NSW Carers Advisory Council Strategy on a Page

Context	**NSW Carers Advisory Council aligns the Strategy 2024-25 with NSW Carers Strategy 2020-2030:**		
	Priority Area 1: Carers are recognised, respected, and empowered. Priority Area 2: Carers have better health and wellbeing. Priority Area 4: Carers have better access to information, services and supports		
Primary Goal	Supporting Digital Access for Carer Choice, Health, Wellbeing, and Inclusion		
Purpose	We aim to address digital access for carers and ensure that when support services implement digital transformation projects carers from across NSW have access to reliable, easy-to-use, and affordable information delivered in a variety of platforms. By raising awareness of their specific needs and ensuring communication methods are appropriate, relevant, and accurate, we believe carers can have improved, timely access to support their caring roles. We also recognise that technology has the potential to reduce carer isolation.		
Strategic Priorities	Carers in Regional, Rural and Remote Areas (RRR)	Young Carers	Communication Channels for Carers
Core strategies	- Mapping/Identification of existing services who can support technology to better connect RRR carers (eg Service NSW, NDIS Local Area Coordinators or other providers in thin markets) - Health and education delivered via telehealth/innovative methods as well as in person. - Understanding the benefits of technology use for crisis/disaster/emergency situations – eg 2022 floods – what did we learn? - Reliable access for carers to technology and improving digital literacy given history of limitations to access in RRR areas. - Increase awareness of availability of information in digitised form – opportunity to provide alternatives to bricks and mortar/out of hours/different platforms	- Using technology to support young carers to self-identify as carers. - Consideration of relevant and appropriate platforms to communicate with and educate young carers. - Reducing stigma of and for young carers - Supporting young carers with access to devices and to the internet, technological literacy and reducing risks in accessing incorrect and/or misleading information. - Ensuring services are easily accessible and appropriate for young carers (young people often using more advanced technology)	- Identification of where to find relevant information to reduce risks of incorrect or outdated information. - Exploring AI and how it might be used by carers to engage with information and reduce isolation. - Simplification of the Carer Journey – linking multiple services to reduce storytelling multiple times -e.g., between government departments (Education, Disability, Justice, Health) – lead to a reduction in carer fatigue and time - Locating services within existing hubs to support and promote carer role – e.g., what if Service NSW staff asked carers if they knew about how/where to access information when they were discussing carer payments?
Stakeholders	Carers who live in Regional Rural and Remote areas of NSW	All carers under the age of 25	All carers with emphasis on Carers of multiple family members, Ageing parent carers