



NSW CARERS STRATEGY 2014-2019

PROGRESS REPORT 2017



OCTOBER 2017

A large, stylized graphic of a leaf or flower in shades of blue, positioned in the bottom-left corner of the page. It consists of several overlapping, rounded shapes that form a central stem and several pointed petals or leaves.

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Progress Report 2017

This summary reports on progress under the Strategy in 2016-17 and outlines key directions for future implementation of the Strategy. It highlights and profiles four key projects that are making practical differences to the lives of carers in NSW.

Introduction

Since the Progress Report 2016, we have made significant progress towards improved support for carers and increased recognition of the awareness of the important contributions carers make to society. To enable carers to maintain their capacity to care, Strategy implementation has focused on improving access to timely and relevant information and access to supports that will improve employment, education, health and wellbeing outcomes for carers.

Since the Strategy launched in 2014, there have been significant developments in the aged care, mental health and disability legislative contexts and service systems. This includes the *Review of the Carers (Recognition Act) 2010*, ongoing rollout of the NDIS across NSW, reform of the aged care system and ongoing development by the Commonwealth Government of the Carer Gateway and the proposed Integrated Carer Support Service. These reforms impact on carers, while implementation of the Strategy occurs in the broader context of these changes to policy and legislation that affect carers.

The Department of Family and Community Services (FACS) review of the *Carers (Recognition Act) 2010* in 2016 highlighted the need to provide clearer information to carers about available complaints handling mechanisms for carers, and clearer information to public sector agencies about the Act and Charter and about their compliance and reporting requirements. FACS will be implementing the recommendations of the Act review in the final two years of implementation of the Strategy, and this will contribute to achievement of Strategy goals.

The *Carers Strategy Progress Report 2017* builds on the Progress Report 2016. This report includes:

- Highlight projects:
 - 2.1 [Easier access to health care](#)
 - 3.4 [Information for carers in Aboriginal communities](#)
 - 4.1 [Partners in care \(health care\)](#)
 - 5.1 [Improving the evidence base- including highlight carer data.](#)
- Initiatives complementing the Carers Strategy - including the Carer Investment Program and the implementation of the *Carers (Recognition) Act 2010* following its review.
- Next Steps.

Highlight projects

2.1 Easier access to health care

Lead agency and partners:

NSW Health.

Project description:

This project brings together a number of different NSW Health initiatives to make health care services more accessible to carers.

Progress and key achievements:

Get Healthy Information and Coaching Service



- NSW Health continues to support improved access for carers to health services via a range of programs. This is primarily achieved through promoting carer uptake of the Get Healthy Information and Coaching Service <https://www.gethealthynsw.com.au> and the Stepping On falls prevention program.
- An information sheet about the needs of carers was developed and distributed to all coaches at the Get Healthy Information and Coaching Service. This enabled coaches to better engage with carers who had enquiries or wanted to register to participate in the program.

“I joined the Get Healthy Service after experiencing a significant loss in my life and my circumstances were suddenly very different. I mainly wanted to be healthier and if I lost some weight in the process, that was a bonus.

The regular coaching sessions really helped me gain a better understanding of my relationship with food. I’ve introduced a lot more vegetables into our family’s diet and I now realise that our portion sizes were far bigger than they should be. I have also acquired a step counter and now take the stairs instead of the lift and walk more than I used to.

While I was actively caring I always placed my needs last, I was tired most of the time and ate meals for comfort and food that was easily available. My fridge and pantry were always stocked with “treats” because my home had a constant stream of visitors and I convinced myself that all of the food I was buying was for others when in fact I ate most of it myself.

My Get Healthy Coach really understood my circumstances. We talked about the obstacles that could stop me sticking to my plan and worked out ways to manage these obstacles. I would highly recommend this Service for anyone who would like to become healthy or even just gain a better understanding about their food and exercise habits. When I had a slip up, I was honest with my coach and we would discuss what had occurred and work out a plan and ideas that would help me to stick with it next time. I also recall one time when I was so upset and my coach was so supportive and kind to me. I very much appreciate her kindness and understanding.

I completed the program and found the support so useful that I have re-enrolled to continue to achieve my goals. I have lost a few kilograms and several centimetres from my waist. My clothes fit me much better now and I feel so much more confident when shopping to try on styles which I would not have been able to previously. I have less aches and pains and am much more flexible and have more energy.”

Get Healthy Information and Coaching Service - Carer testimonial (de-identified)

Next steps:

- A brochure specifically targeting carers was developed for the Stepping On program. It promotes what the program is about, who can join, when the program is held, the personal benefits, and facts about falls. Details for a local Stepping On program contact can be included on the brochure for carers to find out more and register.
- In 2016-17, there were 423 Stepping On programs delivered in NSW and 4,678 adults over the age of 65 years completed the program, meaning they attended at least five of the seven available sessions.

Carers' involvement in the co-design of hospital redevelopments

- NSW Health continues to involve carers at different stages of consultation and design of hospital redevelopments. Examples of projects in 2016-2017 where carers have been involved include:
 - Westmead Hospital - Carers consulted on Stage 1 co-design for single rooms that incorporate a Carer Zone.
 - Nepean Hospital – Carer representative engaged in Front of House Unit functional design brief
 - Bulli Hospital – Carers involved in the working group and consultation for the proposed aged care hospital.
 - Blacktown and Mount Druitt Hospitals – Carers provided input on the visiting hours policy that was implemented in May 2016. Hours have been extended from 8am to 8pm for general visitors and carers have open visiting hours 24 hours a day, 7 days a week.

3.4 Information for carers in Aboriginal communities

Lead agency and partners:

Department of Family and Community Services with the Aboriginal Carers Strategy working party.

Project description:

This project aims to help Aboriginal people to document and share key information about a person's care needs.

Progress and key achievements:

- In consultation with the Carers Strategy Aboriginal working party (convened by FACS), Yarkuwa Indigenous Knowledge Centre Aboriginal Corporation developed four Emergency Department templates to document key information about a person's care needs, including their health and medical needs, and emergency and respite contacts. The templates have been designed to allow the information to be easily shared with others, including family members and service organisations providing care.
- Yarkuwa staff supported local carers in Deniliquin to complete their chosen template/s and update the information as needed. Through this pilot process, Yarkuwa staff identified the need to provide a range of options ranging from a basic template to a more detailed option.

IN CASE OF AN EMERGENCY RING 000
EMERGENCY CARE PLAN

MEDICAL

MEDICAL CONDITION

MEDICATION

ALLERGIES

BLOOD TYPE

Emergency Care Plan

IN CASE OF AN EMERGENCY RING 000
EMERGENCY CARE PLAN

ASSISTANCE:

Call ambulance (Ring 000) No Yes

Take medication No Yes

Follow instructions No Yes

Other assistance No Yes

Emergency Care Plan

- The emergency plans also come in a variety of formats including a printed care plan, USB bracelet and fold out wallet card. It is proposed that these will be piloted more broadly in Aboriginal communities.



4.1 Partners in care (health care)

Lead agency and partners:

NSW Health.

Project description:

This project aims to improve the ways carers are involved as partners in health care delivered to the people they care for.

Progress and achievements:

Progress on improvements to carer identification

- The Ministry has been working with the NSW Health State Forms Management Committee, local health districts and eHealth NSW to include mandatory questions identifying a carer in all patient administration systems. Consistent mandatory self-identification of the carer as a Person to Contact will foster action by NSW Health staff to include the carer as a partner in the health care team.
- This project seeks to ensure that consistent carer contact information is collected when people come into hospital, and that this carer contact information will print onto NSW Health inpatient, outpatient and Emergency Department documents and be available in all other systems, including Powerchart for use by NSW Health clinicians.
- The changes aim to recognise that partnering with patients and their carers provides better outcomes for the patient and minimises the risk of avoidable admissions to hospital. Identification of carers will also assist the health system to better direct resources according to identified needs, delivering better value for money in relation to activities that will support carers.
- The Ministry is working with eHealth NSW and local health districts to develop timelines for implementation of the enhancements to NSW Health patient administration systems from January 2018. 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.

5.1 Improving the evidence base

Lead agency and partners:

The Department of Family and Community Services (FACS).

Project description:

This project aims to consolidate evidence on Carers Strategy focus areas and identify ways it can inform policy and practice.

Progress and achievements:

Building the carer evidence base involves building new data sets and identifying and highlighting existing carer data by making it available and accessible to those involved in developing policies and programs that impact on carers. In the last 12 months, we have done the following to improve the evidence base:

- In 2016, the Public Service Commission's People Matter Employee Survey included a demographic question about caring. The aim is to use this data to better understand public sector employees who also have caring responsibilities.
- *Will include an infographic with results from the People Matter survey.*
- Recommendation 2 of the *Carers (Recognition) Act 2010 Review* was that 'FACS makes arrangements with human service agencies to collate and publish their reports on compliance with the Act (as included in their annual reports). FACS will then provide an annual collated report to the Minister'. The first collated annual report will be provided to the Minister for Disability Services in 2018. This will help to establish a benchmark for future reporting and assist in monitoring change over time in NSW Government carer-related policy and practice.
- The biennial Carers NSW Carer Survey is the leading survey on carers' support needs and caring experiences anywhere in Australia. Since the commencement of the Carers Strategy in 2014, the response rate has increased from approximately 1,600 in 2014 to over 2,000 in 2016. More information about the survey is available at <http://www.carersnsw.org.au/research/survey>
- In March 2017, the first edition of the new *International Journal of Care and Caring* included a commissioned article 'Co-design of a carers strategy for New South Wales: Reflections on a new approach to collaborative policy making for carers'.

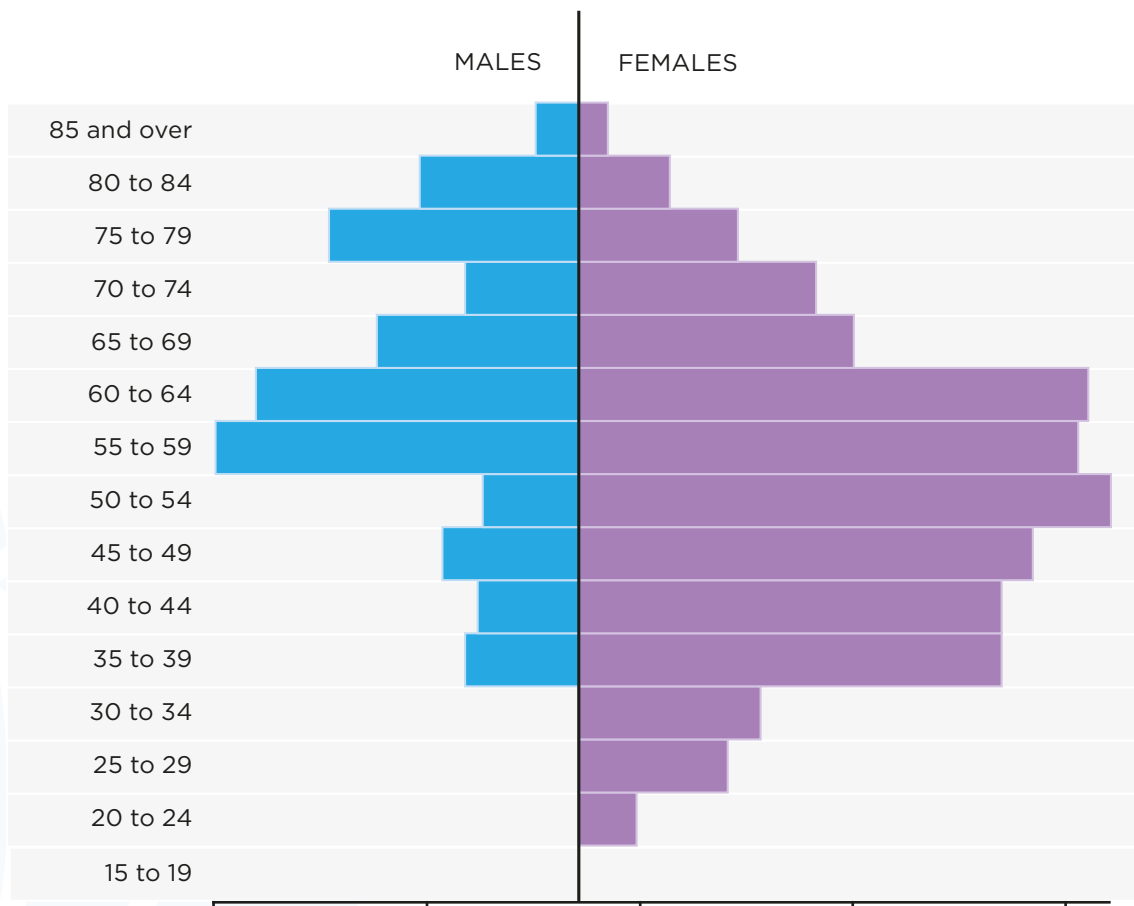
Insights from the existing carer evidence base:

- The Australian Institute of Family Studies (AIFS) Longitudinal Study of Australian Children 2016 Annual Statistical Report included a chapter on young carers. The research found that young carers have significantly lower performance in both Reading and Numeracy in NAPLAN at Year X compared to their classroom peers. The full chapter of the report is available from the AIFS website <https://aifs.gov.au/media-releases/young-carers-fall-behind-school>

ABS, Survey of disability and Carers 2016



Primary carers in NSW population pyramid



(Data source: Australian Bureau of Statistics (2016). Survey of Disability Ageing and Carers)

Data from other Carers Strategy projects

Project 3.1 Media campaigns to raise the profile of carers

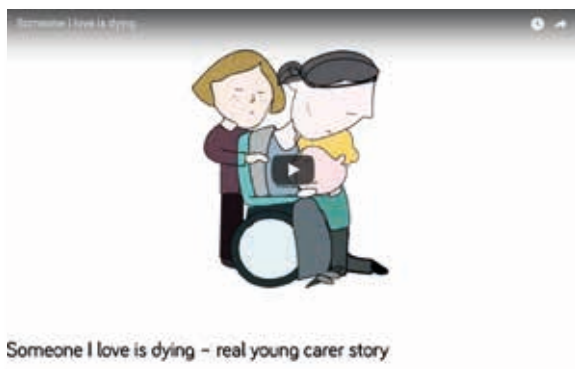
- Carers Week events are an ongoing feature of broader carer awareness campaigns. Since the Strategy commenced in 2014, there has been steady growth in the number and reach of Carers Week events and people attending events in NSW.
- 370 events were held in 2014, attracting around 8,300 people. 436 events were held in 2016 attracting 13,500 people (including 9,000 carers).
- In 2017, 535 events held across NSW, with more “hidden” carer groups, such as male and Aboriginal carers, holding events.

Project 3.3 Young Carer mobile application (app)

- Through the young carer app project *Who Cares?*, three animations have been developed, based on real stories of young carers. The animations have been viewed on social media 17,347 times since their release. These animations are available on the FACS and Carers NSW Young Carer You Tube channels
https://www.youtube.com/channel/UCCOdJSsf_33UnZNjNBXe6Rw
 and <https://www.youtube.com/user/facsnsw/videos>.

Project 1.2 Recognising carers' skills

- Since the beginning of April 2017, the *SkillsLink2Work* website has been visited 2,827 times and 500 users have completed 707 sessions.



Initiatives for carers complementing the Carers Strategy

Carers Investment Program

FACS is reinvesting existing carer grant funding in line with the Strategy focus areas.

- The Carers Investment Program (CIP) will see \$5.6 million (over three years) directed to projects that propose new solutions under the five focus areas of the Strategy or support the delivery or evaluation of existing projects in the Strategy.
- A two-stage procurement process commenced in October 2017, with funding to commence in 2018/19.

Implementation of the *Carers (Recognition) Act 2010* and recommendations of the 2016 statutory review

- The *Carers (Recognition) Act 2010* formally acknowledges the significant role and contributions of carers to the community and underpins the NSW Government's commitment to recognising and supporting carers.
- In 2016, the NSW Government conducted a statutory review of the *Carers (Recognition) Act 2010* in consultation with over 800 people and 50 organisations. The final report was tabled in Parliament on 8 November 2016. Three of the ten recommendations made in the report proposed minor legislative amendments, which were subsequently made and assented on 1 June 2017.
- The amendments included a revision of the NSW Carers Charter to more clearly communicate core messages about recognising and valuing carers, changed wording in the Act to encourage agencies to consult with carers and/or bodies representing carers, and the appointment of an independent chair of the NSW Carers Advisory Council.
- To date, over 8,000 posters of the revised Carers Charter have been distributed. The Charter has been translated into seven community languages available for download on the FACS website <https://www.facs.nsw.gov.au/inclusion/carers/carers-act>
- The recommendations of the review of the *Carers (Recognition) Act 2010* continue to be implemented. Further progress will be published here.

Next steps

- The Progress Report 2018 will report on progress against all remaining Strategy projects.

新南威爾士州照顧人憲章

NSW Carers (Recognition) Act 2010 (條一)

- 照顧人應被視為社會貢獻者
 - (a) 新南威爾士州政府應承認照顧人為社會作出了寶貴的貢獻以及經濟貢獻。
 - (b) 照顧人應享有與所有其他人相同的權利、義務和機會。
 - (c) 對於照顧人所具有的精神和社會貢獻應加以認可以及認可。
 - (d) 照顧人應與被照顧人在法律面前受到同等對待。

- 照顧人應獲得與其工作相關的權利
 - (a) 照顧人應獲得與其工作相關的權利，使他們能夠獲得與被照顧人相同的法律地位，並能參與家庭、社會生活、就業以及教育。
 - (b) 照顧人應獲得與其工作相關的權利，使他們能夠與被照顧人同時參與其他法律地位或權利。

- 照顧人應獲得尊重、協助和作為個人而受到尊重
 - (a) 照顧人應獲得尊重、協助和作為個人而受到尊重，照顧人的需求各不相同。
 - (b) 政府應制定以及交付能滿足照顧人需求的文化、語言、年齡、殘疾情況、宗教情況、居住地點、性別和性傾向服務。
 - (c) 政府在制定服務標準時應考慮照顧人的需求，應確保照顧人獲得尊重、協助和作為個人而受到尊重。
 - (d) 政府應確保在制定或實施服務標準時照顧人應獲得更多方面的挑戰。
 - (e) 在制定服務標準時應考慮照顧人的需求，使他們能充分發揮自己的潛力。

- 照顧人應獲得與其工作相關的支持
 - (a) 在評估、規劃、交付服務時應考慮照顧人提供的服務，照顧人以及被照顧人的需求，應確保照顧人獲得必要的支持。
 - (b) 照顧人應獲得與其工作相關的支持，使他們能獲得必要的支持與服務。
 - (c) 照顧人應獲得與其工作相關的支持，包括、但並不局限於：

照顧人應獲得與其工作相關的支持：

www.facs.nsw.gov.au/carersact



NSW Carers (Recognition) Act 2010

條一

- 照顧人應被視為社會貢獻者
 - (a) NSW 政府應承認照顧人為社會作出了寶貴的貢獻以及經濟貢獻。
 - (b) 照顧人應享有與所有其他人相同的權利、義務和機會。
 - (c) 對於照顧人所具有的精神和社會貢獻應加以認可以及認可。
 - (d) 照顧人應與被照顧人在法律面前受到同等對待。

- 照顧人應獲得與其工作相關的權利
 - (a) 照顧人應獲得與其工作相關的權利，使他們能夠獲得與被照顧人相同的法律地位，並能參與家庭、社會生活、就業以及教育。
 - (b) 照顧人應獲得與其工作相關的權利，使他們能夠與被照顧人同時參與其他法律地位或權利。

- 照顧人應獲得尊重、協助和作為個人而受到尊重
 - (a) 照顧人應獲得尊重、協助和作為個人而受到尊重，照顧人的需求各不相同。
 - (b) 政府應制定以及交付能滿足照顧人需求的文化、語言、年齡、殘疾情況、宗教情況、居住地點、性別和性傾向服務。
 - (c) 政府在制定服務標準時應考慮照顧人的需求，應確保照顧人獲得尊重、協助和作為個人而受到尊重。
 - (d) 政府應確保在制定或實施服務標準時照顧人應獲得更多方面的挑戰。
 - (e) 在制定服務標準時應考慮照顧人的需求，使他們能充分發揮自己的潛力。

- 照顧人應獲得與其工作相關的支持
 - (a) 在評估、規劃、交付服務時應考慮照顧人提供的服務，照顧人以及被照顧人的需求，應確保照顧人獲得必要的支持。
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 - (c) 照顧人應獲得與其工作相關的支持，包括、但並不局限於：

照顧人應獲得與其工作相關的支持：

www.facs.nsw.gov.au/carersact



Положение о лицах, осуществляющих уход, NSW

Примечание 1 к закону NSW Carers (Recognition) Act 2010

- Лица, осуществляющие уход, вносят ценный вклад в жизнь общества
 - (a) NSW признает ценность вкладов лиц, осуществляющих уход, в жизнь нашего общества.
 - (b) Лица, осуществляющие уход, обладают всеми правами, обязанностями выбора и возможностями, что и все прочие австралийцы.
 - (c) Уникальные знания и опыт лиц, осуществляющих уход, должны быть признаны и оценены.
 - (d) Отношения между лицами, осуществляющими уход, и людьми, о которых они заботятся, должны получать поддержку.

- Здоровье и благополучие лиц, осуществляющих уход, - очень важно
 - (a) Лица, осуществляющие уход, имеют особые потребности, потребности их здоровья и благополучия, участие в семейной, социальной и общественной жизни, работе и образовании.
 - (b) Лица, осуществляющие уход, нуждаются в поддержке, чтобы они могли справиться, если роль заботы и другие занятия, например работы и образование.

- Лица, осуществляющие уход, отличаются друг от друга, у них имеются индивидуальные потребности в области предоставления ухода, тем и в их предоставлении
 - (a) Разнообразные люди лица, осуществляющие уход, должны быть признаны и оценены в рамках общей политики, программы и процедуры предоставления услуг, с учетом культуры и языка, возраста, наличия инвалидности, происхождения, социально-экономического положения, мест жительства, этнической идентичности и сексуальной ориентации.
 - (b) Знание особенностей каждого человека, культуры и острова Торресова пролива, их традиций и культуры ухода также необходимо учитывать и учитывать.
 - (c) Стандарты практики и регулярные дополнительные курсы с участием имеют дело лица, осуществляющие уход, в сельской местности и отдаленных районах.
 - (d) Если в какой-либо сфере предоставления ухода, должны получить поддержку, чтобы иметь возможность полностью раскрыть свой потенциал.

- Лица, осуществляющие уход, партнерство по уходу
 - (a) Предоставление, разработка и оценка услуг и людей, о которых они заботятся, должны применяться в расчет при оценке, планировании, предоставлении и предоставлении услуг, оказываемых лицам, о которых они заботятся.
 - (b) Лица, осуществляющие уход, должны направляться в соответствующие службы поддержки и получать помощь, обеспечивающую им возможность использовать эти услуги.
 - (c) Поддержка, оказываемая лицам, осуществляющим уход, должна быть современной, чистой, умственной и доступной.

Для получения дополнительной информации о поддержке лиц, осуществляющих уход, обратитесь к:

www.facs.nsw.gov.au/carersact



Estado de los cuidadores de NSW

Artículo 1 de la ley NSW Carers (Recognition) Act 2010

- Contribución valiosa de los cuidadores a la comunidad
 - (a) NSW reconoce la valiosa contribución social y económica de los cuidadores a la comunidad.
 - (b) Los cuidadores deben tener los mismos derechos, opciones y oportunidades que otros australianos.
 - (c) Los conocimientos y experiencias únicos de los cuidadores deben ser reconocidos.
 - (d) La relación entre los cuidadores y las personas a las que proporcionan cuidados debe ser respetada.

- Importancia de la salud y el bienestar de los cuidadores
 - (a) Los cuidadores deben recibir apoyo que les permita gozar de salud y bienestar óptimos y participar en la vida familiar, social y comunitaria, el empleo y la educación.
 - (b) Los cuidadores deben recibir apoyo que les permita alcanzar un equilibrio entre su papel de cuidador y otros papeles, como el trabajo y la educación.

- Diversidad de cuidadores y necesidades individuales en su papel de cuidador y más allá
 - (a) Las políticas, los programas y la prestación de servicios deben reconocer las diversas necesidades de los cuidadores, tomando en consideración su cultura e idioma, edad, discapacidad, religión, nivel socioeconómico, lugar de residencia, identidad de género y orientación sexual.
 - (b) Los valores, patrimonios y conceptos de cuidados de los aborígenes e isleños del Estrecho de Torres deben ser respetados y valorados.
 - (c) Los servicios suplementarios que afrontan los cuidadores que viven en zonas rurales y remotas deben ser reconocidos.
 - (d) Los niños y jóvenes que son cuidadores deben recibir apoyo que les permita alcanzar su pleno potencial.

- Los cuidadores son socios en los cuidados
 - (a) La evaluación, planificación, entrega y revisión de los servicios proporcionados a la persona que recibe los cuidados deben tomar en cuenta las opciones, opiniones y necesidades de los cuidadores y las personas que reciben los cuidados.
 - (b) Los cuidadores deben recibir recomendación y acceso a sistemas y servicios de apoyo apropiados.
 - (c) El apoyo para los cuidadores debe ser oportuno, ágil, apropiado y accesible.

Para obtener más información acerca del apoyo a los cuidadores contacte con:

www.facs.nsw.gov.au/carersact



Bản Tôn chỉ Người chăm sóc NSW

Phụ lục 1, Đạo luật NSW Carers (Recognition) Act 2010

- Người chăm sóc đóng góp có giá trị cho cộng đồng
 - (a) NSW công nhận phần đóng góp xã hội và kinh tế có giá trị mà người chăm sóc đóng góp cho cộng đồng.
 - (b) Người chăm sóc nên được hưởng cùng các quyền hạn, các tác lựa chọn cùng cơ hội như những người Úc khác.
 - (c) Kiến thức và kinh nghiệm đặc biệt của người chăm sóc nên được nhận thức và công nhận.
 - (d) Mọi quan hệ giữa người chăm sóc và người họ chăm sóc nên được tôn trọng.

- Sức khỏe và an sinh của người chăm sóc là quan trọng
 - (a) Người chăm sóc nên được hỗ trợ để họ có sức khỏe và an sinh tốt và tham gia vào đời sống gia đình, xã hội và cộng đồng, việc làm và giáo dục.
 - (b) Người chăm sóc nên được hỗ trợ để quản lý vai trò chăm sóc của họ với các vai trò khác, chẳng hạn như đi làm và đi học.

- Thành phần người chăm sóc rất đa dạng và có nhu cầu riêng biệt và người vai trò chăm sóc họ
 - (a) Nhu cầu đa dạng của người chăm sóc nên được nhìn nhận và công nhận khi thực thi chính sách, thực hiện chương trình và cung cấp dịch vụ, từ đó đến nguồn gốc văn hóa và ngôn ngữ khác nhau. Những kiến thức, kinh nghiệm, giá trị cá nhân và tôn giáo, bản sắc giới tính và xu hướng tình dục.
 - (b) Các giá trị, đức tin và các khái niệm về chăm sóc của người Thổ dân và dân đảo eo biển Torres Strait phải được tôn trọng và coi trọng.
 - (c) Những thách thức phụ trợ mà người chăm sóc sinh sống ở vùng nông thôn và vùng hẻo lánh gặp phải cần được nhận thức và công nhận.
 - (d) Trẻ em và thanh thiếu niên giữ nhiệm vụ người chăm sóc nên được hỗ trợ để phát huy trọn vẹn tiềm năng của các em.

- Người chăm sóc là công sự viên trong công việc chăm sóc
 - (a) Các tác lựa chọn, quan điểm và nhu cầu của người chăm sóc và của người được họ chăm sóc nên được để ý đến khi đánh giá, lập kế hoạch, cung cấp và xem xét lại các dịch vụ cùng cấp cho người được họ chăm sóc.
 - (b) Người chăm sóc nên được giới thiệu đến, và được trợ giúp để được sử dụng, các hỗ trợ và dịch vụ thích hợp.
 - (c) Hỗ trợ dành cho người chăm sóc phải đúng lúc, đúng nhu cầu, thích hợp và dễ tiếp cận.

Muốn biết thêm thông tin về việc hỗ trợ người chăm sóc, xin quý vị liên lạc với:

www.facs.nsw.gov.au/carersact



