatigue
- Beyond Frustration and Anger
- NDIS workshops
- Dementia series (over 4 weeks)
- Practical Considerations of a Death in the Home
- Understanding Mental Health & Mental Illness
- Understanding Autism
- Aged Care Fees and Services
- Practical Communication for Carers
- Effective Boundaries and Communication
- Centrelink Live Webinar
- Mindfulness (9 week Course)
- First Aid Certification
- Medication Safety in the Home
- Drug & Alcohol Services Panel
- Driving Dilemmas
- Care to Laugh (laughter therapy)
- Optimising Mental Health through Diet
- Nutrition Workshops

We trialled using technology to reach carers in all parts of Tasmania, which was very well received by carers, and will be expanded.

Financially sound

The accounts were audited by Crowe in accordance with Australian Standards. The summary of financial position is below, both for ongoing grant programs and for funding that was one-off.

Funding source	Program	Amount \$
DSS	Disability & Carer Support (CSIA)	813,724
CA (DSS)	Better Start	75,378
DSS	Better Start - MF Workshops	9,600
DSS	Carer Information Support Services	317,098
DSS	National Carers Counselling Program	327,556
DSS	Mental Health Respite	44,172
DSS	Young Carers	52,201
DoH	Home and Community Care	217,645
DCT	Peak Body	117,521
DCT	I Care Book project	20,000
DCT	Care to Cook project	16,586
DCT	Care to Work project	16,340
Total		2,027,821
Expenses		1,946,891
Surplus/(Deficit)		80,930

Key

DSS Department of Social Services

DCT Department of Communities Tasmania

DoH Tasmanian Department of Health



Peak Body Annual Report 2018 - 2019

A successful first year

Carers Tasmania was officially launched as the peak body for carers in Tasmania in November 2018, by the Hon Will Hodgman MP Premier of Tasmania, at the Tailrace Centre in Launceston, following the Annual General meeting.

Our mission had always been to improve the health, wellbeing, resilience and financial security of carers and to ensure that caring is a shared responsibility of family, community and the government. Part of achieving this has always been to be the voice for carers, so that their contribution to the Tasmanian community and economy is recognised.

Becoming a peak body raises the profile of our systemic advocacy work and opens the door for us to work more closely with Government, to help it understand the reality of caring and its consequences, and the steps they can take to make significant difference.

With the leadership of CEO David Brennan, Carers Tasmania has strengthened its relationships with Government departments, Members of Parliament both State and Federal, the media and the community services sector.

The key tasks we are required to perform as a peak body are to:

- Undertake consultation and research
- Support policy development and provide advice
- Maintain effective partnerships and collaboration to achieve positive outcomes
- Proactively engage with the sector and with carers
- Advocate on behalf of carers, build capacity of the community services sector to support carers, and build the capacity of carers to influence change themselves.

This is a significant responsibility, as caring situations are so diverse. Carers are relevant in the work of most of the key Government Departments, in particular, Communities Tasmania, Education, Health and Human Services, the Tasmanian Health Service and Justice.

We can't do this work of influence alone. We are doing our best to really understand what carers are experiencing, and as a result have increased our engagement with carers across the state by visiting the regions more often, reaching out more via our email and social media, and keeping carers up to date and aware of ways they can be involved via our magazine, Carers News.

We have developed a Family Carers Peak Advisory Council to guide us in our work. This consists of key stakeholders from all aspects of caring - mental illness, disability, palliative care, ageing, dementia, and ageing. Carers are represented on the Council, as is diversity, with members representing the Aboriginal, migrant and refugee and LGBTI communities in Tasmania.

Key activities that has occurred over the year has included:

- Meeting with key decision makers regarding the Integrated Carer Support Service Reform including The Hon Will Hodgman MP Premier of Tasmania, Cassy O'Connor MP, Senator Jonathon Duniam, Justine Keay MP, Senator Anne Urquhart, Ross Hart MP, the Hon David O'Byrne MP, Senator Carol Brown, Julie Collins MP
- Hosting visits with carers for The Hon Minister Fletcher MP Minister for Families and Social Services, and Senator Carol Brown, Shadow Minister for Disability and Carers

- The development of a work plan with the advice of the Family Carers Peak Advisory Council
- Consultation with carers, key stakeholders and the general community about the draft Terms of Reference for the Royal Commission into Aged Care
- The release of the second survey regarding the carer experience of NDIS
- Participation in the Senate Inquiry into the Accessibility and Quality of Mental Health Services in Rural and Remote Australia, including supporting two Carers Tasmania members to give evidence
- Submission to the Tasmanian Child and Youth Wellbeing Framework
- Participating in the Implementation Advisory Group for the development of Health Consumers Tasmania

- Submission to the Reform Agenda for Alcohol and Drug Services
- Hosting a consultation regarding the development of the Tasmanian Multicultural Policy and Action Plan 2019 - 2022
- Lobbying the Department of Education to advance the interests of young carers

This has been a successful first year and I look forward to working with carers and carer service organisations to ensure the voice and needs of carers continues to be heard.

Simone Favelle
Executive Officer





HOBART

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North Hobart TAS 7000

LAUNCESTON

Shop 8, 216 Charles Street
Launceston TAS 7250

BURNIE

192 Wilson Street
Burnie TAS 7320

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Calls from mobile phones may cost extra

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