



AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS

**CARERS NSW
STRATEGY**

2018-2021

CONTENTS

| | |
|--|-----------|
| OVERVIEW | 1 |
| 1. BACKGROUND | 2 |
| 2. VISION, GOALS AND VALUES..... | 4 |
| 3. SUCCESS TO DATE | 5 |
| 4. CHANGING LANDSCAPE | 6 |
| 5. STRATEGIC DIRECTION | 7 |
| 6. PUTTING THE PLAN INTO PLACE..... | 12 |



Carers NSW Limited

Tel: 02 9280 4744

Fax: 02 9280 4755

Email: contact@carersnsw.org.au

Web: www.carersnsw.org.au



@CarersNSW



@CarersNSW



carersnewsouthwales

OVERVIEW

The Carers NSW Strategy 2018-2021 contains the Carers NSW strategic directions for the next three years. Carers NSW maintains its existing vision and has identified a number of important priorities for the next three years, as carers in NSW transition to new service environments in the carer, disability and aged care sectors.

Carers NSW is focused on all carers and is committed to working closely with government, businesses, the community and carers themselves to improve the recognition, support, inclusion, and wellbeing of all carers living in NSW.

This strategy document contains information about Carers NSW, including key achievements from the past three years. It outlines some of the key changes impacting carers across NSW and describes priority areas of focus for the next three years.



1 BACKGROUND

1.1 ABOUT CARERS NSW

Carers NSW is the peak non-government organisation (NGO) for carers in NSW that is focused on improving the lives of all carers. It is also a member of Carers Australia and works with other state and territory carer associations to ensure successful strategic collaboration and innovation.

Carers NSW works with all carers regardless of their age, location, life-stage or circumstances. This includes those caring for individuals with support needs relating to ageing, disability, health, drug and/or alcohol dependency, and mental illness. Its reach extends across NSW taking into account the changing and diverse carer needs in metropolitan, regional, rural and remote locations.

Key to Carers NSW operations are the embedded partnerships and collaborations the organisation maintains with and on behalf of carers, with all levels of government, Carers Australia, the state and territory carer associations, researchers and research institutions, and the community and business sectors. This includes strong relationships with the NSW Department of Family and Community Services, NSW Health, and the Australian Government Department of Social Services and Department of Health. Carers NSW has built broad reaching networks of carers and other key stakeholders across NSW. These partnerships enable the delivery of a range of ongoing supports to carers across the State.

The organisation is based in Sydney and has a number of regional offices, which support service provision, awareness raising, and collaboration with carers and supporting organisations across NSW.

Carers NSW is a not-for-profit registered charity and a company limited by guarantee. It is governed by a Board of Directors in accordance with the *Corporations Act 2001* and the *Australian Charities and Not-for-profits Commission Act 2012*.

1.2 ABOUT CARERS

A carer is any individual who provides care and support to a family member or friend with disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail.

Carers come from all walks of life, cultural backgrounds and age groups. For many, caring is a 24 hour-a-day job with emotional, physical and financial impacts that can also affect their participation in employment, education and community activities.

Across NSW, there are approximately 900,000 carers, including individuals from as young as eight years of age, to the elderly. Carers exist in all communities, including Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities (CALD), LGBTI+ communities, and throughout metropolitan, regional, rural and remote NSW.

Carers NSW acknowledges these important characteristics about carers:

- The majority of carers are female. Female carers are more likely to have *intensive caring roles*, experience *higher rates of depression* and, as a result of challenges to balancing work and caring, are more likely to *rely on government pensions/allowances* as their main income source

1 BACKGROUND

- Male carers are older than their female counterparts and are more likely to *go unrecognised*, reducing their access to social and emotional support. Male carers are also more likely to *have a disability*
- Young carers often need to balance education with caring and can go on to have *lower levels of educational attainment and workforce participation* than their peers
- Aboriginal and Torres Strait Islander Australians are more likely to be carers due to the *greater prevalence of disability and chronic health conditions* in these communities and cultural *expectations about sharing care responsibilities* among their families and communities. Aboriginal and Torres Strait Islander carers also have *lower than average service usage* due to experiences of discrimination and a lack of culturally appropriate services
- CALD carers can face a number of barriers to accessing support, including *language difficulties*, a lack of *culturally appropriate services*, and *cultural expectations* regarding care provision
- Many people in caring roles *do not identify as carers* and as such are often *not linked to services and supports* that can assist them. These individuals are often referred to as '*hidden carers*'.
- The Carers NSW Strategy was developed with these carer characteristics at its centre, acknowledging that the carer population is diverse and geographically spread across NSW.

1.3 APPROACH TO DEVELOPING THE STRATEGY

In developing this Strategy, the Carers NSW Board sought input from a range of stakeholders, including carers and Carers NSW staff, through the following engagement:

- Individual stakeholder discussions were held with carers, government officials, and leaders of NGOs to understand their views on what is currently required of Carers NSW to fully support carers. These discussions were particularly insightful in identifying areas of opportunity and recommendations for the Carers NSW Strategy 2018-2021.
- A workshop with all staff discussing the current changing carer landscape and opportunities also informed the development of strategic options.
- Collaboration with a dedicated Carers NSW Board Strategy Working Group to inform the development of the values, strategic priorities and strategic actions that underpin the strategic direction of Carers NSW from 2018-2021.

2 VISION, GOALS AND VALUES

2.1 VISION

The vision of Carers NSW is an Australia that values and supports all carers.

2.2 GOALS

Carers NSW goals over the next three years from 2018-2021 are to:

- Be a leading carer organisation in which carers have confidence
- Actively promote carer recognition and support
- Actively support carers to navigate a changing service landscape that will be characterised by ongoing policy reform
- Promote connected community experiences and opportunities for carers that are inclusive of diverse carer groups
- Lead and advocate for carer-specific and carer-inclusive policy making, research and service delivery
- Continue to be a quality-driven, responsive and carer-focused organisation.

2.3 VALUES

Carers NSW lives its key values which are central to achieving its vision and goals to support all carers.

CARER-FOCUSED

- Carers are at the centre of all that we do
- Actively listen to and involve carers in all our activities
- Act with empathy and aim to improve carers' wellbeing
- Support carers' rights to make their own choices and direct their own lives

We will work to deliver practical benefits that focus on improving outcomes for all carers in NSW



RESPECTFUL

- Treat all people with respect
- Value all contributions and work to maximise opportunities for carers and for our staff

We value the individual contributions of our staff, Board, carers, members and volunteers. Our work is founded on good governance and quality business processes



OPEN & INCLUSIVE

- Advocate for and practise fairness and equity
- Recognise the diversity of carers and the need to be responsive to differences in their caring responsibilities, circumstances and cultural backgrounds and locations
- Value forward thinking, innovation and new ways of working

We will focus on all carers in NSW regardless of age, location, life-stage or caring circumstances and adopt inclusive strategies that reflect carers' diverse circumstances and backgrounds



ACCOUNTABLE

- Aim for quality in all our endeavours
- Be honest, ethical and communicate with integrity
- Maintain governance processes to uphold professional standing

We build on our professional standing as an accredited provider and deliverer of quality products and services and act professionally and make efficient use of our resources



3 SUCCESS TO DATE

3.1 THE ROLE OF CARERS NSW

Carers NSW is the trusted peak NGO for carers in NSW with a dedicated focus on all carers across NSW. Carers NSW understands that carers, the people they care for, and their families, look to Carers NSW for holistic support, independent information, and resources.

Carers NSW engages with carers and stakeholders across the State to provide support and to build sector capacity. Members of the NSW carer population are supported, educated and encouraged to participate fully within their respective communities through the programs that Carers NSW champions. This is enabled by the important government and organisational partnerships that Carers NSW has developed.

3.2 CARERS NSW ACHIEVEMENTS 2015-2018

Carers NSW has worked in partnership with carers to support improvements to their health, wellbeing, resilience and financial security. This has been achieved through programs that recognise caring as a shared responsibility of family, community and government, and that support the development of networks and relationships across NSW and Australia. Through partnerships with other organisations, Carers NSW has established strong carer representation in NSW, which has allowed for education, training and research opportunities for carers. This equips carers to fully contribute to the community and respond and adapt to the changes that are impacting them.

The Carers NSW 2015-2018 strategy has led to a number of key achievements:

CARERS NSW...

SUPPORTS CARERS



Carers NSW directly assists diverse groups of carers across NSW each year through the provision of information and support

ADVOCATES FOR CARERS



Carers NSW delivers submissions and participates in high level committees to bring carers' needs to the forefront of the government agenda

PROVIDES OPPORTUNITIES TO YOUNG CARERS



Carers NSW champions access to support and leadership development for young carers

IS A LEADER IN CARER RESEARCH



Carers NSW is a leading source of comprehensive data and research related to carers

BUILDS RELATIONSHIPS



Carers NSW has strong ongoing relationships with all levels of government and partners to deliver the state wide strategy for Carers in NSW

IS A RESPECTED ORGANISATION



With 40 years experience in supporting carers across NSW, Carers NSW is a respected organisation among both its staff and the carers it supports

4 A CHANGING LANDSCAPE FOR CARERS

The introduction of the National Disability Insurance Scheme (NDIS) and ongoing reforms in the aged care sector require new ways of delivering supports, which in turn is changing the way that both carers and the people they care for access and receive supports across Australia.

The introduction of the Integrated Carer Support Service (ICSS) nationally from 2018 onwards will also change the way carers access supports and services.

These important policy changes have introduced new responsibilities for carers who are learning to navigate these new systems. Carers are now expected to do more with less support – as the market adjusts to these changes, carers have a bigger role to play in supporting the person (s) they care for to exercise choice, manage funding, make decisions about the care they receive and navigate change.

More than ever, carers require additional support. Carers NSW is committed to providing this support by strengthening relationships with and for all carers in NSW.

The Carers NSW Strategy 2018-2021 takes into account the changing service landscape whilst keeping carer needs central to all its activities. Carers NSW strategic directions are outlined in the next section.

5 STRATEGIC DIRECTION

The Carers NSW Strategy 2018-2021 details the strategic pillars and actions that will enable Carers NSW to achieve its vision over the next three years.

The Strategic Pillars and actions have been developed based on the commitment to support carers in the changing service environment; the need to build the capacity of the community and business sector to respond to carer needs; and the need to represent the carer 'voice' within all levels of government and the broader community.

Recent changes to the way carers navigate supports and services for the person they care for, and for themselves, has led to a shift in how Carers NSW comprehensively supports the needs of carers. Carers NSW must also continue to remain flexible and responsive across all regions of NSW.

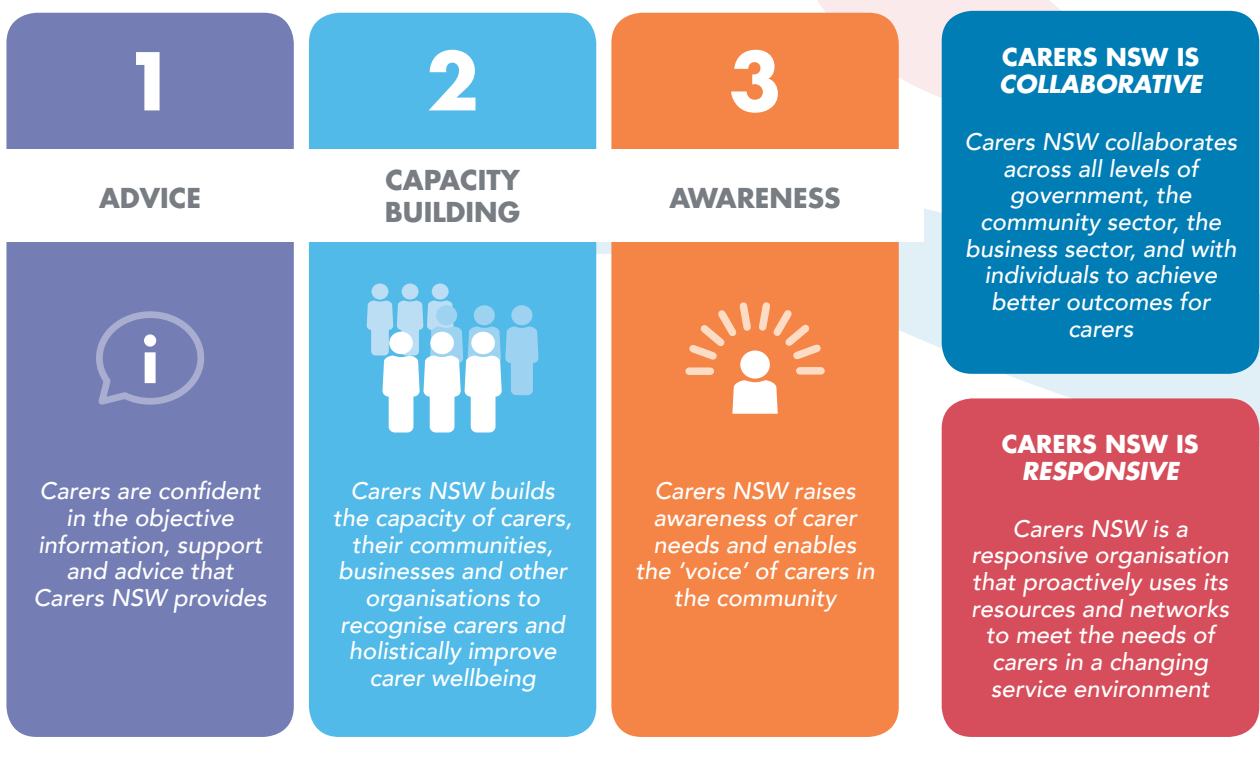
Over the next three years, Carers NSW will deliver its strategic pillars through a number of activities and initiatives to maximise support for carers and increase the opportunities available to them.

5.1 2018-2021 STRATEGIC PILLARS AND ACTIONS

Over the next three years, Carers NSW will focus on the key areas of advice, capacity building and awareness, all of which will be underpinned by a commitment to quality, good governance and sustainability, and delivered through a set of strategic actions.

STRATEGIC PILLARS 2018-2021

STRATEGIC ACTIONS



5 STRATEGIC DIRECTION

5.2 IMPLEMENTING THE 2018-2021 STRATEGY

In order to implement the 2018-2021 Strategy, Carers NSW will undertake a range of activities aligned to each of the strategic pillars.

STRATEGIC PILLAR 1: ADVICE

Carers are confident that they are able to receive independent and objective information, support, resources and advice from Carers NSW

2018-2021 PRIORITIES AND ACTIVITIES

Priority 1.1: *Carers NSW resources and advice are independent and objective, relevant to current policy, and inclusive of all carers.*

To achieve this, Carers NSW will:

1.1.1 Provide independent and objective information related to:

- new policies including the NDIS, ICSS, and aged care reforms
- new carers, hidden carers and emerging carer groups,

1.1.2 Share key messages about carers that are data driven and evidence based

Priority 1.2: *Carers NSW provides direct access to information, support, resources and advice that supports carer choice and decision making.*

To achieve this, Carers NSW will:

1.2.1 Provide independent and objective resources

- in multiple languages
- via an accessible website
- via a range of social media channels
- in hard copy
- through face to face discussions and workshops
- over the phone

1.2.2 Connect carers to trusted services and resources through links and referrals.

What does success look like?

- Access to information, resources, support, advice and referrals through a variety of channels is increased by carers, demonstrating that Carers NSW is an accessible and trusted source of information

5 STRATEGIC DIRECTION

STRATEGIC PILLAR 2: CAPACITY BUILDING

Carers NSW builds the capacity of individuals, their communities, businesses and other organisations to recognise carers and holistically improve carer wellbeing

2018-2021 PRIORITIES

Priority 2.1: *Carers NSW will deliver supports, education and training to diverse carer groups across NSW in partnership with governments and businesses to improve carer wellbeing*

To achieve this, Carers NSW will:

- 2.1.1** Identify hidden carers and actively connect them to the support and resources that best suit their needs
- 2.1.2** Deliver education and training for older carers and to the services that support the person they care for
- 2.1.3** Provide support coordination during the rollout and transition to the NDIS
- 2.1.4** Provide mentoring and counselling to a range of carer groups

Priority 2.2: *Carers NSW will support carers to navigate the impact of changing policies on their lives, including the rollout of the NDIS as NSW reaches full scheme in 2019, and to navigate the ICSS which will be available to carers from 2018*

To achieve this, Carers NSW will:

- 2.2.1** Deliver clear messages to outline the types of supports available and how these can be accessed by carers
- 2.2.2** Refer carers to the supports that are right for them

Priority 2.3: *Carers NSW will increase the capacity of educational institutions to support carers to make choices about their education, and to support carers through school as well as higher education and other vocational and training opportunities*

To achieve this, Carers NSW will:

- 2.3.1** Support both employers and employed carers through training and education
- 2.3.2** Deliver supports, education and training to young carers, and support education institutions and service providers to better identify young carers

Priority 2.4: *Carers NSW will increase the capacity of carers, communities, service providers and workplaces to support carers to exercise employment choices, in relation to support in the workplace, and transitioning into or out of paid work*

To achieve this, Carers NSW will:

- 2.4.1** Connect carers to each other and to peer support and other support networks.

What does success look like?

- Supports are available and utilised by all carer groups
- Carers NSW is known for the provision of customer-centred NDIS support coordination services
- Carers NSW increases the capacity of communities, educational institutions and workplaces to support carers.

5 STRATEGIC DIRECTION

STRATEGIC PILLAR 3: AWARENESS

Carers NSW raises awareness of carer needs and promotes the 'voice' of carers in NSW

2018-2021 PRIORITIES

Priority 3.1: *Carers NSW will champion the 'voice' of all carer groups through multiple channels to highlight emerging issues and support needs of carers*

To achieve this, Carers NSW will:

- 3.1.1** Conduct biennial Carers NSW Carer Surveys, highlighting key areas of change for carers in NSW
- 3.1.2** Actively reach out to the academic community, businesses, and not-for-profit organisations to identify opportunities to promote and raise awareness about carer needs

Priority 3.2: *Carers NSW will promote awareness of carers through research, policy submissions, events and through development of relationships with new stakeholders*

To achieve this, Carers NSW will:

- 3.2.1** Deliver activities in Carers Week each year to increase awareness about carers and hidden carer groups
- 3.2.2** Research emerging issues and the needs of specific carer groups
- 3.2.3** Develop policy submissions to government reviews and inquiries to ensure that carer needs are voiced
- 3.2.4** Provide policy and strategy support to the NSW Government related to carers

What does success look like?

- Research excellence in delivery of the biennial Carers NSW Carer Survey and proactive research and academic partnerships
- Carers NSW Survey events and data drive public conversation, and conference presentations which contribute to the evidence base on carers within the sector

5 STRATEGIC DIRECTION

STRATEGIC ACTIONS

Carers NSW is Collaborative

Carers NSW collaborates with all levels of government, the community sector, the business sector, academic and educational institutions, and with individuals to achieve better outcomes for carers

Activities that will be delivered to support achieving the priorities in each Strategic Pillar include:

- Work with our network of partners to identify areas of opportunity across all Strategic Pillars to further national-level support for carers
- Grow opportunities across all Strategic Pillars with existing partners to increase carer access to support
- Create new relationships with businesses and industry organisations
- Create new relationships with local community organisations across NSW
- Create new relationships with academic and educational institutions
- Involvement with local, State and Australian government departments and agencies

Carers NSW is Responsive

Carers NSW is a responsive organisation that proactively uses its resources and networks to meet the needs of carers in a changing service environment

Activities that will be delivered to support achieving the priorities in each Strategic Pillar include:

- Implement new technology to improve the ability of Carers NSW to track and monitor carer access to supports across all funded programs and initiatives
- Form positions when new policies are announced and adapt activities and resources if necessary
- Staff are supported and kept informed about key changes in carer-related policy
- Explore opportunities to diversify and enhance funding and revenue options

6 PUTTING THE PLAN INTO PLACE

The immediate next steps for Carers NSW to put this plan into place are to:

- Communicate and commence delivery of the Strategic Plan from July 2018
- Align the organisation's activity with the pillars, priorities, and activities outlined in this document
- Develop internal reporting tools and templates to support the delivery and monitor the success of the strategy.

Each year, Carers NSW will report on progress through:

- Annual reports available online
- Reporting on key highlights on the Carers NSW website and through other channels
- Annual organisational business plans
- Regular Board reporting.

These progress activities will support Carers NSW to maintain its goals and support the effective delivery of a strategy that supports all carers across NSW.

Carers NSW acknowledges the need to continually adapt and will conduct a mid-strategy review in 2019-20 to assess the success of the first 18 months.



Carers NSW Limited

Level 10 / 213 Miller Street

North Sydney NSW 2060

Tel: 02 9280 4744

Fax: 02 9280 4755

Email: contact@carersnsw.org.au

Web: www.carersnsw.org.au



@CarersNSW



@CarersNSW



carersnewsouthwales



