



NSW CARERS STRATEGY 2014-2019 PROGRESS REPORT 2018



OCTOBER 2018

Contact:

Carers Team, Inclusion and Early Intervention
NSW Department of Family and Community Services

Phone: (02) 8753 9339

Email: carerstrategy@facs.nsw.gov.au

Website: facs.nsw.gov.au

Contents

1 Context	4
Carers in NSW	4
Implementation of the Carers (Recognition) Act 2010 Review	4
Carers Advisory Council	5
Carers Strategy Implementation Committee	5
FACS Carers Grant Projects	6
Carers Investment Program	6
NSW Health Key Directions	7
Reforms affecting carers in NSW	8
2 Highlight Projects	9
1.1 Work of employers to champion carer friendly workplaces	9
1.4 Support for carers at school	10
2.1 Easier access to healthcare	11
2.3 Carer peer support	12
3.1 Media campaigns to raise the profile of carers	13
4.1 Partners in care	15
3 Update on all focus areas in the Strategy	16

1 Context

The NSW Carers Strategy 2014-19 is a whole-of-government and whole-of-community response to support carers in NSW. As well as delivering on specific projects, the role of the Strategy has also been to influence the wider carer agenda.

Two progress reports have previously been published, in 2016 and 2017. For copies of previous reports please go to the Department of Family and Community Services (FACS) website - facs.nsw.gov.au. This report highlights significant achievements from the past 12 months, up to 30 October 2018, as well as summarising the status of all projects.

Carers in NSW

There are 904,400¹ carers living in NSW. This means that at least 1 in 10 of us is a carer in NSW.

Carers provide regular support to people who need it because they have disability, chronic illness, mental illness, and dementia or are frail aged. People are also carers if they are looking after a child who has additional longer-term needs compared to a child of a similar age.

A carer is not paid to care, although they may receive a pension or allowance for their caring role. Carers can balance caring with employment, school and/or have other commitments at the time they take on the role of caring.

The NSW Government remains committed to improving the lives of carers living in NSW. Carers are best supported through partnerships with the broader community, including carers themselves.

Many agencies and organisation in NSW are working to support carers. Through FACS alone, the NSW Government invests \$4.8 million per year to support carers.

In 2018 funding was provided to Carers NSW for peak and other activities, the Carers Advisory Council, the NSW Companion Card Scheme and projects under the NSW Carers Strategy and the Carers Investment Program.

Implementation of the Carers (Recognition) Act 2010 Review

Section 15 of the NSW Carers Act required that the Act be reviewed after it had been in operation for five years. This statutory review of the Carers (Recognition) Act 2010 was concluded in 2016 and delivered 10 recommendations.

Significant progress has been made in the implementation of these 10 recommendations since 2016 and implementation is still ongoing.

Since October 2017, FACS has progressed the implementation of the recommendations of the statutory review of the Carers (Recognition) Act 2010 by:

- Working with a network of key State and Commonwealth complaints and rights agencies to facilitate access for carers to information about carer protection in other legislation and about complaints mechanisms (Recommendation 1).
- Developing resources in support of carers and the Carers Act including an easy read version of the Carers Charter, an Aboriginal designed version of the Carers Charter, a Carers Key Facts poster and a video targeted at NSW Human Service Agencies to promote the Carers Charter and their reporting responsibilities (Recommendation 5).

Carers Advisory Council

The Carers Advisory Council is established under the NSW Carers (Recognition) Act 2010 to advance the interests of carers. It provides advice to the government on legislation, policy and other matters relating to carers. The majority of Council members are carers. More information is available online at: <https://www.facs.nsw.gov.au/inclusion/advisory-councils/carers>

In the past year the Council has met four times, with a further meeting scheduled for 5 December 2018. Council members also attended and participated in the 2018 Carers NSW Biennial Conference. Council Chair (Prue Warrilow) and Deputy Chair (Pam Webster) presented a paper at the Carers NSW Biennial Conference 2018 called “Putting the Care into Carers”.

Council has provided submissions to the Department of Social Services on the Integrated Carer Support Service (ICSS), the Productivity Commission’s National Disability Agreement Review and input to the NSW Submission to the Upper House Inquiry into the National Disability Insurance Scheme.

The NSW Carers Advisory Council developed and continues to work on three projects in its 2018/19 Strategic Plan:

1. Conversations with carers - a series of conversations in less-represented communities to listen to opportunities, concerns and issues
2. Understanding the social and emotional needs of carers
3. Are some carers being left behind? A research and investigation project about whether some carers are being left behind in the NDIS and consumer directed care world.

Carers Strategy Implementation Committee

The Carers Strategy Implementation Committee (CSIC) has met three times since the 2017 Progress Report was released. In March 2018 the Terms of Reference were revised to reflect the broader scope of the work now under the umbrella of the Carers Strategy, namely, the 16 Carers Strategy projects, new Carers Investment Program projects and the implementation of the recommendations from the 2016 Review of Carers (Recognition) Act 2010.

FACS chairs the Committee which has members from a range of government and non-government organisations and carers. Current members include: Ministry of Health, Carers NSW, NSW Mental Health Commission, Plumtree, Department of Social Services, Department of Education, Carers Advisory Council representatives, and a representative from FACS Aboriginal Outcomes Unit.

FACS Carers Grant Projects

FACS previously recurrently funded 14 organisations for 15 Carer Grant Program projects that were initially funded by NSW Health. Funding agreements for these projects concluded on 30 June 2018. From 1 July 2018 FACS reinvested this funding into the new Carers Investment Program (CIP) to ensure future grant funding continues to align with the *NSW Carers Strategy 2014 – 2019* and current carer priorities.

All Carer Grants Program recipients were invited to apply for the Carers Investment Program funding.

Carers Investment Program

The new CIP will see FACS continue to invest in projects to improve support for carers. Funding focuses on projects with evidence-based outcomes and those that align with carer priorities as identified in the *NSW Carers Strategy 2014-19*, the *NSW Carers (Recognition) Act 2010* and other relevant reforms in the sector.

FACS is reinvesting \$5.6 million over three years in the CIP.

FACS undertook a two stage procurement process for CIP funding which involved an initial EOI (128 EOIs were received). Selected organisations were then invited to submit a detailed tender.

12 organisations across NSW have been provided with funding to run 14 projects supporting carers.

Carers across NSW will benefit from the diverse range of projects funded by the new CIP covering carer research, employment, education, health and wellbeing.

FACS Carers Investment Program Projects

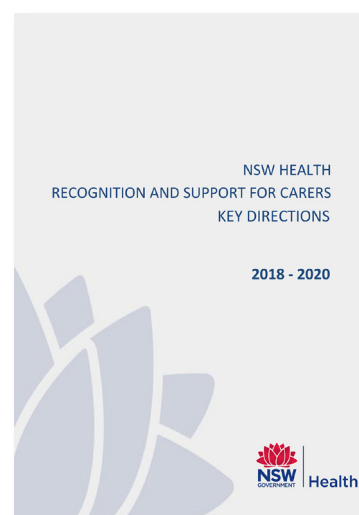
Funded Organisation	Project
Carers NSW	Care2Work
Carers NSW	Carer Peer Connect
Carers NSW	YC Drive
Catholic Care Wollongong	Families and Sibling Support Program - Deadly SIBS
Central Coast Local Health District	Hospital In The Home - HITH Program
Conservation Volunteers Australia	Green Gym
Dementia Australia	Virtual Reality Experience for Carers
Mid Coast Communities Incorp	Impact and Rollout of NDIS
Multicultural Care	Peer Support for CALD Carers
NPS MedicineWise	MedicineWise App
TAFE NSW	Up Skilling Carers
University of South Australia	Carers in the Balance - Research on work and education options for carers
University of Technology Sydney	Centre for Carers Research
Yarkuwa	Caring is what we do

NSW Health Recognition and Support for Carers Key Directions

In March 2018, NSW Health released its Recognition and Support for Carers Key Directions 2018-2020 document. The Key Directions will assist NSW Health organisations in meeting their obligations and commitments under the *NSW Carers (Recognition) Act 2010* and the NSW Carers Strategy 2014-2019.

- The document provides guidance to all NSW Health organisations on recognising the role of carers and responding to carers' needs as users of health services as well as employees. It outlines actions under three key strategic directions, which are that NSW Health will:
 1. Inform and guide employees to recognise and support carers
 2. Value and engage with carers as partners in care
 3. Support employees who have caring responsibilities.

An Implementation Group with system-wide representation will monitor progress and report in the Ministry of Health annual report in accordance with requirements under the *NSW Carers (Recognition) Act 2010*. All NSW Health organisations will report annually on strategies implemented under the plan.



Reforms affecting carers in NSW

National Disability Insurance Scheme (NDIS)

NSW is the first state to complete full rollout of the NDIS. As of October 2018, approximately 100,000 people with disability in NSW are benefiting from the NDIS.

This is a significant milestone for people with disability and their carers across the State. Every eligible NSW resident with a disability is now able to receive an individual plan to suit their needs, empowering them to have choice and control over how they live their lives.

Whilst disability services are now funded by the NDIS, the NSW Government has an ongoing role to ensure all people with a disability in this state has access to mainstream services, under the National Disability Strategy and NSW Disability Inclusion Act.

The NDIS has been delivering *Information, Linkages and Capacity (ILC)* building initiatives since 2017 through a grants process and through Partners in the Community. The ILC is the part of the NDIS that provides information, linkages and referrals to connect people with disability, their families and carers, with broader systems of support. It facilitates capacity building supports for people with disability, their families and carers.

Integrated Carer Support Service

The Australian Government is investing an additional \$85.6 million to roll out a range of new early-intervention services for Australia's 2.7 million unpaid carers.

To improve support for carers, the Australian Government is implementing a new service delivery model for carers, the Integrated Carer Support Service (ICSS).

The ICSS is the result of an extensive two year process, in which carers and the sector worked closely with the Australian Government to design the new model for carer support.

The ICSS will be implemented in two stages:

- From October 2018, new supports and services to assist carers will be designed, tested and then rolled out through the Government's Carer Gateway website including digital counselling, online peer support, online coaching and educational resources.
- From September 2019, the Government will establish a network of Carer Gateway regional delivery partners to help carers access a range of local services such as needs assessment and planning, targeted financial support, in-person and phone-based coaching, counselling, training and peer support, information and advice, access to emergency crisis support and assistance navigating relevant, local services available to carers through federal, state and local government and non-government providers.
- Carer Gateway regional delivery partners will also conduct outreach activities and link to social, health, education, community and cultural groups, to better understand regional needs.

2 Highlight projects

In this 2018 Progress Report we are highlighting six projects from the *NSW Carers Strategy 2014-19*.

1.1 Network of employers to champion carer friendly workplaces

Lead agency and partners:

FACS and Carers NSW.

Project description:

This project seeks to develop a network of progressive employers across diverse industries to champion better employment outcomes for carers and promote a business case for recruiting and retaining carers.

Stage one of this project, jointly funded by the NSW and Commonwealth Governments, was a market scoping and feasibility study. In the 2016 Progress Report we indicated that stage two would progress the most suitable model.

Progress and achievements:

FACS commissioned Carers NSW in 2017 to establish the network based on the stage one outcomes. Carers NSW employed a project officer and established a reference group to guide the project. Members of the reference group included FACS, Telstra, Australian Human Rights Commission, Fair Work Ombudsman, UNSW, Workforce Gender Equity Agency, The Copy Collective, Double Bay and District Business Chamber and carer representation.

On 11 October 2018, at the Carers NSW Biennial Conference, the Hon Ray Williams, Minister for Disability Services, launched Carers+Employers. This program defines best practice standards for supporting staff with caring responsibilities. Workplaces meeting these standards can be recognised as accredited carer employers. Three levels of accreditation will be offered: activate, commit and excel.

Next steps:

Finalisation of program resources and engagement of employers.

1.4 Support for carers at school

Lead agency and partners:

NSW Department of Education

Project description:

Support for Carers at School. This includes, raising awareness and knowledge in schools about young carers and strategies for support.

School completion and successful transition to further education and employment for young carers is identified as an important goal for young carers.

Progress and key achievements:

- The resource, Being a Carer, Being a Student, Being a Kid has been updated. It is anticipated that it will be ready for distribution for the start of the 2019 school year. This resource aims to assist schools in supporting young carers in schools.
- NSW Department of Education's website provides information about young carers and links to resources and organisations that can assist in supporting them at: <https://education.nsw.gov.au/student-wellbeing/attendance-behaviour-and-engagement/young-carers>
- In December 2017, the Carers NSW Young Carers provided a workshop for School Counsellors in Training at their induction to raise awareness about young carers and avenues for support.
- Through the Watch this Space initiative, funded by FACS, nineteen young carers assisted in planning, developing and presenting to over 500 teachers and community service staff, as well as over 2500 high school students across 16 schools and 10 community service locations. The presentations raised awareness of young carers and contributed to the introduction of initiatives in schools such as establishing young carer support groups.

Next steps

- Release of the resource, Being a Carer, Being a Student, Being a Kid in 2019.
- Presentations to staff to raise awareness of young carers will continue and include, School Counselling Staff and School Services staff such as Home School Liaison Officers/Aboriginal School Liaison Officers.

2.1 Easier access to healthcare

Lead agency and partners:

NSW Health

Project description:

This project aims to make it easier for carers to access health services and programs. NSW Health organisations have worked collaboratively with carers to develop and deliver a range of initiatives to increase accessibility and support improved health and wellbeing for carers.

It is important to note that the activities acknowledged are some of many that local health districts, networks, pillars and Ministry branches are implementing to improve recognition and health and wellbeing outcomes for carers.

Progress and achievements:

Support for carers of people receiving palliative care is to be enhanced with a new three year program to increase assistance for carers. The new support program is part of the 2017 announcement of an additional \$100 million that is to be invested in palliative care over the next four years.

In-hospital support for carers strategies were implemented in a range of facilities to provide carers with more comfort when staying with patients in hospital. Strategies included:

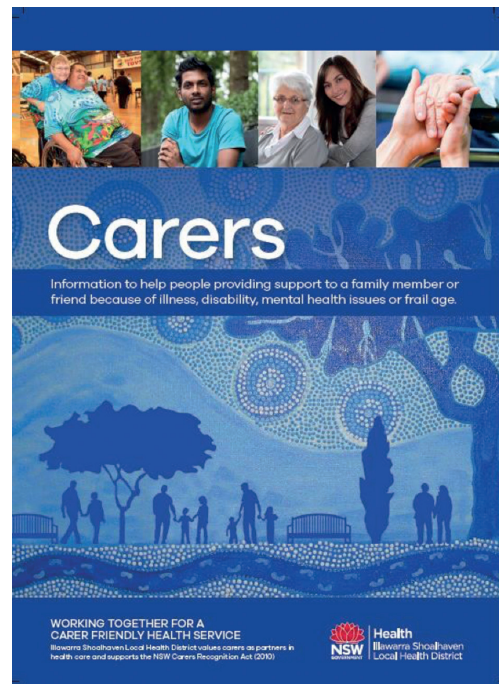
- Royal North Shore, Ryde and Hornsby Ku-ring-gai hospitals have implemented 'Supporting Carers @ the Bedside'. This includes the availability of carer dedicated reclining chairs, information resources, meals, linen and amenities for carers.
- Bowral and Liverpool Hospitals have developed carer spaces. The fit for purpose furnished spaces provide a comfortable area for carers to take a break and relax.
- Blacktown and Mount Druitt Hospitals are implementing procedures to enable patients and carers to stay overnight and have flexible visiting hours.

Carers of people from culturally and linguistically diverse (CALD) backgrounds comprise a large proportion of carers in NSW. Awareness raising activities delivered by local health districts included:

- South Western Sydney Local Health District together with the Western Sydney Migrant Resource Centre, held a Carer Wellbeing workshop that promoted available supports, accessing services and self-care and wellbeing; and
- Northern Sydney Local Health District held community information sessions in Armenian, Korean and Farsi with 90 participants.

The provision of *education and information for carers* is ongoing across NSW Health. A wide range of strategies have been used by NSW health organisations including:

- ‘Carers’ is an information booklet developed by the Illawarra Shoalhaven Local Health District in consultation with carers, including Aboriginal carers, consumers and health staff. The booklet provides information to guide people providing support to a family member or friend including the NDIS, My Aged Care and Carer reform;
- Central Coast Local Health District Youth Mental Health and Carer Support Unit partnered with Central Coast local high schools to raise awareness of the presence of young carers in the school system and the supports available to them; and
- Western NSW Local Health District provided the ‘Stepping On’ falls prevention program for the Dubbo Koori Yarning Group, which is an Aboriginal Carer Support Group. The Program was welcomed by the group members most of whom are aged 75 years plus.



Next steps:

- Development and roll out of new Program *Support for carers of people receiving palliative care*.
- Continue to provide education and information for carers.

2.3 Carer peer support

Lead agency and partners:

FACS and Carers NSW are jointly leading this project, with support from NSW Health, Mental Health Commission of NSW, Mental Health Carers NSW.

Project description:

- The project was initially focused on bringing together funders and providers of peer support programs for carers to explore ways to extend the variety and reach of peer support programs in NSW through a number of strategies.
- The project was put on hold due to the changing service delivery landscape, such as roll-out of the NDIS and the establishment of Commonwealth funded programs such as the Integrated Carer Support Service (ICSS) and Information, Linkages and Capacity Building (ILC) program. Specifically, ICSS will include in-person and phone-based coaching, counselling, training and peer support.

Progress and achievements:

- FACS has convened a project steering committee with members drawn from carer within the community and their advocates, Mental Health Commission of NSW, Mental Health Carers NSW (formerly Arafmi NSW - a non-government organisation peak body for mental health carers in NSW), Plumtree (a not-for-profit organisation that provides support for young children with a disability and their families) and Carers NSW.
- The committee decided that the project as currently outlined in the Strategy should be revised to reflect the changing policy and service delivery landscape in the area of peer support service delivery.
- Draft Project Plan developed, and a facilitator has been engaged to assist the steering committee to conduct a gap analysis to inform the development of the next Strategy.

Next steps:

- The project will work with key partners to identify the best approach for the NSW Carers Strategy in relation to peer support.

3.1 Media campaigns to raise the profile of carers**Lead agency:**

- FACS.

Project description:

Ongoing media campaigns will be developed to improve public awareness and understanding of carers' lives.

Progress:

Annual media campaign strategies have been developed. In 2018, new video and print materials were developed with a refreshed care for a carer campaign.

A very successful Carers NSW 2018 Biennial Carers Conference funded by FACS and organised by Carers NSW, with Australian and international speakers, was held on 11-12 October 2018. The NSW Carers Awards 2018 were announced by the Hon, Minister Ray Williams MP, Minister for Disability Services at the inaugural awards dinner at the conference on 11 October 2018.

National Carers Week events dedicated to acknowledging carers ran from Sunday 14 – Saturday 20 October 2018. This year, grant funding from FACS enabled Carers NSW to support over 400 Carers Week events across the state.

Key achievements:

- The FACS 'Care for a carer' website was refreshed and updated with new photographs of carers and new materials.

- 30 second carer videos were developed and screened in medical centres and GP waiting rooms for one month in October 2018 (including during Carers Week). The video was shown every 30 minutes in 542 medical centres and 1751 GP waiting rooms. It is estimated 1,358,383 waiting room visitors saw the video.
- Care for a carer DL brochures displayed in 1,150 medical waiting rooms across NSW. Average number of brochures removed per medical centre 5,027.
- Easy read Carers Charter, postcards and posters including a popular fact sheet showing carer statistics (Carerfacts) and an Aboriginal designed Carers Charter.
- Restocked 'Care for a carer' awareness brochures in Health Update displays in Medical Centres and GP waiting rooms.
- Developed a video for Human Service agencies featuring the FACS Secretary Michael Coutts-Trotter to promote the Carers Charter and Human Service agencies reporting responsibilities under the charter. The video was launched at the Carers NSW 2018 Biennial Conference. The video defines who carers are and their need for support, how employers can support carers in the workplace, especially to balance caring and paid work, and also the resources available on the FACS 'Care for a carer' website.
- Successful Carers NSW Conference and NSW Carers Awards event with over 150 attendees including the Hon Ray Williams MP, Minister for Disability Services, carers and their families, government and non-government organisations.

Next steps:

- Ongoing improvements to the 'Care for a carer' and FACS website to improve information about carers and resources for carers.



4.1 Partners in care

Lead agency:

NSW Health

Project description:

This project aims to involve carers in decisions that affect them and the people they care for. Elements of the project have included identification of carers in patient administration systems and consultation with carers in service design.

Progress and achievements:

- The *Carer Identification Project* seeks to ensure the consistent identification of carers statewide in patient administration systems. The changes recognise that partnering with patients and their carers provides better outcomes for the patient and minimises the risk of avoidable admission to hospital.
- The Ministry continues work with partners to finalise the specifications and work program to implement the enhancements to NSW Health patient administration systems.
- Murrumbidgee Local Health District has developed the *Paediatric Integrated Care Service* through consultation with carers of children with medical complexity. Interviews with carers informed service development by providing insight to the needs and barriers experienced by carers.
- Carers are included in the development of care plans in conjunction with tertiary and local clinical service providers. This ensures that carers have equal input in the treatment plans and are acknowledged for their valuable role in the care for children with medical complexity.
- Far West Local Health District has a *Mental Health Consumer and Carer Action Group*. The group supports consumers and carers of all ages to have an active voice in all aspects of Mental Health and Drug and Alcohol service development and delivery. The group is involved in policy development, sits on staff recruitment panels and has initiated a number of innovative projects.

Next steps

- The Ministry will continue to work with partners to implement the enhancements to NSW Health patient administration systems. Following this the Ministry will support implementation of new business processes by NSW Health administration staff to record at registration if the patient is a carer or has a carer.

3 2018 update on all focus areas in the NSW Carers Strategy 2014-2019

Note – This update builds on the progress statements provided in the 2016 and 2017 Progress Reports.

Focus Area 1 - Employment and Education	Status
<p>1.1 Network of employers to champion carer friendly workplaces - Develop a network of progressive employers across diverse industries to champion better employment outcomes for carers.</p> <p><i>FACS and Carers NSW</i></p>	
<ul style="list-style-type: none"> • Carers NSW Carers+Employers network launched at the 2018 Carers NSW Biennial Conference. • Further information about the project provided in section 2 of this report. 	Completed
<p>1.2 Recognising carers' skills - Tool to assist carers to understand how the skills, knowledge and experience they have developed as carers can be utilised in training and employment.</p> <p><i>NSW Community Services & Health Industry Training Advisory Body with FACS</i></p>	
<ul style="list-style-type: none"> • SkillsLink2Work website was launched in April 2016. • Since October 2017, the website has had 925 users, of 911 were new visitors, and completed 912 sessions. The 138 returning visitors completed 338 sessions. • Project outcomes are to be reviewed in 2019. 	Completed

<p>1.3 Carers working in the NSW Government sector - Explore opportunities to incorporate a carer focus into existing public sector guidelines, policies and surveys and ongoing implementation of the Carers (Recognition) Act 2010.</p> <p><i>Department of Premier and Cabinet, FACS and NSW Treasury</i></p>	
<ul style="list-style-type: none"> • Ongoing implementation of the recommendations of the statutory review of the Carers (Recognition) Act 2010 by: <ul style="list-style-type: none"> - Facilitating access for carers to information about carer protection in other legislation and about complaints mechanisms by working with a network of key State and Commonwealth complaints and rights agencies. - Revising and updating supporting policy, guidelines and education resources to improve understanding and implementation of the Act. - Developing resources in support of carers and the Carers Act including an easy read version of the Carers Charter, an Aboriginal designed version of the Carers Charter, a Carers Key Facts poster and a video targeted at NSW Human Service Agencies to promote the Carers Charter and their reporting responsibilities. - An annual report collating information provided by human service agencies about their reporting on compliance with the Act in 2015/16 was published on the FACS website. It profiles examples of good practice compliance with the Act. - A report on collating compliance with the Act in 2016/17 will be finalised in December 2018. 	In Progress
<p>1.4 Support for carers at schools - Build the capacity of schools to identify and respond to the wellbeing of young carers</p> <p><i>NSW Department of Education</i></p>	
<ul style="list-style-type: none"> • Resource <i>Being a Carer, Being a Student, Being a Kid</i> has been updated. • December 2017 workshop for School Counsellors in Training to raise awareness about young carers and avenues for support. • Further information about the project provided in section 2 of this report. 	In Progress
<p>1.5 Young Carer Mentoring - Work with a roundtable of government and community partners to increase young carers access to mentoring programs.</p> <p><i>FACS with Carers NSW</i></p>	
<ul style="list-style-type: none"> • Roundtable conducted in November 2014. 	Completed

Focus Area 2 - Carer Health and Wellbeing	Status
<p>2.1 Easier access to health care - Develop strategies to make it easier to access health services and programs. <i>NSW Health & Carers NSW, with FACS, Healthdirect Australia</i></p> <ul style="list-style-type: none"> • An information sheet about the needs of carers was developed and distributed to all coaches at the Get Healthy Information and Coaching Service. • A brochure specifically targeting carers was developed for the Stepping On program. • Further information about the project provided in section 2 of this report. 	Completed
<p>2.2 Individualising respite and support services - Provide a watching brief for carers on the key reforms such as the NDIS. <i>FACS</i></p> <ul style="list-style-type: none"> • Ageing Disability and Home Care services transition to NDIS completed June 2018. • FACS is still providing a watching brief for carers on the key reforms such as the NDIS, ICSS and ILC programs, and facilitating input by carers, for example through the NSW Carers Advisory Council. 	Completed
<p>2.3 Carer peer support - expand the variety and reach of peer support programs in NSW. <i>FACS & Carers NSW with NSW Health</i></p> <ul style="list-style-type: none"> • Options will be developed in 2019 by the Carer Peer Support Steering Group for inclusion in the next Carers Strategy. This group comprises of project partners and key stakeholders. • Further information about the project provided in section 2 of this report. 	In Progress

Focus Area 3 - Information & Community Awareness	Status
<p>3.1 Media campaigns to raise the profile of carers - Develop ongoing media campaigns to improve public awareness and understanding of carers and their lives</p> <p><i>FACS</i></p>	
<ul style="list-style-type: none"> • The FACS 'Care for a carer' website was refreshed and updated with new photographs of carers and new materials. • 30 second carer videos were developed and screened in Medical Centres and GP waiting rooms for one month in October 2018. • Easy read Carers Charter, postcards and posters including a popular fact sheet showing carer statistics (Carerfacts) and an Aboriginal designed Carers Charter. • Developed a video for Human Service agencies featuring the NSW FACS Secretary Michael Coutts-Trotter to promote the Carers Charter and Human Service agencies reporting responsibilities under the charter. • Provided funding and directly supported the delivery of the Carers NSW Conference and NSW Carers Awards event. • Further information about the project provided in section 2 of this report. 	Completed
<p>3.2 Embed and improve information useful for carers - Improving carers access to information in systems they frequently use.</p> <p><i>Healthdirect Australia & Carers NSW with FACS</i></p>	
<ul style="list-style-type: none"> • Working Group established. • Healthdirect Australia website 'Caring for Others' page was reviewed and revised so it could be more easily found via the internet. 	Completed
<p>3.3 Young carer mobile application</p> <p><i>FACS & Carers NSW with Apps4 NSW</i></p>	
<ul style="list-style-type: none"> • This project was active for two years after which the key content was consolidated and then transferred to existing websites, such as the Young Carer and FACS websites, which had a broader reach. 	Completed

<p>3.4 Information for carers in Aboriginal communities <i>FACS via Aboriginal Working Party</i></p>	
<ul style="list-style-type: none"> • The project is continuing to develop and pilot the templates developed to enable Aboriginal carers to share key information about the person they provide care for. The templates were developed through consultation with Aboriginal carers and piloted in Deniliquin and Mount Druitt. Work is underway to roll out the templates throughout NSW. • The working party meets regularly to advise on Aboriginal aspects of the Strategy including distribution and design of materials. • NSW Trustee and Guardian has done another print run of 5,000 copies of the resource <i>Taking Care of Business</i> in 2018 of which 4,500 copies have already been distributed to date. NSW Trustee and Guardian has been continually promoting and distributing the resource through a range of Aboriginal community forums. Members of the Carers Strategy Aboriginal Working Group are also continually promoting and distributing the resource through their networks. 	<p>Completed</p>



Focus Area 4 – Carer Engagement	Status
<p>4.1 Partners in care (health care) - Support carer engagement and input through developing care planning tools and an e-learning module. <i>NSW Health with FACS</i></p> <ul style="list-style-type: none"> The Ministry continues work with partners to finalise the specifications and work program to implement the enhancements to NSW Health patient administration systems. Further information about the project provided in section 2 of this report. 	In Progress
<p>4.2 Partners in care (community service delivery) - Quality information about carers in training provided to Ability Linkers and Housing NSW staff. <i>Carers NSW with FACS</i></p> <ul style="list-style-type: none"> Twelve hidden carer events were held in social housing areas across NSW. Information and referral services. E-Learning module developed and available to social housing staff. Increased understanding of carers needs by partner organisations. 	Completed
<p>4.3 Engage carers in local decision making - Support government agencies and other public sector agencies in NSW to engage carers in decision making about policies and programs that impact on them. <i>FACS with Carers NSW & NSW Health</i></p> <ul style="list-style-type: none"> This project will be progressed in 2019. 	In Progress

Focus Area 5 – Evidence Base	Status
<p>5.1 Using the evidence about carers - Consolidate evidence on strategy focus areas and identify ways it can inform policy and practice.</p> <p>FACS</p>	
<ul style="list-style-type: none"> • The carer evidence base is being continually built and will inform the next Carers Strategy. New carer evidence in 2018 includes: <ul style="list-style-type: none"> - The NSW Carers Advisory Council engaged the UNSW Social Policy Research Centre to undertake research about the social and emotional well-being of carers; - The Carers NSW Biennial 2018 Carer Survey was conducted between May and July 2018 to improve understanding of the issues that impact carers on a daily basis. Initial results are available and will inform the development of the next Carers Strategy; - The online NSW People Matter Employee Survey was open to all employees across the NSW public sector from Friday 1 June 2018 to Monday 2 July 2018. The survey provides an important opportunity for almost 400,000 employees to share their about experiences with working in the public sector including access to and use of flexible working arrangements which is important for carers; - FACS is collecting data from previous Carer Grant Program projects (concluded June 2018) and evaluation data from the new Carer Investment program projects which commenced on 1 July 2018 including carer profile and carers accessing the NDIS; and - Carers Investment Program has funded three research projects <ul style="list-style-type: none"> ◦ University of Technology – Centre for Carers Research ◦ University of South Australia - Carers in the Balance: Research on work and education options for carers ◦ Mid Coast Communities – Impact and rollout of NDIS. 	<p>In Progress</p>

Conclusion and next steps

Status of the **16 projects** in the Carers Strategy:

Completed - 10

Progressing - 6

This Strategy will end December 2019. It is anticipated all projects will be completed by this date.

Over the next 12 months an evaluation of the strategy will be conducted. Evaluation findings will inform the design of the next Strategy.

Carers supported the development and implementation of projects in the current Strategy, and will help to prioritise future work.

Work will commence in 2019 on developing the next Carers Strategy for 2020 to 2024. A co-design approach used to develop the current Strategy will again be undertaken to ensure the views and needs of all carers are considered. Research and other intelligence on service gaps and emerging issues will shape the new strategy's focus.

Endnote

¹ Australian Bureau of Statistics 4430.0 - Disability, Ageing and Carers Australia: Summary of Findings 2015
Released 18/10/2016

