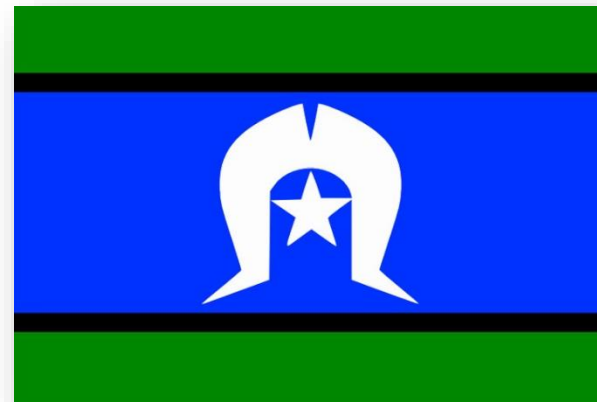


Acknowledgment of Country



I would like to acknowledge the Traditional Custodians of this Land. I would also like to pay respect to the Elders both past and present and extend that respect to other Aboriginal people here today.



- Carers NSW is the peak non-government organisation for carers in NSW.
- Carers NSW is part of the National Carer Network and a member of Carers Australia.
- Our vision is an Australia that values and supports all carers.



Improving the lives of all carers in NSW

Providing information, education and training, resources and referrals to support carers.

[About caring](#)



I am a carer of someone...

living with a disability



[Find information](#)

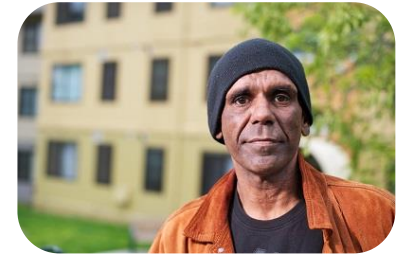
www.carersnsw.org.au

Call 02 9280 4744 Mon to Fri, 9am till 5pm

Learning outcomes

By the end of this session you will:

Have a greater awareness
of who carers are and
what they do



Have an awareness and
understanding of the
Carers (Recognition) Act
2010 and its purpose



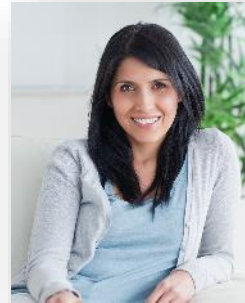
Be more confident
supporting carers in your
day to day work



Who are Carers?

Carers provide informal care and support to a family member or friend who has a:

- Disability
- Mental illness
- Drug or alcohol dependency
- Chronic condition
- Terminal illness
- Or is frail



A carer is not a professional or *paid care worker*, or a formal volunteer.

A carer may be a parent, partner, sibling, relative, friend or child of the person requiring care.

Different caring relationships



Daughter / Son



Parent / Grandparent



Friend



Sibling



Cousin



Neighbour



Life companion



Partner



Wife/ husband



Uncle / aunt



Grandchild

Who can become a carer?

Anyone regardless of...

age

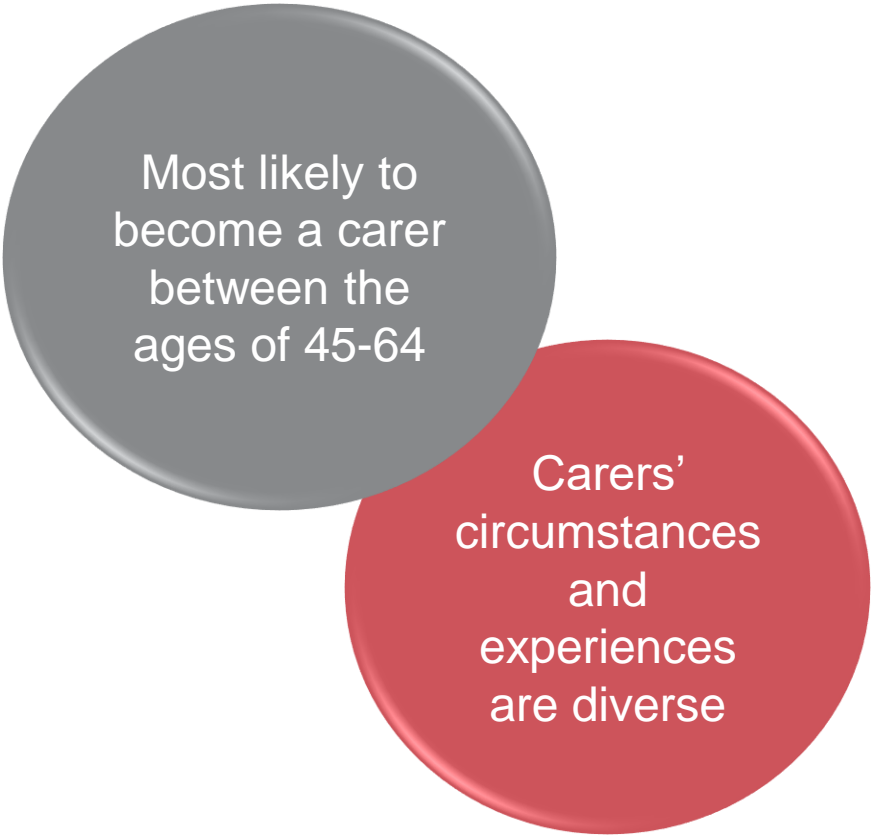
education background

socio-economic status

sexuality or gender

cultural background

residential address



Most likely to
become a carer
between the
ages of 45-64

Carers'
circumstances
and
experiences
are diverse

ANYONE CAN BECOME A CARER AT ANY TIME

About carers in NSW



There are approx. 2.65 million carers in Australia, one third of which (854,000) reside in NSW.

- 1 in 4 carers in NSW are over 65 years of age
- 1 in 5 were born in a non-English speaking country
- 1 in 3 live with a disability or long-term health condition themselves
- 273,900 carers in NSW are primary carers, of whom:
 - More than 7 in 10 are female
 - Around 4 in 10 care for 40+ hours per week
 - 1 in 3 live with a disability

Survey of Disability, Ageing and Carers, 2018

Hidden or Unrecognised Carers

Do not identify as a carer
or prefer not to disclose
their role to others;
and/or they do not
appear in statistics and
data relating to carers.

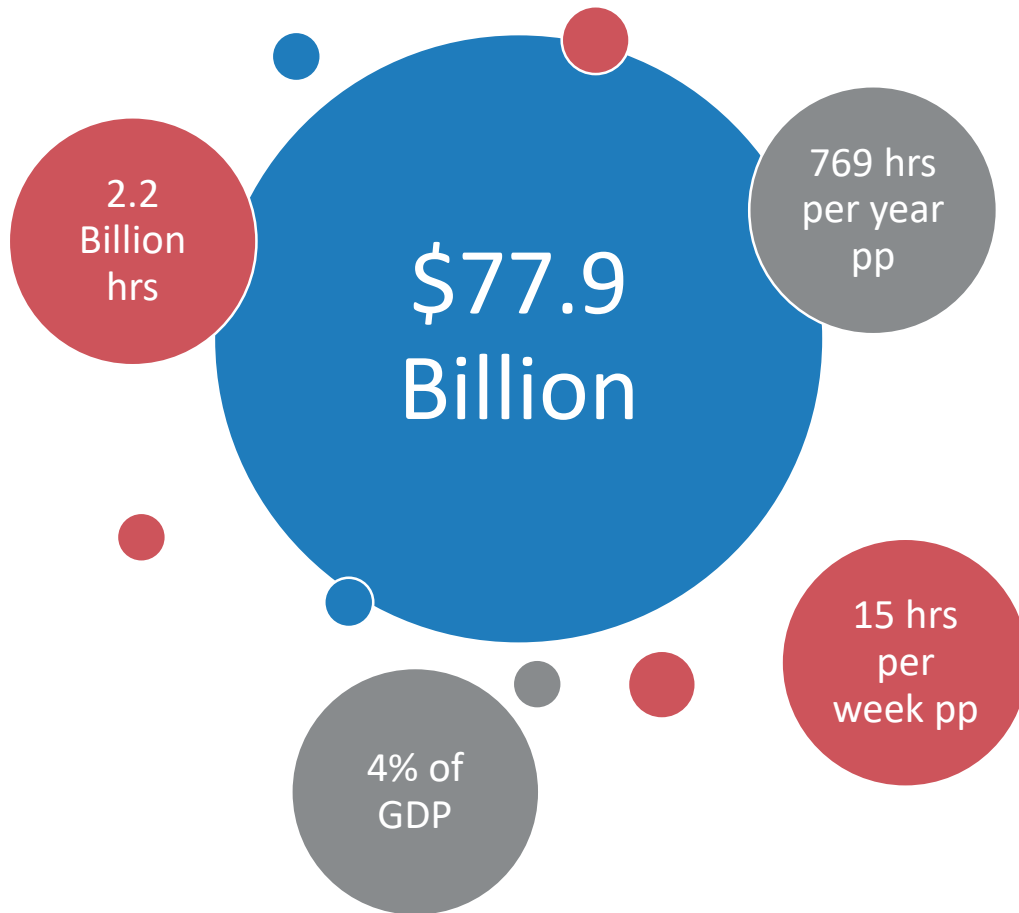


What do carers do?



Value of Caring

Deloitte Access Economics, The economic value of informal care in Australia in 2020



\$77.9 Billion annually is the estimated **replacement cost** of the care provided by informal family carers nationally

Carer recognition in Australia



All states and territories and the Commonwealth have legislation recognising carers;

- *Carer Recognition Act 2010* (Cwth)
- *Carers Recognition Act 2021* (ACT)
- *Carers Recognition Act 2010* (NSW)
- *Carers Recognition Act 2006* (NT)
- *Carers (Recognition) Act 2008* (OLD)
- *Carers Recognition Act 2005* (SA)
- *Carers Recognition Act 2005* (TAS)
- *Carer Recognition Act 2012* (VIC)
- *Carers Recognition Act 2004* (WA)

NSW Carer recognition



NSW Carers (Recognition) Act 2010

- defines who a carer is
- creates obligations for NSW Government agencies
- establishes the NSW Carers Advisory Council
- establishes the NSW Carers Charter

NSW Carers Charter

- carers make a valuable contribution to the community
- carers' health and well-being is important
- carers are diverse and have individual needs within and beyond their caring role
- carers are partners in care



13 Principles providing direction to government and other public sector agencies about how they should work with carers.

NSW Carers Charter



NSW Carers Charter

Schedule 1 of the NSW Carers (Recognition) Act 2010

A carer is someone who provides ongoing, unpaid support to people who need help because of disability, mental illness, chronic or terminal illness, dementia or frail age. Relatives and friends who provide such care, support and assistance are carers.

1. Carers make a valuable contribution to the community

- (a) NSW recognises the valuable social and economic contribution that carers make to the community.
- (b) Carers should have the same rights, choices and opportunities as other Australians.
- (c) Carers' unique knowledge and experience should be acknowledged and recognised.
- (d) The relationship between carers and the people they care for should be respected.

2. Carers' health and well-being is important

- (a) Carers should be supported to enjoy optimum health and well-being and to participate in family, social and community life, employment and education.
- (b) Carers should be supported to balance their caring role with other roles, such as work and education.

3. Carers are diverse and have individual needs within and beyond their caring role

- (a) The diverse needs of carers should be acknowledged and recognised in policy, programs and service delivery, taking into consideration culture and language, age, disability, religion, socio-economic status, place of residence, gender identity and sexual orientation.
- (b) Aboriginal and Torres Strait Islander values, heritage and concepts of caring should be respected and valued.
- (c) The additional challenges faced by carers who live in rural and remote areas should be acknowledged and recognised.
- (d) Children and young people who are carers should be supported to reach their full potential.

4. Carers are partners in care

- (a) The choices, views and needs of carers and of the people they care for should be taken into account in the assessment, planning, delivery and review of services provided to the people they care for.
- (b) Carers should be referred to, and assisted to access, appropriate supports and services.
- (c) Support for carers should be timely, responsive, appropriate and accessible.

www.facs.nsw.gov.au/carersact



FACS 184-LRP

Recognises and acknowledges their vital role in the provision of care. Supports and promotes carer interests and needs.

Uses of the term 'carer'

Sometimes the term 'carer' is used to mean:

Parent

Support
worker

Health care
professional

Foster
carer

Kinship
carer

Adult
child

4. Carers are partners in care

- a) The choices, views and needs of carers and of the people they care for should be taken into account in the assessment, planning, delivery and review of services provided to the people they care for.
- b) Carers should be referred to, and assisted to access, appropriate supports and services.
- c) Support for carers should be timely, responsive, appropriate and accessible.

Positive impacts of caring



A renewed sense of love and
commitment

Relief of providing a safe and loving
environment for the care recipient

A stronger and closer relationship
with the care recipient

Learning new skills and feeling a
sense of achievement

Challenges of caring



Carers often put their own needs last. This can have an emotional, physical, social, cultural and financial impacts.

Emotional	Physical	Social & Cultural	Financial
Anxiety	Fatigue	Relationships	Earnings
Overwhelmed	Injuries	Education	Housing concerns
Frustration	Lack of sleep	Employment	Extra expenses
Stress	Back pain	Social isolation	Loss of savings

Have you come across any examples in your work or personal life?

Challenges of caring

Additional challenges during the COVID-19 pandemic have included:

Disrupted supports and services

Multiple roles being undertaken in the same location – work, study, care

Increased social isolation

Confusion and anxiety about COVID-19 transmission



Challenges of caring

Carers NSW 2022 National Carer Survey

There were 6,825 respondents nationally, and for the 1,352 respondents from NSW:

- Nearly half reported providing care 24 hours a day, 7 days a week
- They had been caring for nearly 15 years on average

Average time caring
per week

98 hours

45%
provide 24/7 care



14.6 Years

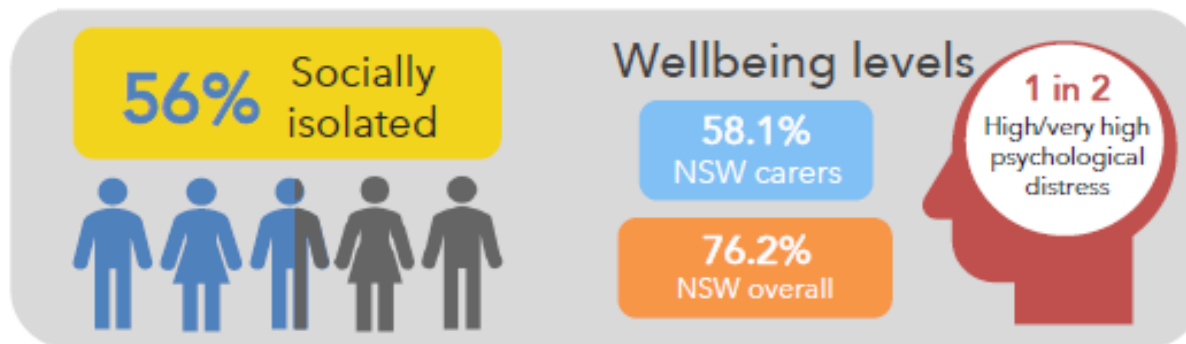
Average length of
caring role

Challenges of caring

Carers NSW 2022 National Carer Survey

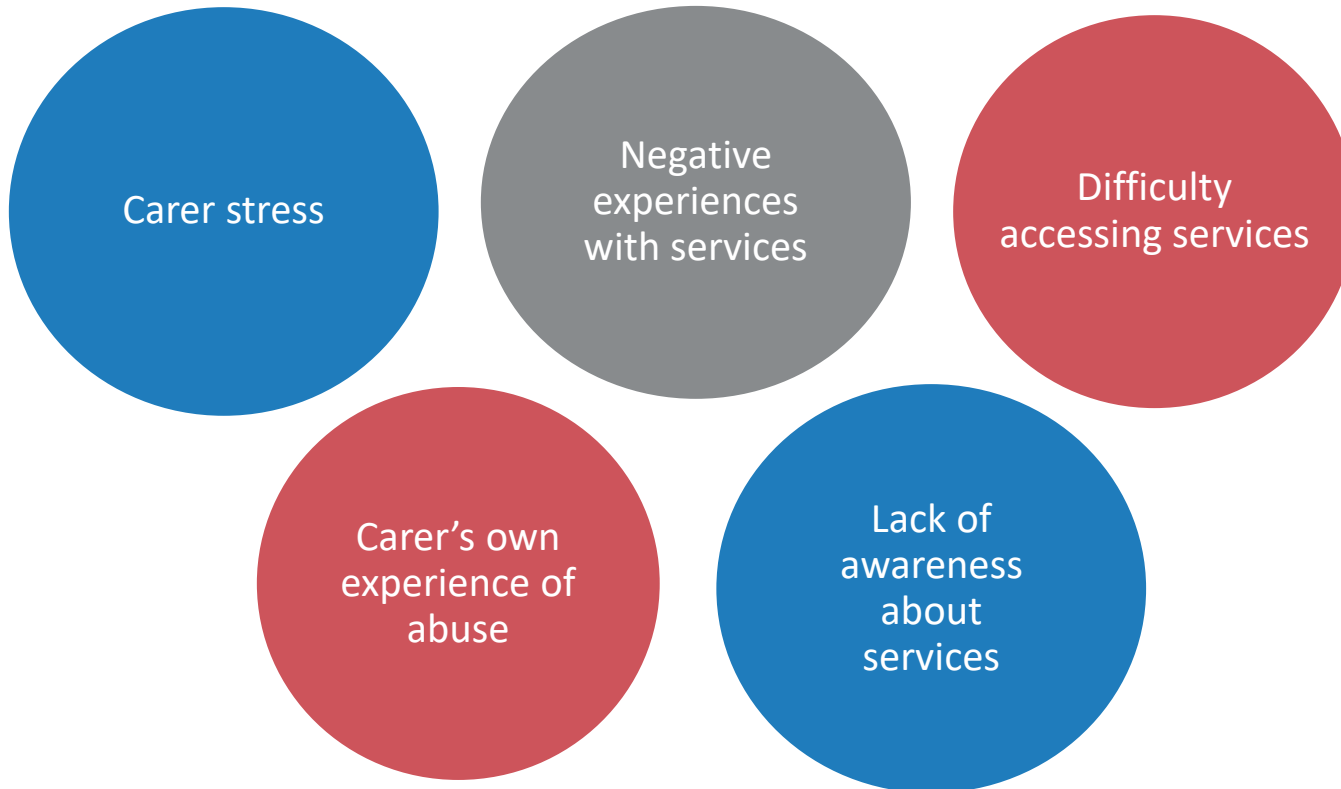
Compared to other Australians, carers in NSW are much more likely to be at risk of mental illness and have much lower wellbeing

- More than half were socially isolated
- 1 in 2 reported high or very high psychological distress

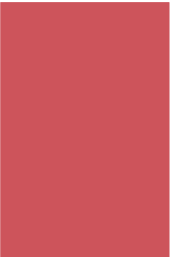


Findings of UNSW analysis

Risk factors for abuse / neglect included:




What is the impact on work?




58.8% of unemployed carers of working age (16-64 years) stopped working due to care



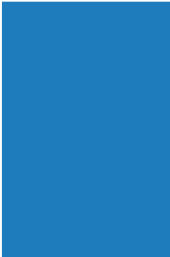
50.9% of working carers reduced their working hours



23.3% of working carers worked in a job lower than their skills



22.3% turned down a new job



58.8% of unemployed carers reported their skills were out of date due to the time they spent caring

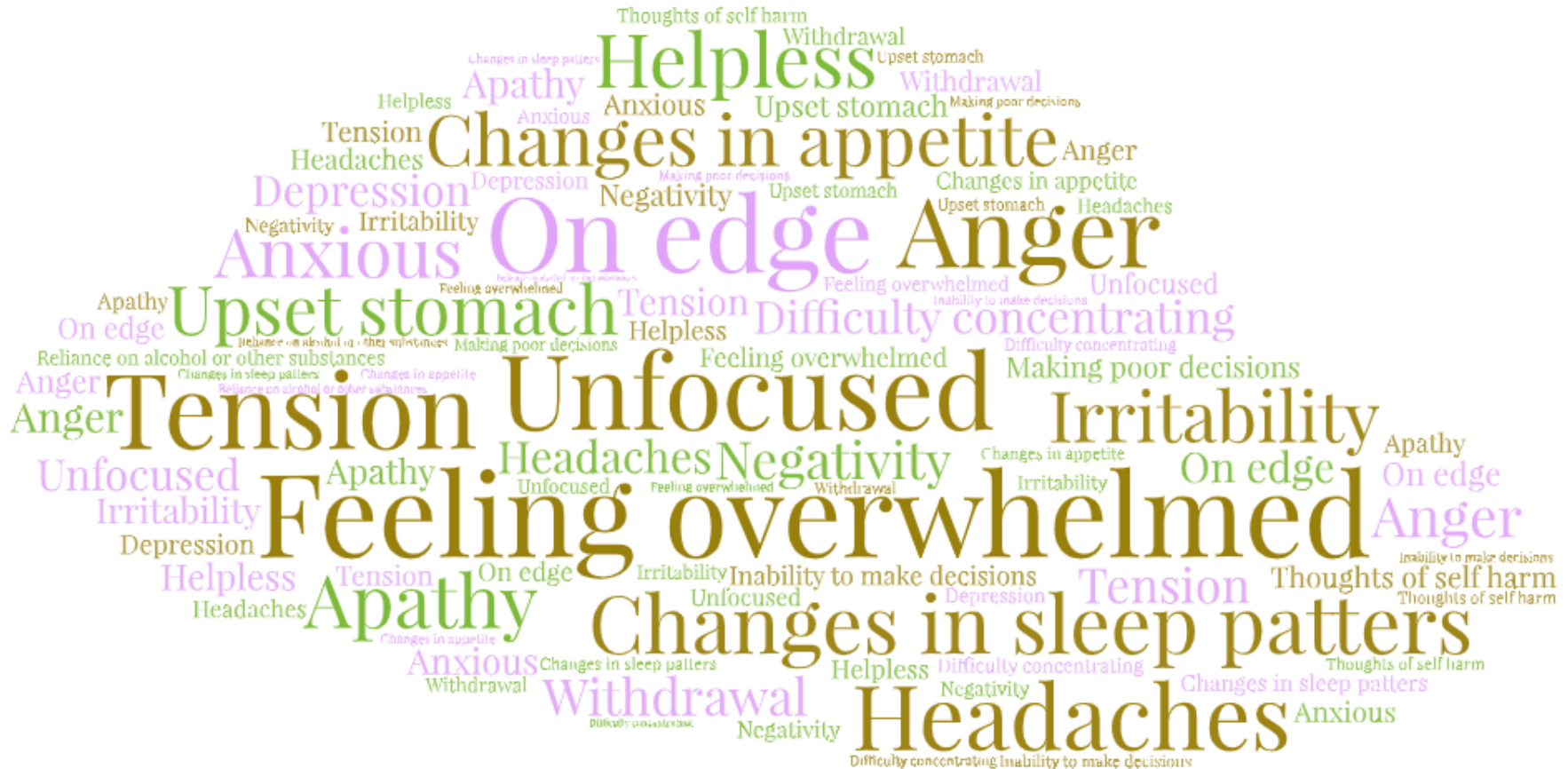
What is carer stress?



Carer stress is stress resulting from a caring role

- Stress is feeling that your **situation is more than you can handle**, or a **threat to your wellbeing**
- **Stress is a common and normal response** to challenging or new situations
- Caring often involves **constant changes and challenges**, many of which they do not have control over, for example:
 - Being uncertain or alarmed about changes to the condition of the person they care for
 - High ongoing mental and physical demands
 - Frustrating encounters with service systems, e.g. not being able to access needed support

Symptoms of stress



What causes carer stress?

Contributing factors

Level of
care
required

Mental and
physical health

Financial
stress

Social
isolation

Lack of support
and resources

Relational
conflict or
tension

Insufficient
breaks for
self care

Limited
knowledge
and skills

Impacts of carer stress

Impacts on the carer

- Social disconnection and withdrawal
- Physical and mental health - burnout
- Financial stress and distress
- Relational conflict and tension resulting from caring

Impacts on the care recipient

- Quality of care
- Sustainability of care
- Risks to health and wellbeing



Responding to carer stress

Carers can be supported in the following ways:

Recognise
and identify

Acknowledge
and reassure

Raise
awareness
and educate

Encourage
respite and
self care

Link to
resources
and support

Promote
benefits of
formal
supports

What can help

Protective factors for carer wellbeing

- Sharing caring responsibilities with others
- Having sufficient financial resources
- Engaging in physical and social activities
- Strong social networks
- Access to replacement care services



HNE Community HealthPathways





Hunter New England

<https://hne.communityhealthpathways.org/>
Username: hnehealth Password: p1thw1ys



<http://patientinfo.org.au/>
No password required

Clinical pathway



Hunter New England

Care in the Last 12 Months of Life

Investigations

Lifestyle & Preventive Care

Medical

Mental Health

Older Persons' Health

Cognitive Impairment and Dementia

Deprescribing

Depression in Older People

Abuse and Neglect of Older People

Falls Prevention and Assessment

Frail But Stable Older Persons

Older People Weight Management

Older Persons with Behaviours of Concern

Older Persons Health Assessment

Residential Aged Care Facilities

Carer Stress


Transfer of Care - Residential Aged Care Facility to Acute Care Facility

Unexpected Deterioration in an Older Person

Older Persons Health Referrals

Search Community HealthPathways

Home / Older Persons' Health / Carer Stress



Carer Stress

See also:

- [In Home Support](#)
- [Respite and Permanent Residential Care for Older People](#)
- [Dementia Assessment and Support Services](#)
- [Community Services Directory for Aboriginal and Torres Strait Islander Peoples](#)

Background


[About carer stress](#)


Assessment

By recognising and reducing carer stress, general practice can play an important role in preventing abuse or neglect of aged or disabled people.

1. Consider carer stress, especially in those with [risk factors](#).
2. Look for indicators of carer stress:
 - [Emotional stress indicators](#)
 - [Physical stress indicators](#)
3. Ask about symptoms of [depression](#), [anxiety](#), and stress. Consider using the following screening tools:
 - [K10](#)
 - [DASS 21](#)
 - [Zait Burden Interview](#) (carer perception of burden)

Referral pages

 Hunter New England


 Community HealthPathways

Hunter New England

- Bush Fire Support Services
- Drought Support Services
- Eating Disorders Treatment Adult Referrals
- Eating Disorders Treatment for Children and Adolescents Referrals
- Eating Disorders Advice
- Eating Disorder Support
- Electronic Mental Health Services - Online Treatment Programs
- Mental Health Clinical Care Coordination
- Mental Health Dietitians Referrals
- Mental Health Family and Carer Support**
- Mental Health Stepped Care
- Neuropsychiatry and Neuropsychology Assessment
- Non-clinical Community Mental Health Support
- Patient Mental Health Hotlines and Telephone Counselling
- Problem Gambling Counselling
- Psychology, Social Work and Counselling Referrals
- Scheduling a Patient
- Specialist Drug and Alcohol Treatment Referrals
- Older Persons' Health
- Therapeutics

Search Community HealthPathways

[Home](#) / [Mental Health](#) / [Referral to Specialist Mental Health Services](#) / [Mental Health Family and Carer Support](#)



Mental Health Family and Carer Support

See also:

- [Electronic Mental Health Services – Online Treatment Programs](#)
- [Community Services Directory for Aboriginal and Torres Strait Islander Peoples](#)

Background

[About family and carer support](#)

About family and carer support

Family and carer support services assist family members and carers of people with mental illness:

- Support carers to navigate the National Disability Insurance Scheme (NDIS).
- Provide information and facilitate access to carer support groups.
- Provide support and counselling.
- Assist access to resources and education to better understand mental illness.
- Promote development of self-care strategies.
- Facilitate access to more specific services e.g. relationship counselling or family therapy.
- Liaise with health professionals on behalf of carers.
- Services are free of charge.
- Referrals are accepted from carers and health professionals.



See the [Hunter New England Mental Health Service \(HNEMHS\) – Carer/Family Support Map](#)


Referral

[Armidale / Tamworth / New England / North West](#)






[Lower Hunter / Maitland / Cessnock / Dungog](#)

Referral pages

  Search Community HealthPathways





Hunter New England


- Older Persons' Health 
 - Cognitive Impairment and Dementia 
 - Deprescribing
 - Depression in Older People 
 - Abuse and Neglect of Older People
 - Falls Prevention and Assessment 
 - Frail But Stable Older Persons
 - Older People Weight Management
 - Older Persons with Behaviours of Concern
 - Older Persons Health Assessment
 - Residential Aged Care Facilities
 - Carer Stress
 - Transfer of Care - Residential Aged Care Facility to Acute Care Facility
 - Unexpected Deterioration in an Older Person
- Older Person's Health Referrals 
 - Aged Care Emergency Services
 - Specialist Dementia Services
 - Non-clinical Dementia Community Support Services**
 - Falls Prevention Program Providers
 - Geriatric Medicine Referrals
 - In Home Support
 - Neuropsychiatry and Neuropsychology Assessment
 - Respite and Permanent Residential Care for Older People


[Home](#) / [Older Persons' Health](#) / [Older Person's Health Referrals](#) / [Non-clinical Dementia Community Support Services](#)


Non-clinical Dementia Community Support Services


Nation-wide or State-wide Services 


[Dementia Support Services](#) 


Carer Support Services 


Armidale / Tamworth / New England / North West 


 **SeNT** eReferral is the recommended referral method. [Read more...](#)

Carer Support Services 

Lower Hunter / Maitland / Cessnock / Dungog 


 **SeNT** eReferral is the recommended referral method. [Read more...](#)


[Dementia Support Services](#) 


Carer Support Services 


Manning / Great Lakes / Taree


If there are providers that would be useful to include in this section, submit provider details via the Send Feedback button on this page.


Newcastle / Lake Macquarie / Port Stephens 


 **SeNT** eReferral is the recommended referral method. [Read more...](#)

[Dementia Support Services](#) 

Carer Support Services 

Upper Hunter 

 **SeNT** eReferral is the recommended referral method. [Read more...](#)

[Carer Support Services](#) 

Considerations for addressing carer stress

- **Information about services, rights and self-care** are featured across the Carers NSW website and regularly promoted through social media and newsletters. We encourage carers to connect with Carers NSW through membership (free for carers), eNews subscription and social media to stay updated
- **Online and face to face training** are regularly provided for free to carers across NSW on a range of topics, including modules that practically address carer health and wellbeing. Health and wellbeing focused online sessions are also run regularly
- **Policy and system issues** can be raised with Carers NSW by carers and service providers, including ADC staff.

Carers NSW carer rights facts sheets

Know your rights

- 8 fact sheets, covering a number of topics
- Developed in consultation with carers and stakeholders
- Gives information on basic rights and entitlements, based on legislation
- Provides carers the 'most direct' pathway available to them



<https://www.carersnsw.org.au/services-and-support/advice-for-carers/rights-and-complaints>

Carers NSW education and training

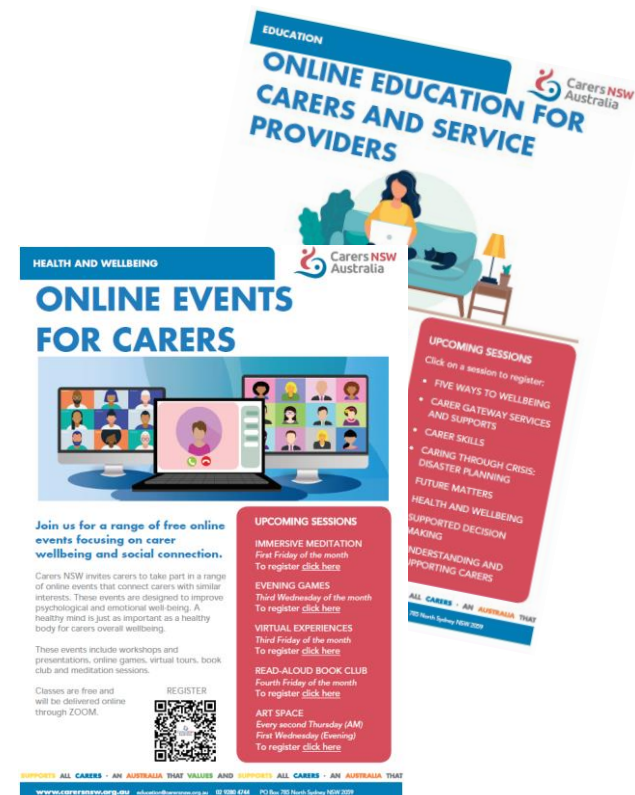
Free information sessions and workshops

We offer a range of topics each quarter for carers and providers. We also welcome guest speaker requests.

Topics include Carer Gateway, disaster planning, future matters and online health and wellbeing activities.

To learn more –

- Click [here](#) to see upcoming events
- Click [here](#) to subscribe to our education and training mailing list



EDUCATION
ONLINE EDUCATION FOR CARERS AND SERVICE PROVIDERS
Carers NSW Australia

HEALTH AND WELLBEING
ONLINE EVENTS FOR CARERS
Carers NSW Australia

UPCOMING SESSIONS
Click on a session to register:
• FIVE WAYS TO WELLBEING
• CARER GATEWAY SERVICES AND SUPPORTS
• CARER SKILLS
• CARING THROUGH CRISIS: DISASTER PLANNING
• FUTURE MATTERS
• HEALTH AND WELLBEING
• SUPPORTED DECISION MAKING
• UNDERSTANDING AND SUPPORTING CARERS
ALL CARERS - AN AUSTRALIA THAT SUPPORTS ALL CARERS - AN AUSTRALIA THAT
100 North Sydney NSW 2059


Join us for a range of free online events focusing on carer wellbeing and social connection.

Carers NSW invites carers to take part in a range of online events that connect carers with similar interests. These events are designed to improve psychological and emotional well-being. A healthy mind is just as important as a healthy body for carers overall wellbeing.

These events include workshops and presentations, online games, virtual tours, book club and meditation sessions.

Classes are free and will be delivered online through ZOOM.

REGISTER



UPCOMING SESSIONS
IMMERSIVE MEDITATION
First Friday of the month
To register [click here](#)
EVENING GAMES
Third Wednesday of the month
To register [click here](#)
VIRTUAL EXPERIENCES
Third Friday of the month
To register [click here](#)
READ-ALoud BOOK CLUB
Fourth Friday of the month
To register [click here](#)
ART SPACE
Every second Thursday (AM)
First Wednesday (Evening)
To register [click here](#)

SUPPORTS ALL CARERS - AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS - AN AUSTRALIA THAT
www.carersnsw.org.au info@carersnsw.org.au 02 9586 0344 PO Box 100 North Sydney NSW 2059

Carers NSW Carer friendly workplace



Carers & Employers program

The Carers + Employers program defines best-practice standards for supporting staff with caring responsibilities, and is the first initiative in Australia to formally accredit carer-friendly employers.

The program has a network of national employers who share innovations and ideas for greater carer recognition, inclusion and support in the workplace.

10 tips for a carer-friendly workplace

There are many ways that an organisation can better support carers in their workforce. These strategies do not have to be costly, or require a major change in how an organisation operates. Even a small, simple adjustment can make a significant difference.

Raise awareness

Promote a clear definition of what it means to be a 'carer'. Many people may not identify with this term – they may simply consider they are just 'looking after' a family member or friend. Enable staff with caring responsibilities to self-identify.

Recognise carers

Recognise carers as a distinct group within HR policies and procedures. Make it easy for carers to find out what support is available, and how it can be accessed.

Foster a culture

Develop a supportive culture in which carers feel comfortable disclosing their caring responsibilities and discussing their needs for flexibility. Managers play a key role in embedding a culture of support. Management should communicate an ongoing commitment to supporting staff with caring responsibilities, and disclose their own caring responsibilities where appropriate.

Consult

Understand the 'carer population' in your workforce. Consider using staff surveys to monitor the number, nature and needs of carers across the organisation.



Provide practical support

Ask carers what workplace support might be helpful. Options such as providing a quiet room for carers to take personal calls, a car space, a peer support group, online forum or "lunch and learn" education session can be useful.

Expand leave provisions

Promote carer's leave entitlements. Where possible, offer carer's leave provisions above the minimum legislated requirements, and explore flexible leave options such as matched leave or purchased leave.



Promote flexible working arrangements

Flexible working arrangements can make a big difference to carers – enabling them to balance the demands of work and caring, without having to take time off. Ensure staff are aware of carers' rights to request flexible working arrangements under the Fair Work Act. Consider making flexibility the norm, rather than the exception, for all job roles.

Deliver training

Policies are only as good as their implementation. To ensure that support is offered consistently, provide training so line managers understand the challenges faced by carers, and the policies available.

Monitor progress

Unlike most other diversity groups, staff can gain and lose the role of 'carer' throughout their career. Consider monitoring changes in the carer population, uptake of workplace supports, and employee sickness, absence and turnover rates – and adjusting support as necessary.

Explore opportunities

Explore creative approaches to support staff such as paying superannuation for unpaid carer's leave, offering career breaks, or promoting carer-specific return to work programs.

This is a project of Carers NSW, for more information | www.carersandemployers.com.au | www.carersnsw.org.au | P: 0280 4744 | E: info@carersandemployers.org.au

<https://www.carersnsw.org.au/services-and-support/programs-services/carers-employers>



Young
carers
CARERS NSW

A CARERS NSW
PROGRAM FOR
CARERS AGED
25 YEARS AND
UNDER



A central point of contact for young carers

- Information, referral and support
- Leadership opportunities
- YC e-News (monthly)
- YC website: www.youngcarersnsw.org.au
- YC Facebook: @YoungCarersatCarersNSW

Raising awareness about young carers

- Young Carer Awareness Training
- Resources
- Media

Aims:

- Promote the issues and needs of YCs
- Develop a YC support network
- Link YCs in with local services & support
- Build community awareness of YCs



Young carers (YCs) are children and young people, 25 years or under, who are in a caring role.

Improving the lives of all carers in NSW

Providing information, education and training, resources and referrals to support carers.

[About caring](#)



I am a carer of someone...

living with a disability



[Find information](#)

www.carersnsw.org.au

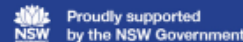
Call 02 9280 4744 Mon to Fri, 9am till 5pm

Carer Knowledge Exchange



About the Carer Knowledge Exchange

- A partnership project delivered by Carers NSW and the Institute for Public Policy and Governance (IPPG) at the University of Technology Sydney, proudly funded by the NSW Government.
- Aims to improve outcomes for carers by connecting research to practice.
- **Brings together carers, researchers, students, decision makers, professionals and service providers to share their knowledge about carers and learn from each other.**
- Please sign up: <https://carerknowledgeexchange.com.au>
- Features:
 - A searchable library of research, best practice publications and recordings
 - Regular events and webinars
 - Opportunities to connect with others through events and Communities of Practice



Visit here for more information <https://www.carerknowledgeexchange.com.au>

Carer Gateway




Australian Government



Search   

[Home](#) [Help and advice](#) [Respite](#) [Financial help](#)

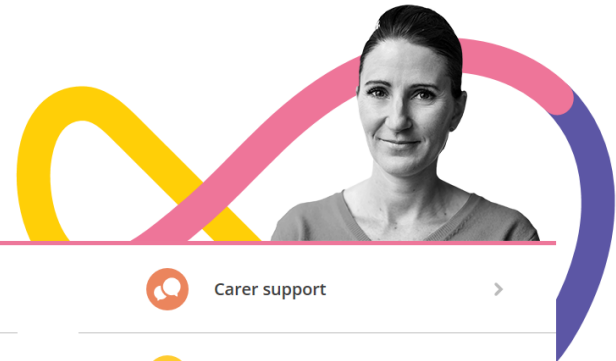
 Do you need to call someone?









www.carergateway.gov.au

1800 422 737

Practical advice and support
for carers.
We're here for you.



-  Help and advice >
-  Taking a break (respite) >
-  Real-life stories >
-  Carer support >
-  Financial help >
-  Tips >

The Carer Gateway



Online / phone based services

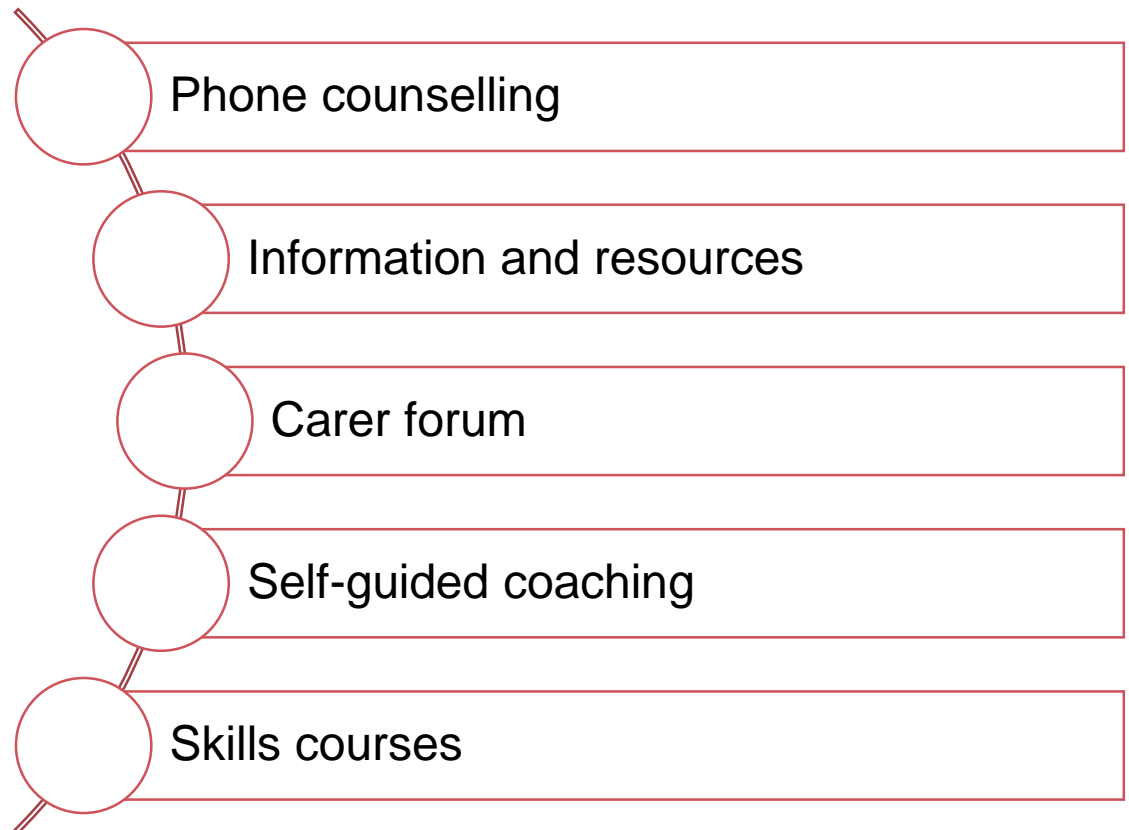


Australian Government



www.carergateway.gov.au

Call 1800 422 737



The Carer Gateway



Carer Support Planning

All carers who wish to use the services of the Carer Gateway Service Provider must go through the Intake, Registration, Needs Assessment, and Support Planning process. The **exception** is when carers are seeking basic information provision and emergency respite.



Australian Government



In-person services



- Carer Support Planning
- In-Person Peer Support
- In-Person Counselling
- Emergency Respite Care
- Tailored Support Packages
- In-Person Carer Coaching

Other key service systems

My Aged Care

For older Australians aged 65+
50+ for Aboriginal and Torres
Strait Islander people

1800 200 422

www.myagedcare.gov.au

National Disability Insurance Scheme

For people with significant
permanent disability under 65

1800 800 110

www.ndis.gov.au



Helpline support



- **Lifeline:** 13 11 14
- **Beyond Blue:** 1300 224 636
- **National Dementia Helpline:** 1800 100 500
- **Kids Helpline:** 1800 551 800
- **Mensline:** 1300 789 978
- **NSW Mental Health Line:** 1800 011 511
- **NSW Domestic Violence Line:** 1800 656 463
- **Suicide Call Back Service:** 1300 659 467



Education and Training

education@carersnsw.org.au

PH: 9280 4744

www.carersnsw.org.au