

About us

Carers NSW is the peak non-government organisation for people in New South Wales (NSW) who 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 who is frail.

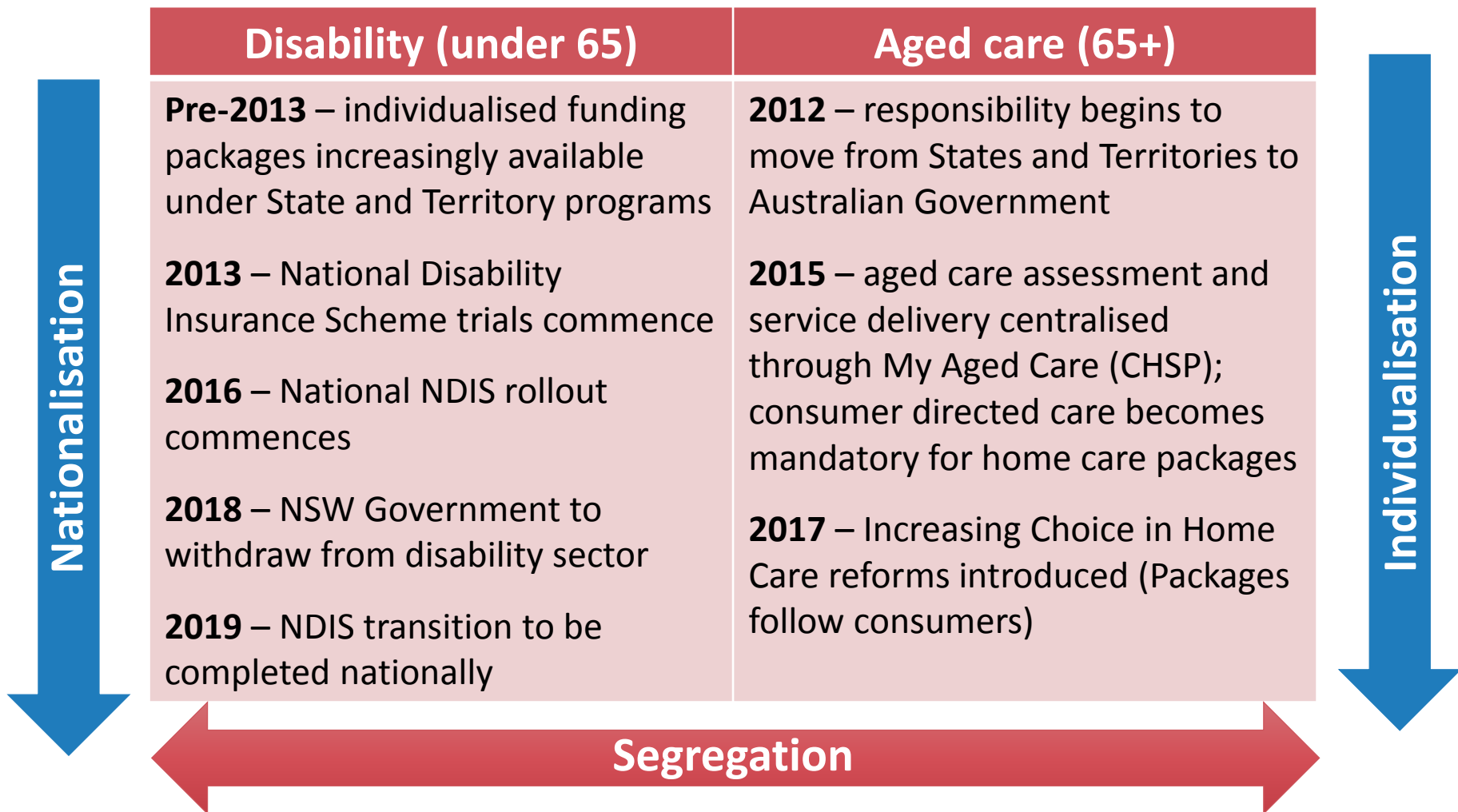
Our vision

An Australia that values and supports all carers.

Our goals

- Work with carers to improve their health, wellbeing, resilience and financial security
- Have caring recognised as a shared responsibility of family, community and government

Background



NDIS



- Eligible participants are under 65 with ‘severe and permanent disability’
- Insurance model – no co-payment
- Eligible participants are assessed by a Local Area Coordinator
- Options to self manage
- People with lower care needs or who are ineligible will receive support from the block funded Information Linkages and Capacity Building (ILC) program
- No mandatory carer assessment, funded support or referral, although carers are encouraged to describe their role to ensure it is sustainable

Home Care Packages



- Eligibility 65+ with means tested co-payment
- Managed/administered by service provider by means of a contractual Home Care Agreement (no self management option) - Choice and control dictated by market participation and contract negotiation
- Carers identified as 'Representatives' and 'Carer overview' included in care recipient's assessment interview but no electronic carer referral mechanisms
- Flexible Respite, Case Management, Care Co-ordination included in package funding.
- Carers generally recognised as a 'consumer' along with the care recipient

Universal challenges



- Increasing focus on the care recipient
- Sustainability of the caring role is paramount
- Carer support depends on good will of assessor
- Harder to access respite
- Gaps in continuity of support
- Limited information

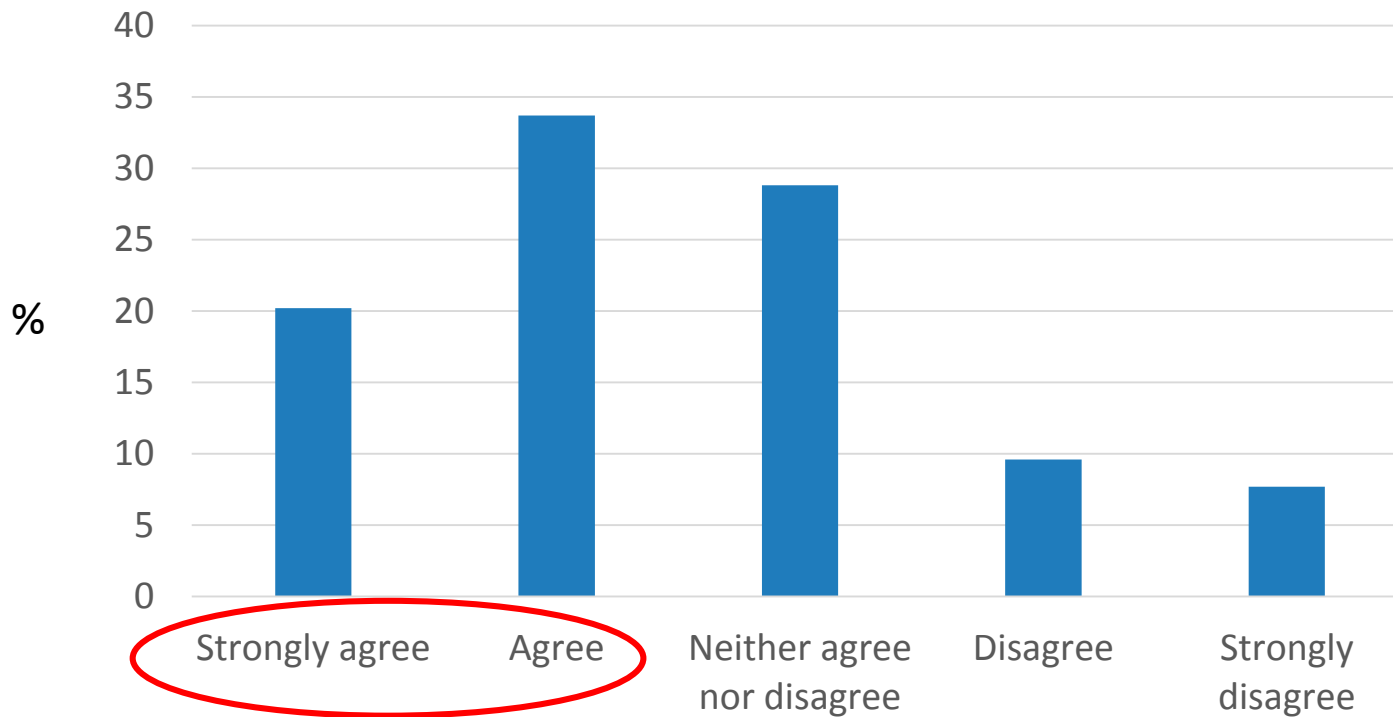
Outcomes for carers



- Confusion and uncertainty
- Stress and anxiety
- Frustration and mistrust
- Increased workload, leading to exhaustion
- Reduced support
- Health and mental health problems

However...

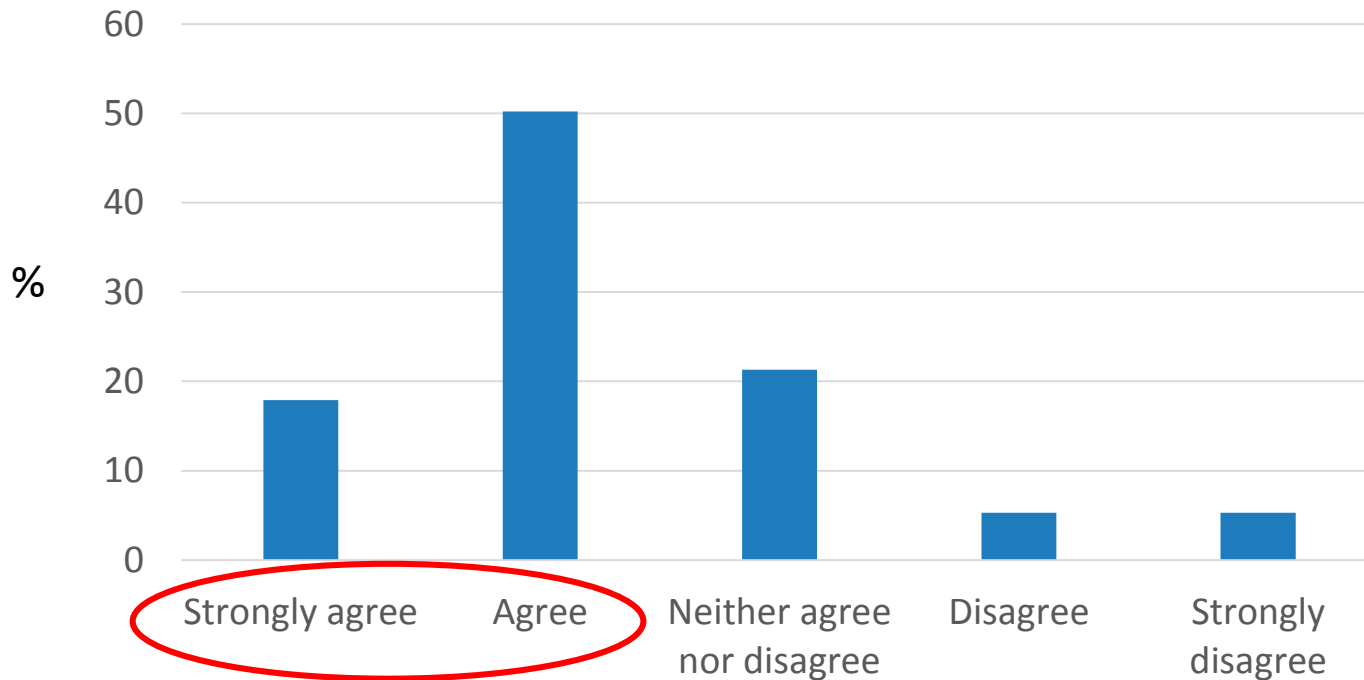
The NDIS has made my own life better as a carer



Source: Carers NSW 2016 Carer Survey

However...

The care recipient's Home Care Package has made my own life better as a carer



Source: Carers NSW 2016 Carer Survey

By comparison



Individualised packages in the UK

- Funds allocated to an individual based on an assessed level of care required to live independently in the community.
- Local councils (local authority) responsible for conducting assessment, administering packages and delivering/brokering services.
- All 'Care and support plans' must include a personal budget and no 'low needs' alternative to individualised support.
- Means tested (all adults)

By comparison (cont'd)



Individualised packages in the UK

- Funding can be self administered, co-administered or coordinated completely by the local authority
- No distinction between 'disability care' and 'aged care' for assessment purposes (but only available to adults over 18 years old and their carers)

By comparison (cont'd)



Carer Assessment

- Local authorities will assess carers who request an assessment or present as a carer independently of their care recipient.
- Carers entitled to a 'support plan' with an accompanying personalised budget
- Funds can be held by the local authority, self managed by the carer or both
- Funds can be used for domestic assistance, education, social activities, and some purchases relevant to care or reducing social isolation

The Care Act 2014



- Gives legal responsibilities to local authorities (councils) to provide care and support to people with disability AND their carers
- Introduces a personal budget component to all care and support plans
- Broad/inclusive definition of disability - No maximum age limit, refers to anyone requiring care
- Outlines specific actions regarding carers that local authorities must follow, such as carer assessments, carer support and personalised budgets.
- Carers have legal rights under the act

Carers UK State of Caring Report 2017

- Across the UK, 65% of carers reported having received an assessment of the impact of their caring role in the previous year.
- 45% said that their ability and willingness to provide care was thoroughly considered and reflected in the support they receive.
- 34% said they felt that the support needed to look after their own mental and physical health alongside caring was thoroughly considered
- 32% said that they felt their need to have regular breaks from caring was thoroughly considered.

The Carer Gateway

National 'one stop shop' website and call centre for carer support services funded by the Department of Social Services

Strengths	Limitations
<ul style="list-style-type: none">• Nationally consistent website, online platform and call centre• Service provider directory and resources consolidated in one online platform• Capacity to deliver assessment and services online and over the phone• Consistent data collection	<ul style="list-style-type: none">• Call centre unlikely to have local knowledge of supports• Online platform restrictive to carers with low computer literacy• Poor integration with other service systems, e.g. My Aged Care

Integrated Carer Support System

National service system being developed by Department of Social Services to sit alongside the aged care and disability service systems.

Strengths	Limitations
<ul style="list-style-type: none">• Thoroughly co-design, with input from carer support sector experts• Centralised delivery of, and access to, services• Recognition of carers' needs in their own right• Emphasis on supporting hidden carers• New and innovative service types, e.g. online counselling	<ul style="list-style-type: none">• Little information available to sector and public re progress• Still no ministerial or funding commitment• Residual funding from previous carer programs (which has not been transitioned into the NDIS) is inadequate to fund a large service system• Digital delivery overemphasised

What can we learn from the UK?



- Back up obligations to carers in the Carer Recognition Act (2010) with legally binding legislation and defined actions to support carers
- Extend additional service types to carers to be accessed in their own right, i.e. domestic assistance, meals services, case management, care coordination, carer centred respite, funding for equipment/participation technologies.
- Introduce carer assessments, support plans and personalised budgets for all carers
- Fund and engage local councils to fulfil local need (particularly regarding social isolation and employment and education)
- Extend packages to all “people requiring care and support”?



Tom Hinton | Policy and Development Officer

tomh@carersnsw.org.au

02 9280 4744

www.carersnsw.org.au