



Part of the NSW Health Carers Program in partnership with the Department of Ageing, Disability and Homecare

## Who is a Carer ?

*"Many Carers do not identify with the term "Carer" they see themselves as a husband, wife, parent, son, daughter, good neighbour or friend"*



**1 in 5 people are Carers at some stage of their lives**

**Carers save the NSW economy about \$6 billion annually**

**Caring tends to be a long-term commitment...**

## NSW Carers Action Plan- 2007 -2012



NSW Government's commitment to carers, recognising that support for carers crosses a range of policy areas such as ageing, community support, health, education, transport and industrial relations.

**Carers are everyone's business**

### Priority # 1

## Carers are recognised, respected and valued

- Carer identification on admission- forms/ eMR
- Recognising carer needs and the impact of caring
- Identifying and reducing barriers to the health service...



## Celebrate



National Carers Week in October.

Is an opportunity for us all to

Recognise Respect & Value

Carers accessing our services.



## Priority # 2

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### Hidden carers are identified and supported

- Strategies for recognition of hidden carers (CALD, ATSI, older males & young people): carer resources in community languages
- Provide information to staff and carers
- Projects designed to seek out hidden carer groups, working with community partners (eg. NGOs, RACFs Neighborhood Centres)

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### Information & Resources for Carers



- Information across the area health service/s
- Developed with unit staff
- Monitored & resourced by CSU
- Carer identification
- Carer empowerment

## Priority #3

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### Services for Carers and the people they care for are improved.

- Patient Carer Experience – Redesign Program - Identified Falls Risk & Nutrition as issues
- Staff education & Inservices
- Community linkages & partnerships – TAFE, Community Organisations
- Promote Carer independence & empowerment

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### Support Groups & Services Directory



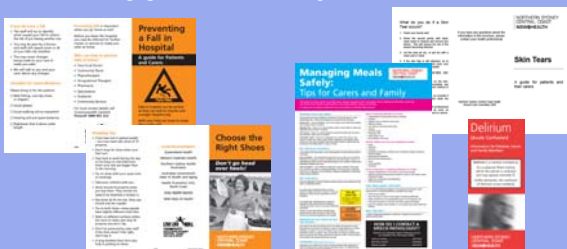
- Supports for carers & the person they assist
- Available via CSU Internet & Division of GPs websites
- Ready access to carers & community for feedback

## Priority # 4

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### Carers are partners in care

Promote engagement of carers as partners in care



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### Top 5 – Inpatient project



A process to identify & engage the carer to assist staff to determine up to five "strategies" that promote individualized care to a patient with cognitive impairment.



## Priority #5

### Carers are supported to combine caring and work

#### Workforce Carer Project

- Supports staff who balance work & care
- Raises Carer awareness
- Highlights the role of carers
- Supports staff in engaging with carers



## What can CSU do for you?

- Provide tailor made professional development & in-services to your staff
- Working with Carers Training Package – DADHC & Carers NSW
  - ✓ Carers in Society
  - ✓ Why support Carers
  - ✓ Who are Carers
  - ✓ The Caring experience
  - ✓ How to support carers



## We can also.....

- Offer support to workforce-carers
- Provide education and mentorship for "patient/carer experience"
- Provide a link to the voice of carers for service development & evaluation
- Provide access to up-to-date carer resources; research & policy directives

## Resources

#### Carer Support Intranet site



#### Carer Support Internet site

<http://www.nscchhs.health.nsw.gov.au/carersupport/default.shtml>

## Carer Support Unit Central Coast

Dr Sian Keane – Manager Carer Support

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Margot Lipscombe – CSO  
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