

# NSW Carers Strategy: Caring in New South Wales 2020–2030

Third Action Plan  
2025–2026

## Who are carers?

Carers are people who provide ongoing, unpaid support to people who need it because of disability, chronic illness, mental illness or frail age. This includes foster carers who are caring for a child who needs additional support due to one or more of these conditions.

## NSW Carers Strategy Third Action Plan 2025–2026

The Strategy is supported by NSW Government action plans every two years. This third action plan covers initiatives to be delivered during the calendar years of 2025 and 2026.

The action plans evidence the NSW Government's cross-agency commitment to achieving the visions and priorities presented in the Strategy. They capture initiatives that government agencies and Carers NSW will deliver to better support people in NSW who have caring responsibilities.

Most ongoing actions carried over from the second action plan have become business-as-usual activities within NSW Government, demonstrating agencies' commitment to recognising and supporting carers.

Actions in this plan are for all carers living in NSW or for specific carer cohorts such as multicultural communities, government agency clients and government agency employees. Carers can also potentially be part of an action target group in other NSW Government strategies, such as the Ageing Well in NSW and NSW Women's Strategy. Refer to those strategies for further information about initiatives that may also support carers.

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**Please note:** Initiatives are listed under a primary priority within this action plan, as determined by the lead agency responsible for that particular action. However, all actions listed address more than one priority of the NSW Carers Strategy.

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The NSW Carers Strategy has four priorities:



**Priority 1:**

Carers have better access to information services and supports.



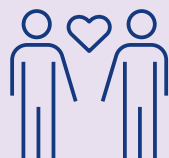
**Priority 2:**

Carers are recognised respected and empowered.



**Priority 3:**

Carers have improved financial wellbeing and economic opportunities.



**Priority 4:**

Carers have better health and wellbeing.

The Strategy is supported by NSW Government action plans every two years. This third action plan covers initiatives to be delivered during the calendar years of 2025 and 2026.






Action plans set out our cross-agency commitment to achieve the visions and priorities set out in the Strategy. They capture initiatives that NSW Government agencies and Carers NSW will deliver to better support people in NSW who have caring responsibilities.

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## Priority 1: Carers have better access to information, services and supports

New Actions	Lead agency + Partner
<p><b>1 Carers Investment Grant program</b></p> <p>The Carers Investment Grant Program will fund initiatives that develop, pilot and implement ongoing training and education programs for service providers to better identify and reach unidentified carers and provide them with information about how to get support. Supported by funding of \$3.1 million over two years, the grant initiatives will be implemented from April 2025 to April 2027.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Communities and Justice
<p><b>2 Multicultural NSW employees' access to carer information and supports</b></p> <p>Provide Multicultural NSW employees with access to information and supports for carers including through consideration of targeted carer awareness initiatives and human resources activities.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Multicultural NSW
<p><b>3 Carer awareness across multicultural communities</b></p> <p>Promote existing carer information and support resources through Multicultural NSW's communication and stakeholder channels with the aim of raising awareness across multicultural communities.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Multicultural NSW
<p><b>4 NSW Carers Advisory Council action</b></p> <p>The NSW Carers Advisory Council will continue to identify emerging opportunities for the Minister to improve recognition and wellbeing of the diverse range of carers living in NSW. The Carers Advisory Council will continue to provide strategic advice to the Minister and the Government on issues relating to Carers to encourage increased recognition of their needs.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	NSW Carers Advisory Council
<p><b>5 Pharmacists + Carers (PharmaC)</b></p> <p>Carers NSW in partnership with the Pharmaceutical Society of Australia will design and develop online, self-directed care awareness learning resources for pharmacists in NSW to support the identification and support of carers in pharmacy settings.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW

## Priority 1: Carers have better access to information, services and supports





New Actions	Lead agency + Partner
<p><b>6 Carer Planning Hub</b></p> <p>Carers NSW will draw together existing information and resources to establish a centralised online hub that supports carers to plan and prepare for the future, including financial planning, emergency and disaster planning and planning for transitioning out of the caring role.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW
<p><b>7 Department of Communities and Justice (DCJ) to promote the use of the Workplace Adjustment Passport to assist employees who are carers</b></p> <p>The DCJ Workplace Adjustment Passport creates a single living document that captures adjustment needs and agreed arrangements for the employee and manager. It minimises the need to re-negotiate adjustments and provides a basis for discussion when adjustment needs change. DCJ will seek to promote and encourage increased engagement and uptake of the Passport for employees who are carers.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Communities and Justice
<p><b>8 DCJ Carers + Employers Level 3 Accreditation</b></p> <p>DCJ has been successful in obtaining both Level 1 and Level 2 accreditation through the Carers + Employers Program. Level 3 'Excel' is the highest level of accreditation for organisations who have embedded carer friendly workplace practices and would like to be recognised as leaders.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Communities and Justice
<p><b>9 Department of Planning, Housing and Infrastructure (DPHI) to embed carers needs into Disability Inclusion Action Plan (DIAP) actions</b></p> <p>DPHI will investigate ways to better support people with disability and their carers across the areas of community engagement, internal communication, community events and public spaces.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Planning, Housing and Infrastructure

## Priority 1: Carers have better access to information, services and supports

Ongoing / Business as Usual Actions		Lead agency + Partner
10	<p><b>Maintain the Service NSW Carers landing page</b></p> <p>Continue to update and promote the webpage as the primary source of information for carers in NSW about services and practical assistance.</p> <p> <b>Timeframe:</b> Whole Strategy</p>	Department of Communities and Justice
11	<p><b>Carer Knowledge Exchange</b></p> <p>Carers NSW will continue to connect research to practice through the Carer Knowledge Exchange by providing a centralised evidence base about carers to inform policy making and service provision and by bringing together carers, researchers, policy makers and practitioners to share their knowledge and learn from each other.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW
12	<p><b>Young Carer Inclusion Network</b></p> <p>Carers NSW will continue to bring together educators, service providers and policy makers engaging with young carers in NSW to improve young carer identification, recognition and support, including through the development of tailored, sector-specific identification and awareness raising resources in collaboration with stakeholders.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW
13	<p><b>Young Carers in Schools</b></p> <p>Continue to maintain and promote the “Supporting Young Carers” resources for schools.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Education
14	<p><b>Carer Data</b></p> <p>Continue to share information captured through the yearly sector-wide People Matter Employee Survey.</p> <p> <b>Timeframe:</b> Whole Strategy</p>	Premier’s Department






## Priority 2: Carers are recognised, respected and empowered

New Actions	Lead agency + Partner
<p><b>15 Strategy and Policy: Work and Care – Stage 1 Research</b></p> <p>Women NSW will explore the intersections between work and care to understand what levers are available to the NSW Government to uplift support for those with carer responsibilities across public sector workplaces.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Women NSW
<p><b>16 Strategy and Policy: Work and Care – Stage 2 Program Design</b></p> <p>Women NSW to scope a program of work to implement measures in a workplace context which address the unequal distribution and impacts of unpaid carer responsibilities across NSW.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Women NSW
<p><b>17 DPHI to review workforce data and insights to build understanding of the needs of carers</b></p> <p>DPHI will review workforce data and insights to improve understanding of:</p> <ul style="list-style-type: none"><li>• Number of carers in DPFI and their profile</li><li>• Needs of the carer cohort</li><li>• Review sector best practice to establish ways to support carers long-term in DPFI.</li></ul> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Planning, Housing and Infrastructure
<p><b>18 Department of Climate Change, Energy, the Environment and Water Carers Action Plan 2025–2026</b></p> <p>The department, established in January 2024, is developing Diversity and Inclusion action plans in a consolidated way. As part of this effort, a dedicated carers action plan has been incorporated into the broader scope of work.</p> <p> <b>Timeframe:</b> 3rd and 4th Action Plans</p>	Department of Climate Change, Energy, the Environment and Water

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## Priority 2: Carers are recognised, respected and empowered

Ongoing / Business as Usual Actions		Lead agency + Partner
19	<b>NSW Health Carer Data</b> Continue to ensure that accurate and complete data is being collected.  <b>Timeframe:</b> Whole Strategy	NSW Ministry of Health
20	<b>Raise awareness of carers in DCJ</b> Continue to increase carer recognition by leveraging off key events and campaigns to highlight the important role that carers play in our community.  <b>Timeframe:</b> 3rd Action Plan	Department of Communities and Justice
21	<b>Implementation of the NSW Health Recognition and Support for Carers: Key Directions 2024–2028 statewide actions</b> Statewide actions are included within the Key Directions, to guide implementation across the health system. This includes priorities around data, maintaining stakeholder networks and resources.  <b>Timeframe:</b> 3rd and 4th Action Plans	NSW Ministry of Health





## Priority 3: Carers have improved financial wellbeing and economic opportunities

New Actions		Lead agency + Partner
22	<p><b>Carers + Employers Program in NSW Government Agencies</b></p> <p>DCJ and Carers NSW will work in partnership to promote the Carers + Employers program to NSW government agencies.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Department of Communities and Justice + Carers NSW
Ongoing / Business as Usual Actions		Lead agency + Partner
23	<p><b>Carers + Employers Program</b></p> <p>Carers NSW will continue to deliver and expand this workplace accreditation program, defining best practice standards for supporting staff with caring responsibilities.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW
24	<p><b>Carers + Employment Hub</b></p> <p>Carers NSW will maintain and expand the Carers + Employment Hub, a central access point for information and resources to support family and friend carers in NSW to successfully balance their caring responsibilities with employment, including the development of new tools and resources in collaboration with carers, employers and industry stakeholders.</p> <p> <b>Timeframe:</b> 3rd Action Plan</p>	Carers NSW
25	<p><b>Companion Card Initiatives</b></p> <p>Continue to deliver the Companion Card program in NSW.</p> <p> <b>Timeframe:</b> Whole Strategy</p>	Department of Communities and Justice



## Priority 4: Carers have better health and wellbeing

### New Actions

### Lead agency + Partner

#### 26 Caring Safely Project

Carers NSW will continue to work with the NSW Ageing and Disability Commission and other key stakeholders to develop information and resources for carers and service providers that aim to promote and support the safety of carers and the people they care for in the home and community. This includes resources on healthy caring relationships, reducing restrictive practices and providing Family and Domestic Violence and relationship services that are sensitive to carers' experiences and support needs.

Carers NSW + NSW Ageing and Disability Commission



**Timeframe:** 3rd Action Plan

## Enquiries

Enquiries relating to this publication or use of material in this publication should be directed to: the NSW Department of Communities and Justice, by email [carerstr@dcj.nsw.gov.au](mailto:carerstr@dcj.nsw.gov.au)

