



Tasmanian Carer Action Plan 2013 - 2018

Progress Report

DECEMBER 2014

I. Introduction

Tasmanian carers play a vital role in our community, but many people do not recognise the challenges carers face every day. Carers are not a homogenous group of people; they come from a range of linguistic, cultural, sexual and socio-economic backgrounds; they range from children to seniors; they may be in full-time or part-time employment, or provide care on a full-time basis. The needs of carers are just as diverse, variable and dynamic. It is crucial to recognise and understand carers' needs so as to provide appropriate and relevant support for them.

| Caring in Tasmania | |
|--|----------------------------------|
| Estimated number of carers | 66 200 carers (13.3 per cent) |
| Carers living in outer regional or remote areas | 22 600 carers (34.1 per cent) |
| Workforce participation rate: | |
| <ul style="list-style-type: none"> • All carers • Primary carers | 56.4 per cent 40.1 per cent |

ABS (2009) Survey of Disability, Ageing and Carers

In response to the needs of carers, the Tasmanian Government developed the *Tasmanian Carer Policy 2013* (the Policy) and the *Tasmanian Carer Action Plan 2013-2018* (Action Plan) to support its implementation. In addition, the Carer Advisory Council was established to support implementation of the Action Plan. The Council is raising awareness of the Policy and Action Plan and providing advice to Tasmanian Government agencies in developing policies and initiatives that are relevant and accessible.

The Policy aims to increase recognition of carers, improve services and support to carers and to use carer's care-provision experience to inform services and service delivery.

The Action Plan is structured around the objectives and principles of the *Tasmanian Carer Policy 2013*. The priorities for Government actions are as follows:

- Priority 1 – Recognition and respect for carers
- Priority 2 – Information and support for carers
- Priority 3 – Carer participation in decision-making processes
- Priority 4 – Develop organisational skills and knowledge



The Action Plan outlines the Tasmanian Government's commitment to improving the quality of life of carers.¹

The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers 2012

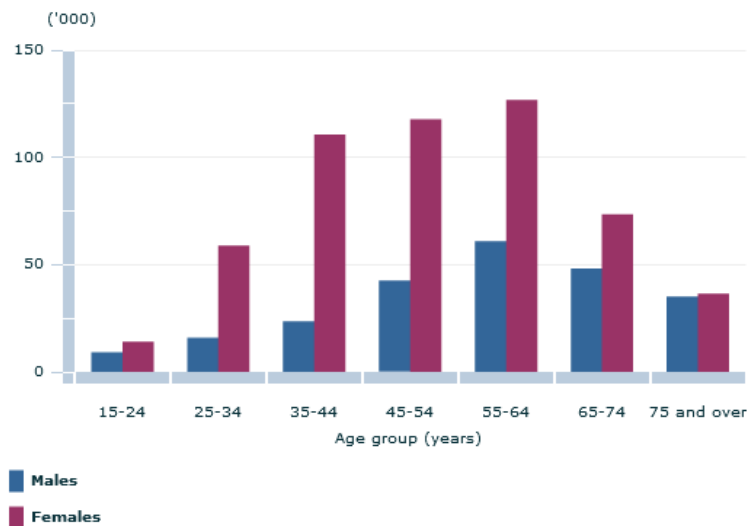
The 2012 Survey of Disability, Ageing and Carers (SDAC) was the seventh comprehensive national survey conducted by the Australian Bureau of Statistics (ABS) to measure disability. The data provides a picture of caring in Australia.

- Almost 2.7 million Australians were carers in 2012 (12%), with 770,000 (3.4%) identified as primary carers.
- Females made up the majority of carers, representing 70% of primary carers and 56% of carers overall.
- Carers were most likely to be aged 55 to 64 years (21% of carers).
- Just over one third (37%) of primary carers had a disability compared with 16% of people who weren't carers.
- Around four in 10 (39%) reported spending 40 hours or more per week providing care.
- The labour force participation rate for primary carers (42%) and other carers (63%) was lower than that for non-carers aged 15 years or more (69%).
- Primary carers were more likely to be the partner of their main recipient, compared to any other relationship (43%). Two thirds of male primary carers were the partner of the recipient of their care (65%). Female primary carers were just as likely to be the parent of the recipient (32%) as the partner (34%).

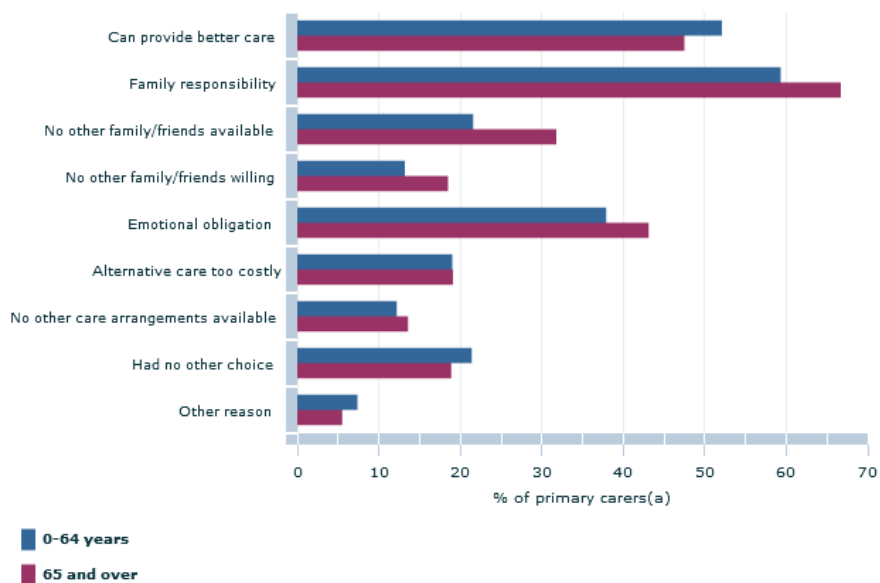
ABS (2012) Survey of Disability, Ageing and Carers

¹ As defined in Section 3 of the Carer Policy

Graph 1: Primary carers in Australia by sex and age



Graph 2: Primary carers – reasons for taking on carer role (by age)



A primary carer is defined by the ABS as a person of any age who provides the most informal assistance, in terms of help or supervision, to a person with one or more disabilities. The assistance must be ongoing, or likely to be ongoing, for at least six months and be provided for one or more of the core activities (communication, mobility and self-care).

The 2012 SDAC is available at:
www.abs.gov.au/ausstats/abs@.nsf/Lookup/4430.0Chapter4002012

2. Reporting

To ensure accountability, all Tasmanian Government agencies are required to report annually on their performance against the actions set out in the Action Plan.

This Report outlines the achievements of Tasmanian Government agencies against the Action Plan initiatives that the Tasmanian Government has committed to over the next four years to benefit the lives of Tasmanian carers. The Report also includes activities of Government Business Enterprises (GBEs) and State Owned Companies (SOCs), which are supporting the implementation of the Action Plan.

To determine the effectiveness and future of the Policy and Action Plan, an evaluation will be undertaken, as soon as practicable, after five years of implementation. The development and success of agencies' implementation plans will be critical to this evaluation.

3. Background

The four priority areas of the Action Plan include 12 actions and 41 initiatives. Six are whole-of-government actions in recognition that all spheres of government have a critical role to play in providing infrastructure and support for Tasmanian carers.

The Department of Education (DoE) and the Department of Health and Human Services (DHHS) are responsible for 26 and 22 initiatives respectively. The Department of Premier and Cabinet (DPAC) has 17 initiatives to implement, and the Department of Police and Emergency Management (DPEM) and the Department of Justice (DoJ) both have seven initiatives for implementation.



The GBEs and SOCs have implemented the whole-of-government initiatives.

This Report provides a snapshot of implementation by Tasmanian Government agencies, GBEs and SOCs.

A full summary of implementation is provided at Appendix I.

3.1 IMPLEMENTATION OF THE ACTION PLAN

To support implementation of the Action Plan, the Parliamentary Secretary to the Premier, Guy Barnett MP, wrote to all agencies in April 2014, highlighting the range of actions to be taken to promote a supportive workplace for Tasmanian Government employees with caring responsibilities.

DPAC provided support and advice to agencies in relation to the implementation of initiatives. A package of resources provided to agencies, GBEs and SOCs included information, contact details and links to websites of organisations that provide support, information, advice or assistance for carers, such as Carers Tasmania and Mental Health Carers Tasmania.

The package is provided at Appendix 2.

The Parliamentary Secretary also requested agencies report on their implementation progress by September 2014.

Agency status reports were also requested through members of the Carer Policy and Action Plan Inter-departmental Committee (IDC), which is chaired by DPAC and has representatives from DHHS, DoJ, DoE and DPEM.

3.2 MEASURING PROGRESS

Six Tasmanian Government agencies provided status reports: DoE, DHHS, DoJ, DPEM, DPAC and the Department of Treasury and Finance (DTF).

Reports were also received from seven GBEs and SOCs: Hydro Tasmania (Hydro Tas), the Motor Accident Insurance Board (MAIB), the Port Arthur Historic Site Management Authority (PAHSMA), the Public Trustee (PT), the Tasmanian Public Finance Corporation (TASCORP), the Tasmanian Ports Corporation Pty Ltd (TasPorts) and Tasmanian Railway Pty Ltd (TasRail).

4. Progress

4.1 TASMANIAN GOVERNMENT AGENCIES

Tasmanian Government agencies have shown a strong commitment to the Action Plan. The status reports clearly show all agencies recognise the important role of carers and support their employees to balance their work and caring roles. The six whole-of-government initiatives have all been actioned or completed.

Table 1: Status of whole-of-government initiatives

| Initiatives | DoE | DHHS | DoJ | DPEM | DPAC | DTF |
|---|-----------|-----------|-----------|------------------------|-----------|------------------------|
| 1.1.1 <i>Provide carer awareness information as part of agencies induction programs for new employees. Utilise the Carer Aware website and videos as resources for induction.</i> | Completed | Completed | Actioned | Completed | Actioned | Actioned |
| 1.1.2 <i>Support and promote National Carers Week (October) to improve the recognition of carers.</i> | Completed | Completed | Actioned | Completed | Completed | Completed |
| 2.1.1 <i>Ensure that information for carers is accurate, up-to-date, accessible and provided in a number of formats, particularly as Tasmanian transitions to the NDIS.</i> | Completed | Completed | Completed | Completed | Completed | Completed |
| 2.3.1 <i>Promote awareness of support organisations for carers to all staff.</i> | Completed | Completed | Completed | Completed | Completed | Completed |
| 2.3.6 <i>Ensure that there are human resource policies in place to support staff who have caring responsibilities.</i> | Completed | Completed | Completed | Completed/ Actioned | Completed | Completed/ Actioned |
| 2.3.8 <i>Encourage staff to support colleagues/individuals who have caring responsibilities</i> | Completed | Actioned | Completed | Completed | Completed | Completed/ Actioned |

Agencies performed strongly in promoting the health and wellbeing of carers, in particular promoting awareness of support organisations available for carers and ensuring human resource (HR) policies are in place to support staff with caring responsibilities. It is evident that agencies have ensured the information is accurate, accessible and up-to-date, both on intranet sites and in hard copy.

All agencies already had carer information incorporated into their HR policies. However, all agencies have been proactive in promoting these HR policies to staff. To ensure relevancy and improve access, all HR policies were reviewed or are due to be reviewed to identify additional measures to support staff with caring responsibilities.

Workplace flexibility policies are a common support mechanism available to staff with caring responsibilities in agencies. This includes flexible working hours or working from home. Agencies recognise these policies make a significant difference to a carer, their family and the person they care for.



Agencies have built on the existing carer awareness information available to staff with a strong commitment to promoting resources, particularly through departmental intranets. These websites inform carers and interested staff about how to access information and the wide range of organisations available to carers seeking support, advice or assistance.

DoE's *Support for Employees with Carer Responsibilities* is an internal webpage for its employees. The website provides links to a range of organisations available to carers seeking support, information, advice or assistance.

The implementation of these actions, along with providing carer information as part of induction programs for new employees - which agencies have also actioned - will create workplaces where the roles of carers and the support available to them is known by all staff. This will enable the objectives and principles of the Carer Policy to become a key element of the culture of Tasmanian Government agencies.

4.2 IMPLEMENTATION HIGHLIGHTS

All agencies support National Carers Week, a time to recognise and celebrate the outstanding contribution of carers, as well as to educate and raise awareness about the diversity of carers and their caring roles. Recognition of this annual event will further raise the profile of carers within the Tasmanian State Service.

Taroona High School recognised and celebrated young carers at an assembly during National Carers Week in October 2014. The school band performed the 'Carers song' and young Carer Ellen Holmes spoke at the assembly. Ellen was awarded the Young Carer Award at a National Carer Awards ceremony in November 2014. Footage of the performance and Ellen's talk has been uploaded to the school and Department websites.

Disability and Community Services (DCS) in DHHS promoted the National Carers Awards throughout the Department and to the specialist disability services sector. DCS held a morning tea in celebration and support of carers which featured 'careroke'!



There are established whole-of-government and agency specific frameworks in place to support carers' participation in decisions that affect them. Examples include the Tasmanian Government Community Engagement Framework and the DHHS Consumer, Carer and Community Engagement Framework.

The Department of Primary Industries, Parks, Water and Environment conducted a lunchtime workshop on the role of carers in November 2014. The workshop included information on the support and resources available for carers.

The Mental Health, Alcohol and Drug Directorate (MHADD) in DHHS funds Mental Health Carers Tasmania (MHCTAS) to provide support, information and referral information to family members and carers of people with mental illness.

DPAC has commenced work on the development of a whole-of-government communications strategy to promote the Tasmanian Carer Policy and Five Year Action Plan.

DPAC has provided funding to Carers Tasmania to support the establishment of the Carers Advisory Council to assist in responding to the needs of Tasmanian carers.

DPEM's welfare officer and psychologist, who are available to DPEM staff to provide advice and support, have been advised of the Carer Policy and provided with carer information.

The State Emergency Service (SES) is leading the Vulnerable Person Project working group, which is finalising a framework to assist local emergency management committees to identify, locate and reach vulnerable people in an emergency.

DoE school psychologists and social workers are available to work with student carers to provide information and assist with access to community organisations and arranging flexible learning programs to ensure they continue to receive their education.

The Gateways are funded by DHHS to provide support to grandparents and other relative carers who have had a grandchild or younger relative come into care. The program provides brief intervention and support to grandparents or relative carers who are experiencing difficulties and require assistance.

The Tasmanian Companion Card entitles eligible people with a lifelong disability to a free ticket for their companion carer at participating venues and events, supporting people with a disability access community venues, activities and events. As of September 2014, there were 1 264 Tasmanian cardholders and 203 Tasmanian business affiliates.



DTF is exploring additional flexible work options to provide further support to employees with caring responsibilities.

The Guardianship and Administration Board and Legal Aid (DoJ) are able to assist carers with information about matter such as enduring powers of attorney and the making of wills. Legal Aid has run information sessions on these matters.

DHHS funds advocacy and support for carers in their caring role through Carers Tasmania and Advocacy Tasmania.

4.3 TASMANIAN GOVERNMENT BUSINESS ENTERPRISES AND STATE OWNED COMPANIES

All seven reporting GBEs and SOCs have actioned or completed implementation of the whole-of-government initiatives.

There were strong performances in promoting the health and wellbeing of carers, in particular creating awareness of support organisations for carers among staff and ensuring human resource policies are in place to support staff with caring responsibilities. There was also a strong commitment to ensuring that the information was accurate, up-to-date and accessible, available both on intranet sites and in hard copy.

TasRail's HR Strategy identifies the need to review and enhance the current induction process for all new employees. TasRail currently provides the National Employment Standards – Information Statement to all new employees, which contains the minimum employee entitlements for those with caring responsibilities. An aim of the induction review is to provide additional carer awareness information to all new employees. The review is due for completion by July 2015.

All organisations have been proactive in providing carer information as part of induction programs for new employees. For example, MAIB's Induction and Orientation Policy and Health and Safety Induction Program for new employees includes information about carer awareness and all new employees are provided with a copy of the Carers Resources information sheet.

Organisations provide flexible working conditions to support employees with caring responsibilities. For example, Hydro Tas offers employees flex-time and time-in-lieu, flexible hours, job-sharing, working from home, leave without pay and phased in retirement. Hydro Tas also provides an Employee Assistance Program, Workplace Support Officers and a Healthy Business program to employees. In addition to flexible working conditions, PT employees may request support specific to their caring requirements

All organisations actively promoted National Carers Week. TasPorts used National Carers Week to promote the Tasmanian Carer Plan and the initiatives to be undertaken as part of the Action Plan.

5. Going forward

The requirement for agencies to provide a status report has provided an opportunity to assess how government can work effectively to deliver the necessary support and services for carers.

As this report highlights, agencies have taken the first steps in creating an environment and culture that is aware and appreciative of the role of carers, as well as being supportive of staff who are carers.

While there are responsive initiatives in place, which have all been achievable within agency budgets, there is a need to do more. The challenge for agencies is to build on the foundations established in this first year of implementation.

Going forward, reporting will focus on initiatives that may not have commenced or are currently in the early stages of development.

Developing the Action Plan has reinforced the invaluable contribution carers make to our society.

With an ageing population, the demand for carers in Tasmania will increase. Therefore, it is encouraging that government agencies and government entities are committed to supporting the incredible work of carers and addressing the challenges and opportunities they face.



Appendices

Appendix 1

RESPONSES OF TASMANIAN STATE GOVERNMENT
AGENCIES, GOVERNMENT BUSINESS ENTERPRISES AND
STATE OWNED COMPANIES

Appendix 2

CARER RESOURCES

Acronyms

| | |
|-----------|--|
| DoE | Department of Education |
| DHHS | Department of Health and Human Services |
| DoJ | Department of Justice |
| DPAC | Department of Premier and Cabinet |
| DPEM | Department of Police and Emergency Management |
| DTF | Department of Treasury and Finance |
| CSRT | Communities, Sport and Recreation Tasmania |
| DCS | Disability and Community Services |
| MHADD | Mental Health, Alcohol and Drug Directorate |
| SES | State Emergency Service |
| Hydro Tas | Hydro Tasmania |
| MAIB | Motor Accident Insurance Board |
| PAHSMA | Port Arthur Historic Site Management Authority |
| PT | Public Trustee |
| TASCORP | Tasmanian Public Finance Corporation |
| TasPorts | Tasmanian Ports Corporation Pty Ltd |
| TasRail | Tasmanian Railway Pty Ltd |
| COPMI | Children of Parents with Mental Illness |
| HACC | Home and Community Care |
| MHCTAS | Mental Health Carers Tasmania |
| NDIS | National Disability Insurance Scheme |
| PDAC | Premier's Disability Advisory Council |

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Tasmanian Government agencies

| ACTION 1.1: PROMOTE AWARENESS OF CARERS, THEIR ROLE AND NEEDS | | |
|---|---|--------------|
| 1.1.1 | Provide carer awareness information as part of agencies induction programs for new employees. Utilise the Care Aware website and videos as resources for induction. | All agencies |
| DoE | Completed Information for employees with carer responsibilities is now included in the Department's employee induction module. | |
| DHHS | Completed Care Aware material promoted on the HR intranet site. | |
| DoJ | Actioned Information and a link to the Carers Tasmania website is provided on the intranet. Information for carers is covered as part of the employee benefits section of induction. | |
| DPEM | Completed A review of the State Service Induction Program has been undertaken and the program now includes a carer awareness package and the Carer Policy. The recruit training curriculum now includes a component ensuring awareness of the Carer Policy and information package. | |
| DPAC | Actioned New draft Induction Checklist and Induction package and resources are nearing completion. Package scheduled to be approved and launched by the end of 2014. | |
| DTF | Completed/Actioned A review of the induction program to identify opportunities for inclusion of carer information is to be completed by December 2015. Information on personal leave, including carers leave, is currently provided as part of the induction program. To support the induction program, an intranet site dedicated to carer resources and support information has been published and promoted to employees. The Care Aware website and videos have also been promoted on the Health and Wellbeing intranet page. | |

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| 1.1.2 | Support and promote National Carers Week (October) to improve the recognition of carers. | All agencies |
| DoE | Completed National Carers Week 2014 was promoted through a range of forums. | |
| DHHS | Completed A range of activities were organised to celebrate National Carers Week. Activities focused on the 'Take a break for Carers' theme, linking employees who are carers to the Care Aware website and Department's online resources supporting carers. | |
| DoJ | Actioned National Carers Week will be included as part of the development of a health and wellbeing program. Carers Week 2015 will be added to a calendar of events as part of the program. | |
| DPEM | Completed Actioned for National Carers Week 2014. | |
| DPAC | Completed An intranet story promoting an awareness of Carers Week 2014 was published on the intranet. Carers Week 2014 was promoted on the Seniors Card Facebook page, managed by CSRT. | |
| DTF | Completed An email was sent to all staff promoting Carers Week and it was also promoted on the intranet. National Carers Week will be included as part of the Health and Wellbeing Program Plan. | |
| 1.1.3 | All schools and senior secondary schools support and promote Carers Week (October) to improve recognition of carers, including young student carers, through posters, guest speakers and newsletter articles. Utilise the Care Aware website and videos as a resource for raising awareness of the responsibilities of young carers. | DoE |
| DoE | Completed National Carers Week 2014 was promoted through a range of forums, including a celebration of young carers at Tarooma High School. | |

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| I.1.4 | Use appropriate award and celebration opportunities to include recognition of carers. | DoE / DHHS / DPAC |
| DoE | <p>Actioned</p> <p>The Department continues to look for appropriate opportunities, such as assemblies, events and corporate morning teas.</p> | |
| DHHS | <p>Completed/Actioned</p> <p>The Department's Disability and Community Services (DCS) promoted the National Carers Awards throughout the Department and to the specialist disability services sector. The awards are auspiced by the Commonwealth Department of Social Services, Carers Australia and Families Australia.</p> <p>The Department is working towards the inclusion of an additional category for Carers in Innovation Award for 2014-15.</p> | |
| DPAC | <p>Completed/Actioned</p> <p>Communities, Sport and Recreation Tasmania promoted the role of carers to networks, including the Southern Cross Young Achiever Awards program, International Women's Day, Women's Honour Roll, Seniors Week and the Tasmanian Human Rights Awards.</p> | |
| I.1.5 | Work with Children of Parents with Mental Illness (COPMI) to implement and promote a range of evidence-based initiatives to government and community sector service providers as a resource to inform support for young carers. | DoE/DHHS |
| DoE | <p>Actioned</p> <p>The Department promotes the COPMI e-learning package <i>Keeping Families and Children in Mind</i> to young carers through a link on the Department's website.</p> | |
| DHHS | <p>Actioned</p> <p>The Mental Health, Alcohol and Drug Directorate (MHADD) is working with COPMI to deliver a statewide evidence-informed implementation framework for the Let's Talk About Children Program (Let's Talk). This program provides access to quality, evidence-based interventions for parents with a mental illness. MHADD will consult and work collaboratively with a range of stakeholders including the Chief Psychiatrist, Adult Mental Health Services and relevant community sector organisations to implement and promote this initiative.</p> | |

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| 1.1.5 <i>continued</i> | Work with Children of Parents with Mental Illness (COPMI) to implement and promote a range of evidence based initiatives to government and community sector service providers as a resource to inform support for young carers. | DoE/DHHS |
| DHHS <i>continued</i> | From September 2014 to February 2015, state-based workshops in the 'Let's Talk about Children' intervention will be organised for Champions. Between November 2014 and April 2015, Champions will attend state-based implementation workshops to support the development of local implementation plans. In March 2015, Champions will be asked to gain practical experience (where appropriate) of Let's Talk and reflect on potential barriers and opportunities for Let's Talk within their organisation. MHADD is also promoting the implementation of the COPMI e-learning package 'Keeping Families and Children in Mind' to government and community service providers. This package is a resource to inform support for young carers and continues to be implemented in response to identified needs. This will occur in collaboration with relevant community sector organisations, Chief Psychiatrist, Adult Mental Health Services and national COPMI staff. | |
| 1.1.6 | Promote and raise awareness of the Companion Card Program to Tasmanian businesses. | DPAC |
| DPAC | Completed As of 30 September 2014, there were 203 Tasmanian business affiliates. | |

| ACTION 1.2: PROMOTE THE TASMANIAN CARER POLICY AND ACTION PLAN | | |
|---|--|------|
| 1.2.1 | Develop a communications strategy to promote the Tasmanian Carer Policy and Five-Year Action Plan to all Tasmanian Government agencies; local government; Government Business Enterprises and State Owned Companies; and, Tasmanian Government funded service providers. | DPAC |
| DPAC | Actioned A draft communications strategy is being developed. | |
| 1.2.2 | Provide funding of \$50 000 per annum to Carers Tasmania to establish a Carers Advisory Council and to build its capacity to effectively respond to the needs of Tasmanian carers. | DPAC |
| DPAC | Completed Funding has been provided to Carers Tasmania through a three-year Funding Agreement (2014-16). | |

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| ACTION 2.1: PROVIDE CURRENT INFORMATION TO CARERS | | |
|---|---|--------------|
| 2.1.1 | Ensure that information for carers is accurate, up-to-date, accessible and provided in a number of formats, particularly as Tasmania transitions to the National Disability Insurance Scheme (NDIS). | All agencies |
| DoE | <p>Completed</p> <p><i>Support for Employees with Carer Responsibilities</i> is an internal webpage for staff. The website provides links to a range of organisations available to carers seeking support, information, advice or assistance.</p> <p>Within schools, support staff provide information to young carers.</p> | |
| DHHS | <p>Completed/Actioned</p> <p>MHADD provides funding to Mental Health Carers Tasmania (MHCTAS) to provide support, information and referral information to family members and carers of people with mental illness.</p> <p>MHADD publishes a comprehensive Consumer, Carer and Family Support Guide, which is available through government services and community sector stakeholders across Tasmania. This publication is currently being revised with the revised edition is due for release by December 2014.</p> <p>MHADD is developing a quarterly electronic publication specifically aimed to inform mental health consumers, their family members and carers, as well as the broader community. This publication will be in addition to regular e-communications to distribute relevant news and updates. These resources will be promoted through a network of stakeholders, including carer specific organisations.</p> <p>Palliative Care has developed a range of factsheets for patients, carers and families covering the physical and psychological aspects of end-of-life care.</p> <p>Information relating to NDIS was published on the Department's website including links to the NDIS website and fact sheets.</p> <p>The Disability and Community Services Unit is undertaking a website redevelopment to support easier access to information for consumers, including carers.</p> <p>The Tasmanian Home and Community Care (HACC) Program manuals have identified carers as a special needs group. The Tasmanian HACC Program Booklet, <i>Explaining the HACC Program</i>, contains information to assist carers. The Tasmanian HACC Program provides funding to Carers Tasmania to act as a reliable source of information and advice to carers.</p> | |

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|---------------------------|---|--------------|
| 2.1.1 <i>continued</i> | Ensure that information for carers is accurate, up-to-date, accessible and provided in a number of formats, particularly as Tasmania transitions to the National Disability Insurance Scheme (NDIS). | All agencies |
| DoJ | Completed Information for employees who are carers is available on the intranet. There are links to the employee assistance program and organisations that provide support, information, advice and assistance, including: Carers Tasmania, the Mental Health Council of Tasmania and the NDIS | |
| DPEM | Completed Information included on Tasmania Police and State Emergency Service intranet sites which provide links to the Carer Policy, Action Plan, information package and the Care Aware website. | |
| DPAC | Completed A carers' resources webpage was added to the HR intranet page and provides links to both the NDIS and State Disability Services information, as well as a range of other community resources and organisations. | |
| DTF | Completed/Actioned The Health and Wellbeing intranet page and resources has been updated to include information on carer resources and support. A quarterly update for managers and supervisors will be provided including carer awareness information. | |
| 2.1.2 | Develop a web page on young carers needs and support services as a resource for schools and senior secondary schools to support young student carers and their families about care options, including services and community supports. | DoE |
| DoE | Completed The Department hosts a website for student carers that provides information and links for young carers about how they can access assistance from school and the wide range of organisations available to student carers seeking support, advice or assistance. An educational poster is being developed for the 2015 school year. | |

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| 2.1.3 | Assist carers with information about matters such as enduring powers of attorney and the making of wills. | DoJ |
| DoJ | <p>Actioned</p> <p>Functions of the Guardianship and Administration Board functions include: giving advice and directions to guardians, administrators, enduring guardians and enduring attorneys, registration of enduring guardianships, reviewing and, if necessary, revoking or altering an existing enduring power of attorney or enduring guardianship, creation of statutory wills and, in the case of unlawful detention of persons with a disability, ordering their removal to a safe place.</p> <p>Legal Aid assists eligible people with enduring powers of attorney and wills and often run information sessions on the topics.</p> | |
| 2.1.4 | Invite carer support organisations to address Managers Schools Support and Professional Support staff in regional forums on the needs of young student carers. | DoE |
| DoE | <p>Completed</p> <p>The Chief Executive Officer of Carers Tasmania addressed a Managers School Support meeting in September 2014.</p> | |
| 2.1.5 | Schools and senior secondary schools, at their discretion, encourage student carers to make contact with carer support organisations. | DoE |
| DoE | <p>Completed</p> <p>The Department hosts a website for student carers that provides information and links for young carers about how they can access assistance from school and the wide range of organisations available to student carers seeking support, advice or assistance.</p> <p>School psychologists and social workers are available to work with student carers to provide information, assist with access to community organisations and where necessary, assist with arranging flexible learning programs or develop personal learning plans with students.</p> | |

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|-------|---|-----|
| 2.1.6 | Schools and senior secondary schools to promote support information and programs such as the Carers Australia Young Carers website and Young Carers Program; the COPMI eLearning package <i>Keeping Families and Children in Mind</i> ; and Tasmanian Government funded support and educational groups for young carers such as Champs Camps and Taz Kids Clubs, delivered through Anglicare, to young carers as needed. | DoE |
| DoE | <p>Completed</p> <p>The Department hosts a website for student carers that provides information and links for young carers about how they can access assistance from school and the wide range of organisations available to student carers seeking support, advice or assistance.</p> <p>School psychologists and social workers are available to work with student carers to provide information, assist with access to community organisations and where necessary, assist with arranging flexible learning programs or develop personal learning plans with students.</p> | |

| ACTION 2.2: PROVIDE ACCESS TO TRAINING, ADVICE AND SUPPORT TO CARERS | | |
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| 2.2.1 | Where appropriate, provide information to carers on opportunities to further develop their skill in providing care that is safe, positive and valuing. eg First Aid, grief and loss; suicide prevention; mental illness and caring; safe lifting; personal care; life planning; and coping skills. | DoE / DHHS |
| DoE | <p>Actioned</p> <p>Support staff and schools promote awareness of programs available to young carers, such as first aid, training, grief and loss, mental health personal care and life planning.</p> | |
| DHHS | <p>Completed</p> <p>MHCTAS is funded by MHADD to build the capacity of family members and carers in relation to their caring and supporting roles. This includes developing the capacity of carers to undertake their caring and support roles, promoting self-care, gaining access to education regarding mental illness and accessing appropriate support.</p> <p>MHADD publishes a Sudden Loss Support Kit which is available from a broad range of government and community sector organisations.</p> <p>The Tasmanian Home and Community Care Program has provided funding for the Carers' CARE program; a DVD and resource package that teaches skills and strategies and identifies useful resources to help carers manage the challenging situations they can face in looking after someone with dementia.</p> | |

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| 2.2.2 | Provide carers and former carers of working age with effective training and support to re-enter the workforce or upgrade their skills. | DoE |
| DoE | <p>Completed / Actioned</p> <p>There are a number of strategies to support all students, including student carers, enter post-school training and further education. Through the My Education approach to career development, students are assisted to identify their personal interests, values, strengths and aspirations and learn how to use this knowledge to connect them with where they want to go.</p> <p>The internal webpage <i>Support for Employees with Carer Responsibilities</i> provides links to a range of organisations available to carers seeking support, information, advice or assistance including effective training and support programs for carers re-entering the workforce or upgrading their skills.</p> | |
| 2.2.3 | Continue to provide flexible education options to young student carers to support them with their education while they undertake their caring responsibilities. | DoE |
| DoE | <p>Completed</p> <p>School psychologists and social workers are available to work with student carers to provide information, assist with access to community organisations and where necessary, assist with arranging flexible learning programs or develop personal learning plans with students.</p> <p>School principals and clerical staff are aware of student carers and support and understand lateness/non-attendance by these students.</p> | |
| 2.2.4 | School support workers, social workers and school psychologists to continue to provide advice and support to student carers. | DoE |
| DoE | <p>Completed</p> <p>School psychologists and social workers are available to work with student carers to provide information, assist with access to community organisations and where necessary, assist with arranging flexible learning programs or develop personal learning plans with students.</p> | |
| 2.2.5 | Develop strategies to assist young student carers enter post-school training and further education. | DoE |
| DoE | <p>Completed</p> <p>There are a number of strategies to support all students, including student carers, enter post-school training and further education, such as Workplace Learning activities, school-based apprenticeships, Vocational Education and Training in schools and trade training centres.</p> <p>Through the My Education approach to career development, students are assisted to identify their personal interests, values, strengths and aspirations and learn how to use this knowledge to connect them with where they want to go.</p> | |

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| ACTION 2.3: PROMOTE THE HEALTH AND WELLBEING OF CARERS | | |
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| 2.3.1 | Promote awareness of support organisations for carers to all staff. | All agencies |
| DoE | <p>Completed</p> <p>The internal webpage <i>Support for Employees with Carer Responsibilities</i> provides links to a range of organisations available to carers seeking support, information, advice or assistance including effective training and support programs for carers re-entering the workforce or upgrading their skills. The website is promoted through InfoStream and the Early Years and Schools newsletter.</p> <p>The Department promotes a positive and supportive attitude towards carers and workplace flexibility, recognising that this may make a significant difference to a carer, their family and the person they care for.</p> | |
| DHHS | <p>Completed</p> <p>Mental Health Services and Alcohol and Drug Services and Forensic Mental Health Services' staff are encouraged to refer family members and carers to carer support services including Carers Tasmania and Mental Health Carers Tasmania. Links to carer support organisations are available through the Department's website.</p> <p>The Elder Abuse Strategy has promoted the identification of additional supports and services where risk of Elder Abuse is identified. It also identifies situations where older people may be experiencing abuse from the people for whom they care.</p> <p>Monthly Home and Community Care Forums attended by Tasmanian Health Organisations and non-government organisations provide an opportunity to discuss carer issues, and for Carers Tasmania to promote the role of carers.</p> | |
| DoJ | <p>Completed</p> <p>Information for employees who are carers is available on the intranet. There are links to the employee assistance program and organisations that provide support, information, advice and assistance, including: Carers Tasmania, the Mental Health Council of Tasmania and the NDIS.</p> | |
| DPEM | <p>Completed</p> <p>The intranet site has a carers' information package, links to support organisation and as part of Staff Support Services functions. The Department's welfare officer and psychologist have been advised of carer information and the policy and are available to provide advice and support.</p> | |

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| 2.3.1 <i>continued</i> | Promote awareness of support organisations for carers to all staff. | All agencies |
| DPAC | Completed A carers' resources webpage has been added to the HR ipac page and a story was published on the intranet to raise awareness of the resources. | |
| DTF | Completed The health and wellbeing intranet pages have been updated to include information on carer resources and support. An article will be distributed to staff in early 2015 is being developed to promote awareness of support organisations for carers. | |
| 2.3.2 | Provide and promote DoE support services to students who are carers. Support services include school counsellors, home-school liaison workers, youth workers and student welfare teams. | DoE |
| DoE | Completed The Department hosts a website for student carers which provides information and links for young carers about how they can access assistance from school and the wide range of organisations available to student carers seeking support, advice or assistance. Through the My Education approach to career development, students are assisted to identify their personal interests, values, strengths and aspirations and learn how to use this knowledge to connect them with where they want to go. The Department is working with Carers Tasmania to promote the Tasmanian Carer Action Plan to schools. | |
| 2.3.3 | Schools and senior secondary schools to promote appropriate support programs to young student carers to enable them to develop social and psychological supports including friendships, mentoring and opportunities for information. | DoE |
| DoE | Completed School psychologists, social workers and support workers at schools provide information and assist in obtaining support for student carers, including access to community organisations. Support staff and schools promote awareness of programs available to young carers, such as first aid, training, grief and loss, mental health personal care and life planning. Staff use <i>Keeping Families and Children</i> in mind to support young carers focus on caring for parents with a mental health issue. | |

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| 2.3.4 | Fund respite services for people requiring care in their own homes, in centres or in the form of recreational activities to promote health and wellbeing of people who require care and their carers. | DHHS |
| DHHS | <p>Completed</p> <p>The Department funds a variety of respite options (both centre-based and recreational respite) for children and young adults with disability. Respite is provided to approximately 470 people a year, at an annual cost of \$7 million.</p> <p>The Tasmanian Home and Community Care Program provides funding for respite care which totalled \$1 433 540 in 2013-14.</p> | |
| 2.3.5 | Continue to fund advocacy support for carers in their caring role. | DHHS |
| DHHS | <p>Completed</p> <p>MHADD funds MHCTAS to provide systemic advocacy from a mental health carer perspective. There is no specific funding to support individual advocacy for carers of people with mental illness.</p> <p>The Disability and Community Services Unit currently funds three advocacy services: that may assist families and carers.</p> <p>The Tasmanian HACC Program provides funding for Carers Tasmania, which totalled \$192 742 in 2013-14. The Tasmanian HACC Program also funded advocacy services for Tasmanian HACC clients including carers and care recipients which totalled \$167 462 in 2013-14.</p> | |
| 2.3.6 | Ensure that there are human resource policies in place to support staff who have caring responsibilities. | All agencies |
| DoE | <p>Completed</p> <p>Human resource policies support staff with a range of diverse needs including carers. The Department promotes a positive and supportive attitude towards carers and workplace flexibility, recognising that this may make a significant difference to a carer, their family and the person they care for.</p> | |
| DHHS | <p>Completed</p> <p>A Flexible Work Arrangements Procedure is offered by the Department, which facilitates the appropriate use of flexible work arrangements (such as the use of leave entitlements, participation in leave schemes, and changes to an employee's hours and patterns of work) to balance the employee's needs with the Department's operational requirements.</p> | |
| DoJ | <p>Completed</p> <p>The Employee Assistance Program is offered and promoted by the Department.</p> | |

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| 2.3.6 <i>continued</i> | Ensure that there are human resource policies in place to support staff who have caring responsibilities. | All agencies |
| DPEM | Completed / Actioned <i>The Tasmanian Police Equity and Diversity Policy</i> recognises the needs of employees to balance work and family responsibilities and promotes flexible work practices where appropriate. In addition, the 'Working From Home' guidelines, which may be utilised by carers, are being updated. | |
| DPAC | Completed A carers' resources webpage has been added to the HR intranet page | |
| DTF | Completed/Actioned The Department has updated part-time work guidelines to improve flexibility for employees and is exploring additional flexible work options to further support employees with caring responsibilities. | |
| 2.3.7 | Provide information and advice on the sport, recreation and physical activity opportunities available for carers, especially young carers, and the people receiving care. | DPAC <i>(previously DEDTA)</i> |
| DPAC | Completed/Actioned Advice was provided to carers on the benefits of physical activity for both themselves and those who they care for. Information and linkages were provided through the biannual Disability Sport and Active Recreation Networks forums. | |
| 2.3.8 | Encourage staff to support colleagues/individuals who have caring responsibilities. | All agencies |
| DoE | Completed <i>Support for Employees with Carer Responsibilities</i> is an internal webpage for staff. The website provides information on flexible work options and range of initiatives to support workplace diversity to support a healthy work-life balance. The website also links to a range of organisations available to carers seeking support, information, advice or assistance including effective training and support programs for carers re-entering the workforce or upgrading their skills. Information is also provided through the Early Years and Schools newsletter. | |

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| 2.3.8 <i>continued</i> | Encourage staff to support colleagues/individuals who have caring responsibilities. | All agencies |
| DHHS | <p>Completed / Actioned</p> <p><i>The Tasmanian Carer Policy and Action Plan</i> have been promoted to MHADD staff. Managers have demonstrated a commitment to supporting staff with caring responsibilities by ensuring all staff are aware of the provisions of a flexible work environment and the Carer's Leave Policy and support staff access to carer's leave.</p> <p>Information will be available to all staff on the intranet with an accompanying message from the Secretary and all Divisional Directors.</p> | |
| Doj | <p>Completed</p> <p>Information for employees who are carers is available on the intranet. There are links to the employee assistance program and organisations that provide support, information, advice and assistance, including: Carers Tasmania, the Mental Health Council of Tasmania and NDIS.</p> | |
| DPEM | <p>Completed</p> <p>An intranet notice was published which promoted support for staff with caring responsibilities.</p> <p>Staff Support Services provide advice and support.</p> | |
| DPAC | <p>Completed</p> <p>Carers' resources have been promoted to staff.</p> <p>An intranet story was published to raise awareness of the carers resources and of activities for Carers Week 2014.</p> | |
| DTF | <p>Completed / Actioned</p> <p>Intranet pages have been updated to include information on carer resources and support and a link to the Care Aware Workplace Initiative will be available on the Health and Wellbeing intranet page.</p> <p>Carers awareness information will be included in a quarterly Managers and Supervisors Work Health and Safety update about the role of managers in supporting colleagues/individuals who have caring responsibilities.</p> | |

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| 2.3.9 | Promote the Companion Card to people with disability with a life-long need for attendant care support, as a means of accessing community venues, activities and events. | DPAC |
| DPAC | Completed As of 30 September 2014, there were 1264 Tasmanian Companion Card holders and 203 Tasmanian business affiliates. | |

ACTION 2.4: BUILD NATURAL DISASTER PREPAREDNESS AND RESPONSE FOR CARERS

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| 2.4.1 | Build preparedness of carers (including young carers) and people receiving care in the event of a natural disaster. | DoE / DHHS / DPEM / DPAC |
| DoE | Actioned Support is available through professional support staff. Information is also available on the Department's website, social media channels and in school newsletters and communications. | |
| DHHS | Actioned Contributing to the consultation process being undertaken as part of development of the Framework for Vulnerable Persons in an Emergency. | |
| DPEM | Actioned The State Emergency Service (SES) is currently working on a Vulnerable Persons Project, which includes carers and people receiving care. The SES has been collaborating with the Red Cross, which has produced a 'RediPlan' document, aimed at assisting people to prepare themselves in the event of serious events. It is proposed to reference this document from the emergency services websites. | |
| DPAC | Actioned Communities, Sport and Recreation Tasmania participates in the Vulnerable Persons Project Working Group, which is finalising a framework to assist local emergency management committees to identify, locate and reach vulnerable people in an emergency by December 2014. | |
| 2.4.2 | Ensure student carers are aware of support available to them in the event of a natural disaster. | DoE |
| DoE | Actioned Support is available through professional support staff. Information is also available on the Department's website, social media channels and in school newsletters and communications. | |

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| ACTION 2.5: INCLUDE CARERS IN LOCAL COMMUNITIES | | |
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| 2.5.1 | Work with local government to provide opportunities to involve carers in community life and activities. | DPAC |
| DPAC | Completed Information on the importance of disability initiatives and opportunities have been provided through Premier's Physical Activity Council Local Government forums. | |

| ACTION 3.1: PROMOTE THE BENEFITS OF CARER PARTICIPATION | | |
|---|---|------|
| 3.1.1 | Promote to the health and community care professionals (including doctors, specialists, nurses and those with a prescribing role) the importance and value of involving carers at all levels of service delivery and at different stages of a care-recipient's life. | DHHS |
| DHHS | Completed MHADD employs a full-time senior consumer and carer liaison consultant to work with the Tasmanian Health Organisations, community sector stakeholders, consumers and carers to develop, implement and evaluate systemic policies and processes to ensure the engagement of carers in service delivery within the mental health, alcohol and drug and forensic sectors. MHADD funds MHCTAS to work with mental health service staff, both in the community and government, to promote and facilitate carer representation at all levels of service delivery and in policy and planning, including the selection of mental health staff. <i>The Consumer, Carer and Community Engagement Framework</i> lays the foundations to ensure consumers, carers and communities are at the centre of Tasmania's health and human services and they are engaged in the planning, development, deliver and evaluation of services. <i>The Strategic Framework for Health Workforce 2013 – 2018</i> includes a specific domain relating to patient and consumer-centred care and outlines four approaches that specifically note carers. | |

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| 3.1.2 | Develop and promote good examples of carer participation at all levels of decision-making. | DHHS |
| DHHS | <p>Completed</p> <p>MHADD provides funding to MHCTAS to promote and facilitate carer participation at all levels of decision-making.</p> <p><i>The Consumer, Carer and Community Engagement Framework</i> lays the foundations to ensure consumers, carers and communities are at the centre of Tasmania's health and human services and they are engaged in the planning, development, deliver and evaluation of services.</p> <p>A representative from Carers Tasmania has been part of the discussions in developing the Tasmanian HACC service delivery outcomes for home modification arrangements.</p> | |
| 3.1.3 | Promote the benefits of participation in decision-making to young student carers. | DoE |
| DoE | <p>Completed</p> <p>The Department hosts a website for student carers which provides information and links for young carers about how they can access assistance from school and the wide range of organisations available to student carers seeking support, advice or assistance.</p> <p>School psychologists and social workers are available to work with student carers to provide information, assist with access to community organisations and where necessary, assist with arranging flexible learning programs or develop personal learning plans with students.</p> | |

ACTION 3.2: INVOLVE CARERS IN PLANNING AND SERVICE DELIVERY

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| 3.2.1 | Facilitate the views, experience and knowledge of carers being considered in the support planning processes for people with disability. | DHHS |
| DHHS | <p>Completed</p> <p>The assessment and planning process undertaken by gateway services is holistic, considering the needs of the individual, their family and carers. Families and carers play a valuable role in the planning process. Where tensions arise between the opinions and interests of a client and their family and carer, the gateway services may seek the support of a family or individual advocate or refer the carer to Carers Tasmania for support.</p> | |

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| 3.2.4 | Where appropriate, identify carers as a key stakeholder group for consultation and engagement in the development and evaluation of government policies, programs and services that affect carers and/or the people receiving care. | DHHS / DoE / DPAC |
| DoE | Completed Departmental processes are in place to enable consultation with a range of stakeholders relevant to specific issues. | |
| DHHS | <p>Completed</p> <p>MHADD provides funding to MHCTAS to promote and facilitate carer participation at all levels of decision-making. MHADD contributes funding annually to Mental Health Australia and the National Mental Health Consumer and Carer Forum, to support participation at a national level. This includes providing support and funding to the Tasmanian Carer Representative on this national body. The Forum provides input to national policy and planning.</p> <p>The following policies and frameworks are promoted within services to provide direction to staff and organisations in relation to carer participation:</p> <ul style="list-style-type: none"> • National Standards for Mental Health Services 2010 • Tasmanian Consumer and Carer Participation Review 2009 • Fourth National Mental Health Plan: An agenda for collaborative government action in mental health 2009 – 2014 • National Mental Health Consumer and Carer Forum, Consumer and Carer Participation Policy • National Safety and Quality Health Service Standards (Australian Commission on Safety and Quality in Health Care) • Australian Charter of Healthcare Rights • DHHS Tasmania Your Care Your Say Consumer, Carer and Community Engagement Policy 2010 • Statewide and Mental Health Services Consumer, Family and Carer Participation Policy <p>MHADD is currently working with the southern child and adolescent mental health service and carers to develop a child and youth specific consumer and carer participation framework.</p> <p><i>The Consumer, Carer and Community Engagement Framework</i> lays the foundations to ensure consumers, carers and communities are at the centre of Tasmania's health and human services and they are engaged in the planning, development, deliver and evaluation of services.</p> <p>The Disability and Community Services Unit has actively sought the engagement of people with disability, their families and carers in key reviews, such as the Disability Gateway Review, and in the development of its Strategic Plan for 2014 – 2018.</p> | |

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| 3.2.4 <i>continued</i> | Where appropriate, identify carers as a key stakeholder group for consultation and engagement in the development and evaluation of government policies, programs and services that affect carers and/or the people receiving care. | DHHS / DoE / DPAC |
| DPAC | <p>Completed</p> <p><i>The Tasmanian Government Framework for Community Engagement</i> includes engagement guides for older people, younger people, culturally and linguistically diverse communities and people with a disability. If required, Communities, Sport and Recreation Tasmania could seek advice from the Carers Advisory Council to see if there are any gaps or special consideration of carers which could be included in the guides.</p> | |
| 3.2.5 | Continue to encourage carers participation on advisory bodies such as the Premier's Disability Advisory Council and the Minister's Disability Advisory Committee. | DHHS/DPAC |
| DHHS | <p>Completed</p> <p>The Minister's Disability Advisory Committee provides independent advice directly to the Minister for Human Services on a range of issues affecting Tasmanians with disability, their families and carers. It has a focus on specialist disability services. Approximately half of the current members are current or past carers of people with disability.</p> <p>The Tasmanian HACC Program disseminates information about these two bodies through its mailing list and at HACC Forums.</p> | |
| DPAC | <p>Completed/Actioned</p> <p>Terms of reference for both Premier's Disability Advisory Council (PDAC) and Minister's Disability Advisory Committee include carers as a target group for membership.</p> <p>The PDAC Community Chair and Deputy Chair will meet with the Chair of Carer Advisory Council in the last quarter of 2014 to establish and information-sharing/collaborative relationship between the two bodies.</p> <p>Participation of, and awareness raising of, carers has been discussed as a focus of the PDAC Sport and Recreation Committee.</p> | |

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| ACTION 3.3 – ESTABLISH A COMPLAINTS MECHANISM | | |
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| 3.3.1 | Ensure that there are clear complaints processes that are easily understood and accessible to carers. | DHHS |
| DHHS | <p>Completed</p> <p>All divisions promote the use of departmental policies and procedures relating to complaints management, including complaints and feedback management, complaints management procedure and complaints management system self-assessment tool.</p> <p>A factsheet outlining the complaints process for participants in the NDIS trial in Tasmania has been developed.</p> | |

| ACTION 4.1: BUILD THE CAPACITY OF TASMANIAN GOVERNMENT AGENCIES | | |
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| 4.1.1 | Provide professional development for school support workers, social workers and school psychologists to ensure they deliver appropriate advice and guidance to young student carers. | DoE |
| DoE | <p>Actioned</p> <p>Information regarding young carers will be included in induction modules and in other professional learning opportunities for professional support staff.</p> | |
| 4.1.2 | Provide opportunities for school support workers, social workers and school psychologists to share good practice in relation to working with student carers. | DoE |
| DoE | <p>Actioned</p> <p>Through the induction process, newly appointed principals will be informed about the importance of being aware of and supporting student carers. Principals will be encouraged to work with their professional support staff to share good practice.</p> | |

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| ACTION 4.2: IMPROVE TASMANIAN GOVERNMENT AGENCIES RESOURCES AND KNOWLEDGE OF CARERS | | |
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| 4.2.1 | Promote the role of carers through the newly established Carers Advisory Council. | DPAC |
| DPAC | <p>Completed</p> <p>Communities, Sport and Recreation Tasmania promotes the Carers Advisory Council to its networks and promotes opportunities for collaboration and information sharing with existing advisory bodies such as; the Premiers Disability Advisory Council, the Tasmanian Veterans Advisory Council, the Tasmanian Women’s Council, the Youth Network of Tasmania, Tasmanian Youth Forum and Council on the Ageing Tasmania.</p> | |
| 4.2.2 | In partnership with carer support organisations, work with carers to establish appropriate policy, programs and service delivery outcomes that are meaningful to carers. | DHHS |
| DHHS | <p>Completed / Actioned</p> <p>Staff are working with the Southern Child and Adolescent Mental Health Service and carers to develop a child and youth specific consumer and carer participation framework. It is anticipated the framework will be implemented across Tasmania following input regarding area specific services by 30 June 2015.</p> <p><i>The Consumer, Carer and Community Engagement Framework</i> lays the foundations to ensure consumers, carers and communities are at the centre of Tasmania’s health and human services and they are engaged in the planning, development, deliver and evaluation of services.</p> <p>The Disability and Community Services Unit has actively sought the engagement of people with disability, their families and carers in key reviews, such as the Disability Gateway Review, and in the development of its strategic plan for 2014–18.</p> <p>A representative from Carers Tasmania has been part of the discussions in developing the Tasmanian HACC service delivery outcomes for home modification arrangements.</p> | |

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| 4.2.3 | Develop partnerships with appropriate Tasmanian Government agencies and non-government organisations to ensure effective, culturally sensitive practices are developed for culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities. | DHHS |
| DHHS | <p>Completed</p> <p>MHADD provides funding to the Phoenix Centre (Migrant Resource Centre) to facilitate the Tasmanian Transcultural Mental Health Network.</p> <p>The Interpreters Policy and the Access and Equity Policy are in place for use within clinical mental health and alcohol and drug services.</p> <p>Aboriginal Health in the Population Health Equity Unit, works in partnership with Aboriginal communities to reduce inequities and promote the health and wellbeing of Aboriginal people. Aboriginal Health also aims to ensure the Department is responsive and culturally appropriate to the needs and circumstances of Aboriginal people.</p> | |

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Tasmanian Government Business Enterprises and State Owned Companies

| ACTION 1.1: PROMOTE AWARENESS OF CARERS, THEIR ROLE AND NEEDS | |
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| 1.1.1 | Provide carer awareness information as part of agencies induction programs for new employees. Utilise the Care Aware website and videos as resources for induction. |
| Hydro Tas | Completed All Hydro Tas group employees are directed to HR policies and information as part of their induction. Information available now includes access to the Tasmanian Carer Policy, Carer Action Plan and other supporting information provided by Care Aware and Care Australia. |
| MAIB | Completed Information is included in the Health and Safety Induction. The Induction and Orientation Policy and Health and Safety Induction Program for employees includes information about carer awareness and new employees are provided with a copy of the Carers Resources information sheet. |
| TasPorts | Completed A bulletin was communicated to all staff in relation to carer awareness and all staff were advised of the resources and support services available to employees who undertake a caring role in the community. |
| TasRail | Actioned/Ongoing TasRail has identified the need to review and enhance the current induction process for all new employees in the TasRail HR Strategy. TasRail currently provides the National Employment Standards – Information Statement to all new employees, which contains the minimum employee entitlements for those with caring responsibilities. An aim of the induction review is to introduce additional carer awareness information for all new employees. The review will be completed by July 2015. |
| PAHSMA | Actioned/Ongoing Carer awareness information will be incorporated into Induction Program revision. |
| PT | Actioned/Ongoing Information will be provided to new employees as part of the induction program. |

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| 1.1.2 | Support and promote National Carers Week (October) to improve the recognition of carers. |
| Hydro Tas | Completed National Carers Week was promoted on the intranet and flyers were posted at fields/remote locations. Arrangements are now in place to ensure this is an annual action. |
| MAIB | Completed Promotion and support of careers was incorporated into the annual Health and Safety Week, which is also held in October. |
| TasPorts | Completed Promotion of Tasmanian Carer Plan initiatives. |
| TasRail | Completed TasRail promoted National Careers Week at all worksites through the state during the week of 18-24 October 2014. Promotion will be undertaken annually. |

| ACTION 2.1: PROVIDE CURRENT INFORMATION TO CARERS | |
|---|---|
| 2.1.1 | Ensure that information for carers is accurate, up-to-date, accessible and provided in a number of formats, particularly as Tasmania transitions to the NDIS. |
| MAIB | Completed The Carers Resources Information Sheet has been converted into an internal document to ensure that is reviewed regularly and the information is up to date and available on the MAIB intranet. |
| PAHSMA | Completed |
| PT | Completed Information is up-to-date, accurate, accessible and provided in written format on the intranet site and is available in other formats on request. |

**APPENDIX I: RESPONSES OF TASMANIAN STATE GOVERNMENT AGENCIES, GOVERNMENT BUSINESS ENTERPRISES
AND STATE OWNED COMPANIES**

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| 2.1.1 <i>continued</i> | Ensure that information for carers is accurate, up-to-date, accessible and provided in a number of formats, particularly as Tasmania transitions to the NDIS. |
| TasRail | Actioned Additional carer resources will be accessible to all TasRail employees including electronic and hard copy materials and links to website resources to access information and support by July 2015. |
| Hydro Tas | Completed The following information and relevant links to websites, is available to all employees on the intranet: (As there are staff outside of Tasmania, national as well as Tasmanian information is included) <ul style="list-style-type: none"> • Tasmanian Carer Policy 2013 • Tasmanian Carer Action Plan 2013-2018 • Carer Advisory Council and Terms of Reference • Care Aware – National Carer Awareness Initiative • Carers Australia • Carers Tasmania • NDIS • Department of Premier and Cabinet (TAS) – Carers • Hydro Tas Flexible Working Arrangements • Hydro Tas Employee Assistance Program • Hydro Tas Workplace Support Officers • Additional support information provided includes: <ul style="list-style-type: none"> - Lifeline - <i>beyondblue</i> - National Institute of Mental Health |

**APPENDIX I: RESPONSES OF TASMANIAN STATE GOVERNMENT AGENCIES, GOVERNMENT BUSINESS ENTERPRISES
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| ACTION 2.3: PROMOTE THE HEALTH AND WELLBEING OF CARERS | |
|--|--|
| 2.3.1 | Promote awareness of support organisations for carers to all staff. |
| Hydro Tas | Completed Information and relevant links to websites, is available to all employees on the intranet. |
| MAIB | Completed Information has been made available on the MAIB intranet. |
| PAHSMA | Completed |
| PT | Completed Awareness promoted via the induction program, an all staff email, an article in the staff newsletter and information on the intranet site. |
| TasRail | Completed TasRail continually promotes the availability of support organisations to employees, particularly TasRail's Employee Assistance Provider, which is a free, confidential service to support all employees including carers in the organisation. |
| 2.3.6 | Ensure that there are human resource policies in place to support staff who have caring responsibilities. |
| Hydro Tas | Completed Hydro Tas provides the following options by agreement / approval for all employees: <ul style="list-style-type: none"> • flexible working conditions, including flex-time and time-in-lieu, flexible hours, job-sharing and working from home • leave without pay (includes periods up to 12 months) • phased-in retirement. Hydro Tas also provides an Employee Assistance Program, Workplace Support Officers and a Healthy Business program to employees. |
| MAIB | Completed MAIB specific information has been added to the Carers Resources Information Sheet, including that there is career's leave available and promotion of the Employee Assistance Program. |

**APPENDIX I: RESPONSES OF TASMANIAN STATE GOVERNMENT AGENCIES, GOVERNMENT BUSINESS ENTERPRISES
AND STATE OWNED COMPANIES**

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| 2.3.6 <i>continued</i> | Ensure that there are human resource policies in place to support staff who have caring responsibilities. |
| PAHSMA | Completed |
| PT | Completed HR policies supporting employees who have caring responsibilities include Flextime Policy and Flexible Working Policy. Employees may request support specific to their requirements. |
| TASCORP | Actioned / Ongoing Carer's leave is accommodated in TASCORP's current HR policies, which are highlighted to staff at the time of induction. TASCORP will consider incorporating the Tasmanian Carer's Policy and Action Plan during the next scheduled review of their HR policies. |
| TasPorts | Completed The Tasports Employee Assistance Program for employees with caring responsibilities has been promoted. |
| TasRail | Completed TasRail's People Management Policy details the organisation's commitment to managing work arrangements and systems that help staff achieve a balance between work and lifestyle. In practice this principle is implemented by the introduction of, or alteration to, work arrangements as requested, that consider and meet the needs of staff with caring responsibilities. |
| 2.3.8 | Encourage staff to support colleagues/individuals who have caring responsibilities. |
| Hydro Tas | Completed Information and relevant links to websites, is available to all employees on the intranet. |
| MAIB | Completed Respect and Dignity in the Workplace Policy was in place prior to the release of the Carer Action Plan, which encourages all employees to treat each other with respect. |
| PAHSMA | Completed |

**APPENDIX I: RESPONSES OF TASMANIAN STATE GOVERNMENT AGENCIES, GOVERNMENT BUSINESS ENTERPRISES
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| 2.3.8 <i>continued</i> | Encourage staff to support colleagues/individuals who have caring responsibilities. |
| PT | Completed Achieved through promotion of information and educating employees on the issue. Support within teams generally tends to be good. |
| TasPorts | Completed Tasports has initiated a Workplace Behaviour Policy that promotes a supportive and inclusive workplace which acknowledges and respects employee individuality (including caring responsibilities). |
| TasRail | Completed TasRail's induction process will be enhanced to raise awareness regarding those staff who having caring responsibilities, including what entitlements and support is available. TasRail's participation in actively promoting Carers Week will also raise awareness regarding those employees who have caring responsibilities. |

APPENDIX 2: CARER RESOURCES

Suggested title:

Information for employees who are carers

Suggested introduction:

Carers perform an essential role in the community by providing unpaid support to people who, because of disability, frailty, chronic illness or pain, require assistance with everyday tasks. Carers may also include grandparents who are the primary caregivers and decision makers for a grandchild.

The [insert agency name] is committed to providing a supportive workplace for employees who have caring responsibilities. The [Tasmanian Carer Policy and Carer Action Plan](#) details the actions to be taken by government agencies to improve quality of life for Tasmanian carers and the people in their care.

[Optional additional information/link to agency Employee Assistance Program.]

[Optional additional information/link to agency HR policy for personal leave including carers leave.]

If you or someone you know is a carer, you can seek support, information, advice or assistance from the following organisations.

Carers Tasmania

<http://www.carerstasmania.org/>

Providing services for carers throughout Tasmania including:

- Information, referral and advice
- Carer support and well-being check
- Counselling – free service
- Mindfulness and therapeutic groups
- Family mediation
- Education and Training for carers
- Education and Training for services providers; community & private sector
- Engagement and input into Conversations with Carers™
- Support for young carers
- State-wide Support and Peer groups
- Carer Policy and Research
- Systemic advocacy and representation

Freecall™ 1800 242 636

APPENDIX 2: CARER RESOURCES

Mental Health Carers Tasmania

<http://mentalhealthcarerstas.org.au/>

Supporting carers, relatives and friends of people with mental ill health through:

- Telephone information and referral
- Peer support groups, day and evening
- Connecting people with networks, services and community groups
- Carer engagement and participation through Regional advisory groups
- Facilitate carer representation on committees, boards, organisations and networks
- Resources and libraries
- Community awareness and education
- Carer education, workshops and seminars
- Forums and education to community, services, schools and professional workforces from a carer perspective

Freecall™ 1800 985 944

Gateway Service – Grandparents caring for grandchildren

http://www.dhhs.tas.gov.au/disability/gateway_services

Operated by Baptcare and Mission Australia, Gateway Services is the single entry point to all family and disability services in Tasmania, including services for grandparents caring for grandchildren.

Freecall™ 1800 171 233

National Disability Insurance Scheme (NDIS)

www.ndis.gov.au

A new, national approach to providing disability support, with a focus on early investment/intervention and providing people with disability more choice over their disability supports.

Initially for young Tasmanians with disability aged 15-24 years, and expanding to cover all eligible Tasmanians from July 2016, the NDIS also aims to support families and carers in their caring roles.

Freecall™ 1800 800 110

Aged Care Australia

<http://www.myagedcare.gov.au/>

Aged Care Australia is a comprehensive source of information about aged care for older people and their carers.

Freecall™ 1800 200 422

Commonwealth Respite and Carelink Centres

<http://www9.health.gov.au/ccsd/>

Commonwealth Respite and Carelink Centres are information centres for older people, people with disabilities, their carers and services providers.

Freecall™ 1800 052 222

APPENDIX 2: CARER RESOURCES

Department of Health and Human Services: Mental Health Services

www.dhhs.tas.gov.au/mentalhealth/publications/brochures_and_pamphlets

Publications and resources for consumers and carers.

Alzheimer's Australia (Tasmania)

www.fightdementia.org.au/tasmania/alzheimers-australia-tas.aspx

Alzheimer's Australia provides information, education, counselling and referral services for people with dementia, their families and caregivers.

Freecall™ National Dementia Helpline 1800 100 500

beyondblue – the national depression initiative

<http://www.beyondblue.org.au/resources/family-and-friends/caring-for-someone-with-depression-or-anxiety>

Information for carers and relatives of people who have either just been diagnosed, are recovering, or are in the early stages of depression/anxiety.

Call (charges apply) 1300 224 636

Tasmanian Government Concessions

<http://www.concessions.tas.gov.au/>

The Tasmanian Government offers a wide range of concessions and discounts on the cost of government services to people on low and fixed incomes, including assistance to afford basic services like electricity, healthcare, housing, education and transport.

Call (charges apply) 03 6232 7050

Tasmanian Companion Card

<http://companioncard.dpac.tas.gov.au/>

A photo ID card for people with disability who require lifelong support from a companion carer to participate at community venues and events. Cardholders present their card at participating organisations when purchasing a ticket or paying an admission fee, and receive a ticket for their companion carer at no charge.

Freecall™ 1800 204 224



Communities, Sport and Recreation Tasmania

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Visit: www.dpac.tas.gov.au/divisions/csrt

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