

SUPPORTING TASMANIAN CARERS: TASMANIAN CARER ACTION PLAN 2021-24

Reporting for the period 1 July - 31 December 2021

Recognition

No.	Action	Agency	Status update as at 31 December 2021
1.1	Consult on and introduce Carer Recognition legislation including a review of carer principles and governance structures.	Communities Tasmania	<p>Consultation to inform the introduction of Carer Recognition legislation commenced in July 2021 with members of the Carer Issues Reference Group (CIRG). Online community consultation (via survey) was held from mid-October until 10 December 2021 with four regional face-to-face workshops held during November 2021.</p> <p>The consultation process for the Carer Recognition legislation included questions on the review of the current governance structure, reporting requirements, the Carer Policy Principles (2016) and membership of the CIRG. Feedback from these consultations has informed the development of the draft Carer Recognition Bill 2022.</p>
1.2	Establish Carers Week small grants program.	Communities Tasmania	<p>The Tasmanian Government's <i>Building Stronger Communities</i> policy commits \$60 000 over three years (\$20 000 annually from 2021-24) to give more organisations the opportunity to deliver events and celebrate National Carers Week and increase awareness of services available to carers. The 2021-22 program opened on 4 August and closed on 3 September 2021 with grants available in two tiers:</p> <p>Tier one: up to \$2 500 for projects that support the health and wellbeing of carers; and</p> <p>Tier Two: up to \$500 for events to celebrate National Carers Week (10-16 October 2021) of for community events for carers.</p> <p>A total of 10 projects were funded in 2021-22 to a total of \$6 140. The remaining funding of \$13 860 has been carried forward to the Carer Small Grants Program 2022-23.</p>
1.3	Investigate options for an annual Carer Forum.	Communities Tasmania/CIRG	<p>As noted in action 1.1, four regional face-to-face workshops were held to inform the implementation of Carer Recognition legislation. The workshops provided an opportunity to connect with wide range of carers and learn about their experience working with mainstream and specialist providers.</p>
1.4	Review Carers Week activities to identify opportunities to increase recognition and awareness of the role of carers.	Communities Tasmania	<p>The Secretary, Department of Communities Tasmania wrote to all Heads of Agency seeking support, participation and promotion in National Carers Week themed '<i>millions of reasons to care</i>' and held from 10-16 October 2021.</p> <p>The Minister for Community Services and Development hosted a morning tea on Monday 11 October 2021 for carers, community organisations, and service providers to recognise, celebrate and raise awareness of the diversity of carers and their caring roles. Two carers spoke of their personal journey during the morning tea and over 50 people attended. Numbers attending were less than previous events due to COVID restrictions.</p>

1.5	Investigate options to include carer recognition in Communities Tasmania's annual grant programs.	Communities Tasmania	Met with the Communities Tasmania Grants and Finance Team Leader to discuss options to include carer recognition and needs in the planning for and targeting of small grants rounds.
1.6	Consult carers in the Review of the Disability Services Act (DSA) 2011.	Communities Tasmania	<p>Carers were identified as a specific stakeholder group for the Review of the DSA and included when framing the consultation design.</p> <p>Carers Tasmania have provided a written submission to the Review.</p> <p>Consultation with all external stakeholders, including carers, has been undertaken by external consultant Annie Curtis. The department understands that carers were well represented in the consultation activities. A report on the consultation is being prepared.</p> <p>Analysis and report writing on the consultation outcomes has commenced and a final report from the review will be provided to the Minister for Disability Services.</p>

Access and Participation

No.	Action	Agency	Status update as at 31 December 2021
2.1	Pilot a digital literacy program for carers through Libraries Tasmania.	DoE	<p>Libraries Tasmania collaborated with Care2serve to pilot a digital literacy program for carers at the Burnie and Rosny libraries in 2021. Care2serve provided free android tablets to carers who then attended a range of Libraries Tasmania digital skills sessions to develop their confidence in using this technology. There were close to 100 attendances in a range of library programs including:</p> <ul style="list-style-type: none"> • Email basics • Internet basics • Connecting to others • Android basics <p>Carers who attended reported they were satisfied with the course sessions, the targeted support they received and what they learned. While the pilot did result in some benefits, further roll-out was not pursued.</p>
2.2	Review the Housing Connect application process to ensure carers are identified and included.	Communities Tasmania	<p>Carers can be included in social housing applications in two ways:</p> <ol style="list-style-type: none"> 1. As a member of the application household. A permanent live-in carer can be included in the bedroom allocation in addition to the primary applicant/s. The carer's eligibility, income and assets would be considered as part of the household applying for social housing. 2. Identified as not living within the household but a bedroom may be allocated to the carer where overnight stays are required. The carer's eligibility, income and assets would not be considered as part of the application process. <p>Discretion can be considered in relation to eligibility, income and assets and would be assessed on an individual basis.</p>

2.3	Review the TSS Workplace Flexibility Policy to support employees with caring responsibilities.	SSMO	A draft Workplace Flexibility policy has been developed, however work on this was paused as COVID-19 had an impact on how workplace flexibility is viewed and what that means for the future. The Government response to the State Service Review has determined a reform program over five years, with the work plan for flexible employment priorities scheduled to commence from December 2023 for 18 months.
2.4	Maintain and enhance flexible working arrangements in State government agencies, including the Carer Toolkit.	SSMO / Communities Tasmania	Any enhancements to flexible working arrangements will be included to the toolkit.
2.5	Implement the outcomes of the State Service Review as they relate to employees with caring responsibilities.	SSMO / Communities Tasmania	The final State Service Review was released in July 2021. There were no outcomes that directly related to carers, however flexible work principles that will benefit those with caring responsibilities will be developed in Stage 2 as outlined in 2.3.
2.6	Review the Tasmanian Consumer and Carer Participation Framework to improve engagement with consumers and carers.	DoH	The Mental Health, Alcohol and Drug Directorate will commence consultation to underpin the review of the Consumer and Carer Participation Framework from April 2022. The final revised framework is expected to be delivered in late 2022.
2.7	Support distribution of the Carers Tasmania iCare book in THS hospitals.	DoH	The I-Care book continues to be distributed in key service and waiting areas of acute THS facilities, with additional distribution of the booklet to patients and clients by the Social Work team.
2.8	Develop clinical guidelines for working with carers.	DoH	Internal consultation and planning for actions 2.8 and 2.9 has commenced. Planning approaches are exploring ways to ensure the actions are developed and co-designed with consumers and are implemented in an equitable and efficient manner across the state. Both actions are expected to be delivered by 2023.
2.9	Develop referral pathways for patients and carers to Aboriginal health and migrant support organisations.	DoH	As above for 2.8

Learning

No.	Action	Agency	Status update as at 31 December 2021
3.1	Develop targeted information and referral resources for learners with caring responsibilities.	DoE	<p>Jurisdictional scan and analysis of policy for Young Carers in an education context completed.</p> <p>Completed mapping and analysis of Department of Education policies relevant to the development of a DoE position on young carers.</p> <p>Continued engagement with Carers Tasmania.</p> <p>Engagement with Strategic Marketing and Communications regarding avenues for promotion and development of a campaign once targeted resources have been finalised.</p>

3.2	Promote resources for young carers to DoE learners, schools, and support staff.	DoE	<p>Article in Principal Matters requesting all schools post a Facebook post promoting Young Carers Bursary. Draft post and graphic were provided to schools for circulation.</p> <p>DoE promoted the bursary on number of its social media platforms including:</p> <ul style="list-style-type: none"> • Facebook which has 28 000 followers • Instagram which has 3 000 followers <p>The posts gained good organic reach on Department of Education Facebook page – 6 764 with a reasonable number of shares.</p> <p>Instagram engagement was much less, this is to be expected due to the type of content and links out. School photo-based posts tend to do better in this space.</p> <p>The bursary was also promoted on the Teach Tas social media accounts including:</p> <ul style="list-style-type: none"> • Facebook which has approximately 1 800 followers • Instagram which has 379 followers.
3.3	Implement the Adult Learning Strategy to support carers to engage or re-engage in learning.	State Growth	<p>The Adult Learning Strategy promotes activities that support adult learning for members of the Tasmanian community, including carers. This includes adult literacy and numeracy programs as well as adult learning and training programs that focus on promoting lifelong learning for work and life.</p> <p>The strategy includes new funding for four new 26TEN Communities: Local literacy for work and life communities announced on 19 June 2021. These communities operate through local host organisations Starting Point Neighbourhood House, Hobart City Mission, Geeveston Community Centre and Glenorchy City Council. The aim is to build capacity within communities to make a lasting difference to adult literacy and numeracy skills.</p> <p>Libraries Tasmania is developing a new Lifelong Learning Information Service to enhance Libraries Tasmania's existing provision of adult learning opportunities and information about learning. Adults will be able to contact any library by phone, email or in person and library staff will work with them to provide relevant information and referrals to key contacts based on their learning goals. It will include an online community noticeboard to help people find interest-based learning opportunities (such as classes, courses and workshops) and to share their skills and knowledge with others. Libraries Tasmania undertook consultations on the new service throughout August 2021, and it is expected to be operational by mid-2022, with the community noticeboard coming online by the end of the year.</p> <p>The Training and Work Pathways Program funded the Building Confidence for Care (South East Region) project in 2021. This project focuses on long term unemployed people in the south-east region, particularly parents wanting to return to work after raising a family and older people who have lost their long-term jobs. The program is helping participants explore pathways into employment, supported by assistance such as transport, pathway planning and language, literacy and numeracy coaching. The project is due to be completed in the second half of 2022.</p>