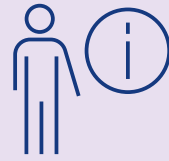


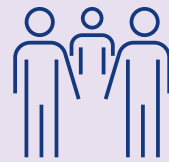
NSW Carers Strategy: Caring in NSW 2020-2030

Action Plan 2023–2024



Priority 1:

Carers have better access to information, services and supports



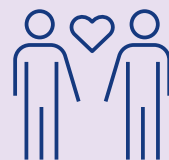
Priority 2:

Carers are recognised, respected and empowered



Priority 3:

Carers have improved financial wellbeing and economic opportunities



Priority 4:

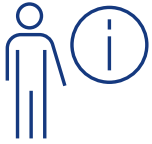
Carers have better health and wellbeing

Who are carers?

Carers provide ongoing help to someone who needs it because of disability, a long term or life-limiting illness, mental illness, drugs and alcohol, dementia or ageing. 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: Action Plan 2023–2024







The NSW Carers Strategy: Caring in NSW 2020–2030 is supported by NSW Government Action Plans every two years. This, the second Action Plan covers initiatives to be delivered during the calendar years of 2023 and 2024.



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







Action	Lead agency + Partner
<p>1 Service NSW carers landing page</p> <p>Continue to review, monitor, update resources and information, and promote the webpage as the primary source of information for carers about services and practical assistance. The webpage will help increase carers access to a broad range of service offerings they may not be aware of, particularly if they do not identify themselves as a carer.</p> <p> Target group: All carers</p> <p> Timeframe: Second Action Plan</p>	Department of Communities and Justice + Service NSW
<p>2 Support for Aboriginal carers</p> <p>Work to understand the needs of Aboriginal carers in a culturally sensitive and appropriate way. Based on this knowledge, develop an approach to inform the community so that Aboriginal carers are able to find support and assistance.</p> <p> Target group: Aboriginal carers</p> <p> Timeframe: Second Action Plan</p>	Department of Communities and Justice + other NSW agencies, Carers NSW
<p>3 Monitor the roll out of service system supports</p> <p>Continue to monitor and provide feedback to the Commonwealth regarding the Carer Gateway, NDIS and My Aged Care, to advocate to the Commonwealth on gaps and service priorities for carers in NSW (including respite). Action partners will support this work by providing advice and expertise.</p> <p> Target group: All carers</p> <p> Timeframe: Second Action Plan</p>	Department of Communities and Justice + Carers NSW, Carers Advisory Council, Disability Council, Ministerial Advisory Council on the Ageing
<p>4 Carer Knowledge Exchange</p> <p>Carers NSW and the Institute for Public Policy and Governance at the University of Technology Sydney will continue to bring together carers, researchers, policy makers and practitioners and improve outcomes for carers by connecting research to practice.</p> <p> Target Group: All carers</p> <p> Timeframe: Second Action Plan</p>	Carers NSW
<p>5 Young Carer Inclusion Network</p> <p>Carers NSW will continue to expand its network of young carers, educational institutions and other organisations who work with young carers to build sector awareness and capacity to identify, recognise and support young carers.</p> <p> Target group: Young carers</p> <p> Timeframe: Second Action Plan</p>	Carers NSW

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







Action		Lead agency + Partner
6	Schools Project – Young Carers Publish and promote a resource for schools “Being a carer, being a student, being a kid.”  Target group: Young carers  Timeframe: Second Action Plan	NSW Department of Education
7	Ongoing support from Women NSW Continue to build on and promote the Women’s Financial Toolkit and the Return to Work toolkits to ensure women have access to information they need.  Target group: Women who are carers are considered a priority group for the program as per the NSW Women’s Strategy  Timeframe: Whole Strategy	Department of Premier and Cabinet (Women NSW)
8	Data on carers Share information captured through People Matter Employee Survey.  Target group: Carers employed in the NSW Public Sector  Timeframe: Annual and Whole Strategy	Public Service Commission (NSW)



Priority 2: Carers are recognised, respected and empowered









9	Carer Rights Education Carers NSW will continue to work collaboratively with key complaints agencies and peak bodies to develop and distribute resources that increase awareness of carers' rights and improve carers' uptake of complaints and appeals pathways.  Target group: All carers  Timeframe: Second Action Plan	Carers NSW
10	Carer data in NSW Health Ensure that accurate and complete data is being collected to better understand the composition, needs and impacts of carers engaging with the NSW Health system to inform future decisions.  Target group: Carers in contact with the NSW Health system  Timeframe: Whole Strategy	NSW Ministry of Health
11	Awareness and promotional campaigns Develop a communications approach to increase carer recognition. Leverage key events and campaigns such as Carers Week, Seniors Festival, RUOK day, mental health month and others to highlight the important role that carers play in our community.  Target group: Whole community  Timeframe: Second Action Plan	Department of Communities and Justice + Carers NSW, Carers Advisory Council, Disability Council, Ministerial Advisory Council on the Ageing

Priority 2: Carers are recognised, respected and empowered







Action		Lead agency + Partner
12	<p>Carer awareness initiatives</p> <p>Targeted internal campaigns, such as during Carers Week, will raise awareness about the diversity and needs of carers, reduce stigma, and cultivate inclusive workplace culture and positive employee experiences for carers. Similar initiatives focusing on carer diversity will be implemented as part of the agencies Disability Action Plan and Multicultural Action Plan.</p> <p>Promote disability procurement and enterprise partners that DPE engages with as these employment partnerships support and provide relief for carers.</p> <p> Target group: All carers</p> <p> Timeframe: Whole Strategy</p>	Department of Planning and Environment
13	<p>Promote leave entitlements and flexible work arrangements for carers</p> <p>Internal communication focus or session to build understanding and drive awareness of flexible work arrangements, family and carer leave provisions.</p> <p> Target group: All carers, leaders, managers, workforce</p> <p> Timeframe: Whole Strategy</p>	Department of Planning and Environment
14	<p>Create internal employee network group</p> <p>Develop and launch an internal employee network group via Yammer page that can act as peer support platform and resource hub for carers.</p> <p> Target group: All carers</p> <p> Timeframe: Whole Strategy</p>	Department of Planning and Environment



Priority 3: Carers have improved financial wellbeing and economic opportunities

Action	Lead agency + Partner
<p>15 Carers + Employers program</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> Target group: Working age carers</p> <p> Timeframe: Second Action Plan</p>	Carers NSW + employers
<p>16 DCJ Carers + Employers program accreditation</p> <p>Following achieving Level 2 program accreditation in 2022 this will be renewed in 2023 and work will commence towards Level 3 program accreditation in 2024.</p> <p> Target group: Department of Communities and Justice employees</p> <p> Timeframe: Second Action Plan</p>	Department of Communities and Justice (People)
<p>17 NSW Savings Finder Specialist service</p> <p>NSW Savings Finder Specialists based in service centres and also over the phone, will aid carers to navigate the Savings Finder Tool and identify savings, rebates and services relevant to the individual. Service NSW will investigate how to better equip the Specialists to identify clients who identify as carers, to ensure they are directing them to helpful resources.</p> <p> Target group: All carers</p> <p> Timeframe: Second Action Plan</p>	Service NSW
<p>18 Carers + Employment hub</p> <p>Carers NSW will draw together existing information and resources to establish a centralised online hub that supports carers to enter or re-enter paid employment.</p> <p> Target group: Working age carers</p> <p> Timeframe: Second Action Plan</p>	Carers NSW

Priority 3: Carers have improved financial wellbeing and economic opportunities





Action		Lead agency + Partner
19	<p data-bbox="175 320 534 353">Carers' Financial Wellbeing</p> <p data-bbox="175 376 1236 470">Carers NSW will continue to work collaboratively with financial sector representatives to improve carer inclusion and to develop tailored information to support carers' financial capability.</p> <p data-bbox="175 481 550 526"> Target group: All carers</p> <p data-bbox="175 537 646 582"> Timeframe: Second Action Plan</p>	Carers NSW
20	<p data-bbox="175 611 550 645">The Return to Work Program</p> <p data-bbox="175 667 1157 739">The program provides tailored supports for women who have been unemployed for 30 days or more and intend to return to work within six months.</p> <p data-bbox="175 750 1125 817"> Target group: Women who have been unemployed for 30 days or more. Women who are carers are considered a priority group for the program.</p> <p data-bbox="175 828 742 884"> Timeframe: Second Action Plan – Year 1</p>	Department of Premier and Cabinet (Women NSW) + Service NSW, Department of Customer Service
21	<p data-bbox="175 913 534 947">Companion Card Initiatives</p> <p data-bbox="175 969 1173 1064">Grow the number of Companion Card holders and affiliate businesses (which will benefit their carers). The Companion Card in 2022 had over 40,000 card holders and over 1,000 affiliates (including public transport and sporting organisations).</p> <p data-bbox="175 1075 550 1120"> Target group: All carers</p> <p data-bbox="175 1131 598 1176"> Timeframe: Whole strategy</p>	Department of Communities and Justice (Partnerships)



Priority 4: Carers have better health and wellbeing

Action	Lead agency + Partner
<p>22 Publish the Key Directions</p> <p>Provide system-wide guidance on responding to the needs of carers across the NSW public health system and implement actions under this.</p> <p> Target group: Carers in contact with the NSW Health system</p> <p> Timeframe: Whole Strategy</p>	NSW Ministry of Health
<p>23 Provide NSW Health information and resources to meet carers' needs</p> <p>Survey available resources and information for carers and consider gaps best filled by NSW Health; provide resources to fill identified gaps; ensure consistent resource provision across Local Health Districts, and consider resource provision for priority populations, e.g. CALD communities.</p> <p> Target group: Carers in contact with the NSW Health system</p> <p> Timeframe: Whole Strategy</p>	NSW Ministry of Health
<p>24 Implementation of Family and Carer Mental Health Program evaluation recommendations</p> <p>Review and implement recommendations where possible.</p> <p> Target group: Mental health carers</p> <p> Timeframe: Whole Strategy</p>	NSW Ministry of Health
<p>25 Participation of carers in sport</p> <p>The Office of Sport will explore opportunities to increase participation for carers, especially young carers, in physical activity through sport and active recreation.</p> <p> Target group: All carers, Young Carers</p> <p> Timeframe: Whole strategy</p>	Office of Sport

Priority 4: Carers have better health and wellbeing

Action		Lead agency + Partner
26	<p>Improve local government commitment to carers</p> <p>Work to educate local government about their obligations under the <i>Carers (Recognition) Act 2010</i> including commitment and actions to support carers in their communities and council employees. Ensure councils adhere to the Carers Charter and fulfill their reporting obligations.</p> <p> Target group: All carers, council employees</p> <p> Timeframe: Second Action Plan</p>	Department of Communities and Justice
27	<p>Health and wellbeing Seminars</p> <p>Review and adapt internal health/wellbeing seminars to ensure language and content is suitable and addresses diverse and intersectional carer needs.</p> <p> Target group: All carers</p> <p> Timeframe: Whole Strategy</p>	Department of Planning and Environment

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@facs.nsw.gov.au

