



Family Carer Recognition and Support

State Budget Submission 2007 – 2008

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1. Introduction

Carers SA acknowledges the State Government's formal recognition of family Carers, their needs and contribution to the South Australian community through the SA Carers Recognition Act 2005, including the SA Carers Charter and subsequent SA Carers Policy. Carers SA is supportive of the approach that considers the dual focus of ensuring that Carers are involved in decisions about those they care for and promoting understanding of Carers' own individual needs

Carers SA is pleased to be a part of the Carer Reference Group and acknowledges the Government's commitment to providing dedicated resources that focus on the implementation of the legislation and Carers Charter through the establishment in November 2006 of the Carers Unit, within the Office of the Ageing in the Department for Families and Communities as lead agency, and the establishment of a Government Implementation Group.

Carers SA notes also the commitments in the South Australian Strategic Plan to improving well being, building communities and expanding opportunities.

Carers SA has welcomed these initiatives as a positive step forward in encouraging and facilitating collaborative efforts by government and non government agencies in this state in the provision of services that meet the needs of family Carers.

There is, however, much that needs to be done.

Carers want a good quality of life for themselves and the people they care for; and control of their own lives.

In the push to reduce the costs of services the needs of family Carers cannot be overlooked. South Australian family Carers provide an estimated 5.6 million hours of caring every year. The cost of replacing this 'informal' care with 'formal' paid care is estimated at \$2.66 billion pa (Equivalent to 3.5% of forecast GDP and 62.6% of other formal health care) (Access Economics 2005).

If family Carers did not make this contribution the cost would have to be met by governments. The expectation of increased community recognition and Carer self awareness as a result of the implementation of the SA Carers Policy means that appropriate resources need to be set aside to address growing need.

Local and international evidence indicates the social and economic benefits and value of supporting family Carers. In the sense that Carers assist people to remain living in the community for longer they also make substantial savings on premature admission to costly residential care or supported accommodation options. Investment in Carer support has been shown to give returns of 7:1 to government in financial terms only, not including the quality of life outcomes for carers and those they support (Access Economics 2005).

A range of services, as outlined in this submission, are required.

As family Carers play such a vital role in maintaining the fabric of society, their health and well being is critical to the community. They need assistance to enable them to sustain their caring responsibilities, maintain their health and wellbeing and participate in family, social and community life, employment and education. They need to be able to exercise choice about their caring responsibilities.

The importance of developing a long term approach has once again been highlighted through the AMP/NATSEM report 'Who cares? The cost of caring in Australia today 2002 to 2005' which raised two important issues; that care for the elderly is set to join childcare as a major issue in our community and that as our population ages there will not be enough tax paying workers and not enough family Carers.

This submission indicates priorities for South Australia within the context of the Principles of the SA Carers Charter, as discussed in the SA Carers Policy.

Critical to the success of the Carers Policy will be the additional resources provided to promote and implement the Carers Policy into the future. Ultimately the measure of the policy's success will be in how it affects the lives of South Australia's family Carers on a day-to-day basis.

1.1. Carers SA

Carers SA (The Carers Association of SA Inc.) was established in 1989 by a 'grass roots' movement of Carers. Carers SA is recognised as the peak organisation for family Carers¹ in South Australia.

Carers SA submissions and responses are developed utilising documented research, previous submissions prepared by the Association, surveys of members, discussions by the Carers SA Policy Subcommittee and policy working groups, focus groups of Carers and service providers and miscellaneous input from Carers SA members.

1.2. Who are family Carers and what are their needs?

A family Carer is someone who provides care and support for their parent, partner, child or friend who has a disability, is frail aged or who has a chronic mental or physical illness. Family Carers make many sacrifices to care for a person in need. They come from all cultural and social backgrounds and age groups. Some care for love alone; others provide care from a sense of obligation. Some provide care twenty four hours a day, every day; others a few hours a week.

Regardless of the situation or disability of the person for whom they care, family Carers have many needs in common. These include the need for information; for recognition, in particular as individuals in their own right and as co-providers of care; for physical and emotional support, for respite, for training in the caring role and for financial assistance.

In 2005 over 1 in 8 South Australians (227,700) were estimated to be providing informal care. 41,290 or 18% of this number were in a primary caring role, that is, with major responsibility for another person's well being (ABS).

29,441 (71%) of primary Carers are female. There are 30,300 young Carers of whom 14,800 are under 18. 48% of primary Carers provide at least 40 hours per week support. 44% of primary Carers themselves have a disability.

A Carers Australia initiated study (NATSEM 2004) showed that over the next 40 years the number of Carers will rise by 57% but the number needing care will rise 160%. Carers too will be older. In South Australia there are 39,500 Carers over 65 of whom 9,900 are primary Carers. Carers over 65 represent 21.6% of all Carers in South Australia.

The ageing of the population is predicted to impact on family caring responsibilities:

- There will be greater pressure on all family members to provide care for a family member, with more hours of care across a wider range of family members than currently occurs.
- Government subsidised services will be harder to access and will be more tightly assessed and targeted simply because more people will want services.

¹ There is an important distinction between paid care workers who attend care recipients in a professional capacity and Carers, usually family members or close acquaintances, who provide for their care at all other times. Carers SA acts as a peak body for the latter group and the use of the terms 'family Carers' and 'Carers' in this document refers to them.

- The ageing workforce will mean that there will be less people able to be employed to provide the formal services that substitute for the care provided by families.

'Disability support services 2004-05: national data on services provided under the Commonwealth State/Territory Disability Agreement (CSTDA)', released in August 2006 by the Australian Institute of Health and Welfare indicated that of the just over 200,000 people from a wide range of disability groups who received disability support services in 2004-05, almost three quarters of those under 15 years of age had an informal Carer and one in eight Carers were over 65.

1.2.1. The Cost of Caring

The huge cost to family Carers of caring cannot be quantified. It includes, for example:

- Many family Carers are harmed physically, mentally, emotionally and socially by their caring responsibilities; attributed to the stress of caring, social isolation, loneliness, changing relationships and loss and grief (Carers Australia 2001, ILC 2006).
- Primary Carers' median personal gross income per week in 2003 was \$237 compared with \$407 for non Carers (Carers Australia 2005).
- Loss of earnings by South Australian family Carers not in the paid workforce is estimated at \$424 million (Access Economics 2005).
- Single parent Carers of children with disabilities is one of the most vulnerable groups in our society. Most simply struggle. Their household income is 46% of the Australian average. Nearly 15% of household income is spent on medical costs. Half of a 2005 sample reported going without food or medication for their children at some time due to their poverty (StollzNow 2005).
- The average annual electricity bill for family Carers is 14.5% more than the state average (Carers Association of SA 2003).
- Young Carers forego education and employment opportunities to care for family members: Only 4% of young Carer primary Carers 15-25 are still in school compared with 23% of the general population (Noble-Carr 2001).
- After government payments were taken into account, the annual 'opportunity cost' to Carers when compared with people with no care responsibilities was estimated at \$9,300 for a primary Carer and \$2,600 for other Carers.
- Carers who were in the labour force and paying for care spent an average \$162 per week, or \$8,400 a year, on elder care and \$118 a week, or \$6,100 a year, on care for people with disabilities.
- For families where the Carer had left work to care for a spouse who was also previously working, the reduction in income and living standards would be even greater. If a single person on an average wage were to give up work to become a Carer their weekly income would drop from \$1030 to \$294 (AMP NATSEM 2006).

2. Implementation

2.1. Recognition and Support for family Carers

Carers SA welcomes the government's recognition of the situation and needs of South Australian family Carers, in particular the encouragement of government agencies and non government service providers to adopt a more consistent approach to responding to the needs of family Carers; better coordination between service providers; a strategic and planned approach to funding and resource allocation; participation by Carers at all levels of policy development and service planning and greater recognition and support for family Carers by the wider community.

Carers SA would welcome the public release of an implementation strategy that outlines the government's commitments to furthering the requirements of the Carers Recognition Act 2005 and Carers Charter, so that Carers and their support groups can be consulted as to the measures recommended.

In order to achieve a consistent approach Carers SA has called for a strategically driven whole of government approach that recognises the across portfolio nature of the caring role and the need for each government agency to develop its own family Carer policies and programs within a central framework.

Carers SA acknowledges the lead agency role taken by the Department of Families and Communities within the context of a whole of government approach as signalled in the Carer Recognition Act 2005 and the SA Carers Policy 2006.

In seeking appropriate resources for an implementation plan, we believe the focus should go far beyond any initial exercise in bringing the requirements of the Act to the attention of government and non government agencies and the wider community. Whilst important in bringing these groups into an understanding of the legislative requirements, and in encouraging them to develop appropriate support services, substantial ongoing commitment is required to further the aims of the Carer Recognition Act 2005 and Carers Charter. Key elements for implementation at agency level include timelines, information provision to agencies, performance indicators, reporting lines and the development of Carer Impact Statements

Agencies should be encouraged to develop short and long term agendas and strategies for the provision of one off and recurrent funds for programs that meet the needs of family Carers including a mix of specific measures and inclusion in generic services.

Of particular importance is the mental health of Carers and the vital role being played by Carers of people with a mental illness as an alternative to current government support, regarded as very inadequate. Family Carers of people with a mental illness and their needs continue to be largely unrecognised and ignored by the mental health system and its practitioners.

Portfolio Responsibility: Families and Communities: Carers Unit be provided with sufficient funds for the implementation strategy of the SA Carers Policy, including monitoring and evaluation processes and associated consultation with family Carers, their families and service providers.
(not costed)

Portfolio Responsibility: Families and Communities: Carers Unit develop a template for government agency Carers policy development in association with the implementation strategies of the SA Carers Policy.
(not costed)

Portfolio Responsibility: Department for Families and Communities: Carers Unit provide project consultants to assist government agencies utilise the Carers Policy Implementation Template for the development of their Carer policies.
(not costed)

Portfolio Responsibility: Treasury set aside funds for the range of measures outlined in this State Budget 2007 - 2008 Submission.

2.2. Principle 1

Carers have choices within their caring role

To have choices about taking on a caring role, and in undertaking the caring role, family Carers need:

- Comprehensive quality services for the people they care for (care recipients).
- Information about services.
- Education in the caring role.

2.2.1. Comprehensive Quality Services for Care Recipients

The needs of the Carer, though separate, are inextricably linked with those of the care recipient. They seek quality services for themselves and the care recipient.

Carers SA welcomes the ongoing commitment of the government to the improvement of services in this state for people with disability, chronic illness or who are ageing as evidenced by increasing provision in recent State Budgets; but recognises the need to further extend the resources being made available, in particular to disability and mental health services.

Unmet need gravely impacts on the family Carers who are left to pick up the caring burden.

Regard needs to be given to existing gaps in services when developing operational priorities based on the principles enunciated in the SA Carers Policy. Such gaps as identified include adequate respite, access to quality care workers, services provided by the Home and Community Care program at the lower end of need, and the higher end resulting in institutional care, and buffers and safety nets in affordability. In addition, recognition of mental illness as an eligibility for HACC services would be welcome.

In line with the Carers Australia position, Carers SA seeks a 30% increase in HACC funding for community services to meet increasing unmet need, particularly for Carers.

Family Carers and the people they care for require:

- Clear information and guidelines about services for care recipients.
- Access to timely, affordable and quality equipment.
- Adequate, qualified and credentialed staff in the community care sector.
- Clear service delivery agreements between Carers, care recipients and service providers.
- Provision of affordable quality options for the care recipient that operate at times that fit with paid employment. (Refer Principle 2 Employment and Care)

Portfolio Responsibility: Families and Communities: Ageing: Increase Home and Community Care funding by 30%.

2.2.2. Information

In order to be able to make informed choices family Carers need:

- Appropriate information about the caring role and the options they might have.
- Appropriate information about what, if any, services are available for the care recipient.
- Referral to services for themselves and the care recipient.

2.2.3. Education for Carers in the Caring Role

The bulk of care by family Carers is provided in the care recipient's home. The changing modes of community and health delivery relies heavily on the expectation that family Carers will continue to be available when needed and that they will be able to maintain their caring role, including coping with the increasing pressures of supporting people with high support needs who have been discharged into community settings.

Yet family Carers take on the caring role with little or no training. The training in the skills necessary for undertaking the caring role that is available across South Australia is largely informal, remains ad hoc, uncoordinated and is very limited in scope.

Training is required across a range of topics such as the family Carer's roles and responsibilities; disabilities and illnesses; manual handling; family Carer personal care and health and well being; communication and relationships; negotiation and advocacy, including making complaints; the health and community services system where it provides support to family Carers and the care recipients; and managing the relationship with paid care support workers.

Any training framework developed needs to offer flexible approaches including in home, informal workshops/forums as well as more formal course structures, in order to accommodate the time pressure on Carers, their physical and emotional status and the changing needs of care recipients. For example, each new Carer in the Home and Community Care program to receive one hour of assessment and training in physical care techniques in the home.

\$120,000 one-off for the development of a state wide family Carers training framework/strategy: to be developed by Carers SA.
(Further Education)

\$240,000 pa for 2 years to pilot training options for family Carers: to be delivered by Carers SA.
(Further Education)

2.3. Principle 2

Carers' health and well-being are critical to the community

Carers' health and wellbeing relies on:

- Recognition of family Carers as an at risk population group in their own right.
- Access to employment.
- Being part of 'family Carer friendly' flexible workplaces.
- Being financially resilient through adequate financial support.
- Having regular breaks from caring.

2.3.1. Caring is a Public Health Issue

Participation and partnership are at the core of the family Carers' interface with the health system. This interface occurs in two significant ways: family Carers as a population group in need and family Carers as partners in the delivery of health care (refer Principle 4). What is required is a comprehensive Carers health policy within the Health portfolio.

Family Carers continue to be a high risk population group due to the physical, mental and emotional stresses of the caring role. Four studies are indicative of the trends in research findings:

- A Carers Australia 1999 national survey of family Carer health and well being found that only 10% of respondents rated their health as excellent; 46% said it was only fair and getting worse and up to 30% had delayed seeking help for their own health conditions because of their caring role.
- 'Family Carers and the Physical Impact of Caring - Injury and Prevention Research Full Report', released in October 2006 by the Independent Living Centre of WA showed that Western Australian Carers experienced a variety of problems including physical and mental health injuries, heavy workloads and a lack of support and training.
- The Australian Longitudinal Study on Women's Health found that moving into the care giving role was associated with increased GP visits, increased use of medication mainly for anxiety, depression, sleeplessness and the experience of stress and increased Body Mass Index.
- Findings of South Australian research, yet to be published, report that family Carers are significantly more likely to report at least one chronic health condition when compared to non Carers, and significantly more likely to report higher health risk factors associated with high blood pressure, high cholesterol when compared to non Carers.

Whilst Carers, in putting the needs of the care recipient before their own, are slow to recognise, acknowledge and seek treatment for their own health problems, it is vital that health professionals can identify them as Carers and address their concerns.

The development of a clinically based Carers health assessment tool would assist this process, particularly at times of changing circumstances (refer Principle 7).

General Practitioners have always been an important point of contact for Carers as many Carers accompany the person they are caring for to medical appointments. 75% of Carers first point of call is a GP. GPs can provide information and emotional support to Carers, as well as monitoring their health needs.

A resource for training GPs in the needs of family Carers, the GP Kit, including who Carers are, their needs; and the importance of providing information and support to Carers and linking them with Carer support services has already been developed by Carers SA but assistance is required in order to promote and undertake its use.

Therapeutic counselling that addresses stress management, isolation self-care, grief and loss and transition decision making is playing a vital role in preventing the complete collapse of Carers overwhelmed with their circumstances, and/or in maintaining Carer well-being. Carers SA is witnessing increasing demand both for formal and informal counselling through its services; for example, staff of the Carers SA Commonwealth Carer Resource Centre are reporting Carer needs becoming more complex, requiring greater levels of assistance.

Carers SA recommends the development of a Family Carers Health Policy that recognises that Carers have significant health needs that are identifiable, treatable and preventable, including:

Portfolio Responsibility: Health, in conjunction with Carers SA, develops and undertakes an education campaign within the health system about family Carers as an at risk population group.
(not costed)

Portfolio Responsibility: Health develop a Carers Health Assessment Tool for use in General practice and clinical settings in conjunction with Carers SA.
(not costed)

\$500,000 to develop and deliver a GPs Education and Liaison Project, including roll out of the GPs Kit: to be developed and delivered by Carers SA in collaboration with peak GP groups.
(Health)

Portfolio Responsibility: Health, in conjunction with Carers SA, develop education campaigns within the health system and the community about the importance of good health for family Carers.
(not costed)

Portfolio Responsibility: Health develop specific injury minimisation programs for family Carers including training resources in conjunction with Carers SA.
(not costed)

\$150,000 pa recurrent to provide training resources in practical nutrition and health care management for family Carers: to be delivered by Carers SA.
(Health)

\$150,000 pa recurrent to provide a Carer Counselling Program at local level to build on the framework of the National Carer Counselling Program: to be provided by Carers SA.
(Health)

2.3.2. Employment and Care: Family Carers and the Workplace

Whilst family Carers move in and out of the workforce, they are less likely than others in the community to be in the workforce, they are less likely to be in fulltime employment and they need special assistance to return to paid jobs after a period of caring.

The Australian Bureau of Statistics '2003 Survey of Disability, Ageing and Carers' indicated that in South Australia only 53% of all family Carers aged 15 and over were employed, with 34% employed fulltime. Only 46% of primary Carers were employed fulltime.

The TOCC February 2005 'Creating Choice: Employment and the Cost of Care' report indicated that 26% of people providing elder care and 29% of people providing disability care had reduced their working hours due to the cost of care, whilst 40% of people providing elder care and 33% of people providing disability care were likely to consider leaving the workforce due to the cost of care.

The TOCC follow up report in 2006, 'Where are we now?' indicated that many Carers working part-time would increase their hours if care were more affordable.

2006 University of Melbourne research found that Carers are less likely to suffer from stress if they combine their caring role with paid employment recommending more government and employer and social support to be directed toward helping Carers maintain their outside employment.

In addition, family Carers may need help in order to enter or re-enter the workforce after a period of caring: for example, they may need to learn how to 'sell' themselves to an employer; skills can go rusty; Carers may need help to know who to turn to. Skills gained during caring should be recognised.

Carers SA acknowledges the assistance that current workforce re-entry programs provide but they do not take into account the specific needs of family Carers.

Carers SA is concerned that Carers will continue to experience difficulties in the workplace in juggling their work and family commitments, particularly in light of recent changes to national industrial relations regimes.

The State Government has a responsibility to provide leadership by ensuring that its own practices are family Carer friendly.

Key elements of an employment and care program include:

- Child care including care for children with special needs.
- Daytime care and/or activities for young/mature disabled adults, frail older people and dementia sufferers.
- Flexible working hours and leave provisions.
- Availability of part time work.
- Availability of sick leave and special leave for caring purposes (not restricted to children) with additional allowances to the norm.
- Flexible working arrangements e.g. working from home where appropriate.
- Equal opportunity and lack of discrimination.
- Education campaigns targeting employers to recognise the skills developed during caring.

Portfolio Responsibility: Public Sector Management: The development and undertaking of Public Service employment and care policies and practice as a model for the business and community sectors.

Carers SA recommends the establishment of a special workforce assistance program for family Carers including:

Portfolio Responsibility: Employment: A scholarship program to enable attendance at secondary and tertiary institutions for family Carers, particularly young Carers, including provision for respite.
(not costed)

Portfolio Responsibility: Industry; Small Business: Families and Communities: Information campaign on providing family Carer friendly workplaces for business and community sector employers.
(not costed)

Portfolio Responsibility: Ageing, Disability: Provision of affordable quality options for the care recipient that operate at times that fit with paid employment (Refer principle 1 Comprehensive Quality Services for Care Recipients).
(not costed)

Portfolio Responsibility: Employment: Provision of special conditions within State Government labour market programs for re-entry support for family Carers.
(not costed)

2.3.3. Financial Resilience: Support for Family Carers as an Anti-poverty Measure

Many family Carers in South Australia are living in poverty. 37% of family Carers in South Australia rely solely on a Government pension for their income. The AMP NATSEM report, 'Who cares? The cost of caring in Australia today 2002 to 2005' reported that one third of people who provided primary care for the elderly or people with disabilities lived in the poorest fifth of households in Australia. Family Carers on a limited income struggle to meet the daily costs (refer Costs of Caring above) associated with the additional burden of the expenses related to the caring role. State Governments can play a valuable role by maintaining and strengthening a regime of concessions and subsidies.

Whilst acknowledging the concessions, subsidies and rebates the Government does provide, nevertheless over the years these have developed in an ad hoc fashion, with an inequitable criteria and decreasing face value. Neither do they reflect the particular financial pressures faced by family Carers in providing care in the home.

Carers SA would welcome the development and introduction of a companion type card or Carers Card for all family Carers receiving the Carers Allowance, which would entitle family Carers to a range of discounts and concessions to assist with the cost of caring, in particular that would be tied to the subsidies and concessions received by Pensioners. An example is the Northern Territory Pensioner and Carer Concession Scheme, introduced on July 1st 2006, which provides for a range of services including electricity/alternate energy, local council property rates, water rates, sewerage rates, garbage charges, motor vehicle registration, drivers licence, spectacles and public transport.

The Carers Allowance is used as a benchmark in this instance as recognition of the extra costs and burdens on family Carers undertaking the highest levels of care.

Portfolio Responsibility: Families and Communities: Review all South Australian Government concessions, subsidies and rebates so that eligibility criteria ensure concessions are targeted to, and can be easily accessed by, family Carers including:

- Recognition of the additional burden on family Carers of the energy costs in meeting the needs of care recipients.
- Determination of strategies for the equitable inclusion in government assistance schemes of family Carers who need assistance with household expenses, such as electricity, gas and water rates; and housing, transport and education services.
- Recognition of the Carers Allowance as a basis for eligibility for concessions and subsidies for household and transport costs.
- Exploration of the potential benefits and costs of the introduction of a Carers Card in South Australia.
- Development of a strategic program of education on entitlements to concessions and subsidies.
- Provision for subsidised incontinence products across all age groups.

(not costed)

Portfolio Responsibility: Families and Communities: Carers Unit: State Government advocate to the Australian Government for an increase in the level of Carer Payment and Carer Allowance.

(not costed)

2.3.4. Respite

Respite is important for family Carers to give them a break from the rigours of the caring role. Respite – adequate, appropriate, quality, affordable and flexible respite of all kinds including in home, out of home, emergency, long term and residential - continues to be a major factor in increasing the longevity of Carers undertaking their caring role and in enabling Carers to make choices about participation in work, leisure, networking and other activity.

Carers SA, in supporting the ongoing delivery of respite, discourages the blanket view that respite will solve all the needs of family Carer. In many caring relationships respite is not available, suitable, acceptable or not possible which ultimately means that family members carry the duty of care. In providing care there are many other ways that family Carers require assistance, as this submission attests.

Carers SA acknowledges the State government's support for respite for ageing Carers of adult children with disabilities and for Carers of people with mental illness.

Portfolio Responsibility: Disability/Mental Health continue to support the provision of flexible respite programs at least at the level of current commitments.
(not costed)

2.4. Principle 3

Carers play a critical role in maintaining the fabric of society

Raising community awareness and acceptance of family Carers' role in society assists in the validation and self identification for Carers themselves. It leads to feelings of being valued and supported. Family Carer recognition occurs in two ways:

- Through general community awareness.
- Through legislative reform to underpin government policy.

2.4.1. Community Recognition

Whilst valuable, welcome developments in the recognition of family Carers in South Australia, the SA Carers Recognition Act 2005 and subsequent SA Carers Policy will not, of themselves, significantly raise community awareness.

Portfolio Responsibility: Families and Communities: Carers Unit undertakes a community education program on family Carers.
(not costed)

2.4.2. Existing Legislation

There are a number of current South Australian Acts which have a bearing on family Carers. These include:

- The Disability Services Act
- The Office for the Ageing Act
- The Aged and Infirm Persons Policy Act
- The Consent to Medical Treatment and Palliative Care Act
- The Guardianship and Administration Act

- The Mental Health Act
- The Occupational Health and Safety and Welfare Act
- The Home and Community Care Act.
- The Equal Opportunity Act

Carers SA is aware that a number of these Acts are currently being reviewed, are due to be reviewed in the near future, or as in the case of the Equal Opportunity Act amendments are currently before the Parliament. Such reviews need to consider the requirements of the SA Carers Recognition Act 2005, the SA Carers Charter, definitions of caring, how family Carers are to be included in principles and standards, funding agreement issues with organisations that support family Carers and the issues of access by family Carers to information about the people they care for and associated confidentiality concerns.

Other Acts of interest should be reviewed keeping in mind the above considerations.

Portfolio Responsibility: Attorney-General's, in conjunction with appropriate portfolio: review state legislation in order to draft potential amendments for the recognition and support of family Carers.
(not costed)

\$250,000 for roll out of education about and implementation of mental health legislation changes: to be provided by Carers SA.
(Mental Health)

Portfolio Responsibility: Attorney General's implement and promote changes to Equal Opportunities legislation with respect to family Carers.
(not costed)

2.5. Principle 4

Service providers work in partnership with Carers

In establishing genuine participatory partnership Carers are looking for:

- Consistency across service provider family Carer policies.
- Commitment in the portfolio of major interest.
- Education for service providers in Family Carer competencies.
- Legislative reform.

Carers SA is aware that if the benefits expected from the SA Carers Policy do not become apparent in the short term that Carers will become despondent and disillusioned. Carers SA would be pleased to work with the Carers Unit in developing the measures outlined to ensure a more effective return; in developing training and education of service providers for cultural change in expectations of, and attitudes and behaviour toward, family Carers.

2.5.1. Participation and Partnership Project

Whilst the promotion of the SA Carers Recognition Act 2005 and the SA Carers Policy will build upon existing goodwill in the community and amongst service providers toward family Carers nevertheless, when it comes to building the participation of family Carers in service delivery, and a genuine sense of partnership with them, many service providers need guidance.

To facilitate a consistency of Carer policies amongst service providers and the timely development of same, Carers SA recommends the establishment of a Participation and Partnership Project that would:

- Develop a family Carers participation and partnership template upon which service providers could build their own individual family Carer policies.
- Provide consultancy assistance where required in the development of family Carer policies by service providers.

Carers SA, as peak body representing family Carers across South Australia, would be an appropriate body within to place such a project. In developing a family Carers participation and partnership template and in providing consultancy assistance Carers SA would ensure appropriate consultation of family Carers themselves.

\$50,000 one-off to develop a template for service providers in Carer partnership and participation in service delivery: to be developed by Carers SA.
(Families and Communities)

\$200,000 pa for two years for consultancy assistance in the development of family Carer policies by service providers: consultancy advice to be provided by Carers SA.
(Families and Communities)

2.5.2. Commitment to Partnership in Health

Of particular importance is the role of family Carers within the health system. Carers SA is seeking specific consideration within this portfolio with respect to Principle 4.

Family Carers are partners in the delivery of health care as they accompany the care recipient to medical appointments and take responsibility for the health care needs of the care recipient at all other times.

In the mental health arena, for example, family Carers continue to provide care at home as an alternative, due to continuing concerns with supported residential facilities, supported accommodation and boarding houses, rather than see the care recipient live in such places.

The greatest challenge facing family Carers of people with a mental illness is that mental health services are not family Carer sensitive and do not achieve the objectives of family Carer engagement embodied in the National Mental Health Standards.

As a consequence of family Carers' disengagement in mental health service delivery decision making, the pressures on family Carers are enormously exacerbated as are the demands placed on the infrastructure and resources of the service networks which support family Carers.

Information provision lies at the core of the partnership between health providers and family Carers. Family Carers have information based on their experiences in the caring role, but are often not listened to by agencies in the development of services; for example care plans. They need adequate information about the condition of the care recipient as well as information about treatment and services as well as legal processes. Adequate information is necessary in order to carry out the Duty of Care.

In order for the partnership to be effective health professionals need to recognise family Carers as stakeholders and involve them in the planning of home based care and in the discharge from hospital, health or residential facilities of the care recipient; and to consult with family Carers or their representatives when developing policy, planning and programs which impact on family Carers and the people they care for.

Carers SA recommends the establishment, in conjunction with Carers SA as peak body, of appropriate mechanisms within the health system for the participation of family Carers in the health care of those they care for. These mechanisms would include:

Portfolio Responsibility: Health: Development of an education campaign within the health system on the role of family Carers and the part that they can play in care programs.
(not costed)

Portfolio Responsibility: Health: Development of strategies to routinely involve family Carers in care planning, case conferencing and admission and discharge planning in the hospital, general practice and community care settings.
(not costed)

Portfolio Responsibility: Health: Development of guidelines that provide for family Carers having access to necessary information about the health status and treatment of the person cared for.
(not costed)

Portfolio Responsibility: Health: Development of guidelines for the development of clear service delivery agreements between family Carers, care recipients and service providers.
(not costed)

2.5.3. Education for Service Providers

Family Carers play a vital role in the community services and health industry, yet in the majority of circumstances their knowledge, skills, experience and expertise in provision of care is not recognised or utilised by the community services and health industries.

In order to develop appropriate and adequate family Carer partnership and participation policies and programs service providers need an understanding of the needs of family Carers.

However, there is no training for service providers about family Carers and the provision of support services that would meet their needs in South Australia. A comprehensive education and training program for service providers on family Carers and the caring role is required if services are to have the capacity to respond to developments arising from the State Government's Carers Recognition Act 2005 and SA Carers Policy.

Such a program would address the knowledge and skills necessary for working with family Carers across all chronic illnesses, conditions and disabilities; the major issues that have been identified for family Carers, including the culture of caring and service provision, family Carer health and well being and the inclusion by service providers of the family Carer in the care relationship; the diversity of family Carers; and information, communication, attitude, assessment, service quality and coordination issues.

Training to meet the specific needs of family Carers would assist service providers to improve the effectiveness, efficiency, quality and sustainability of their services by planning for, developing and including family Carer inclusive work practices within service delivery.

Carers SA, as state wide peak body for family Carers, has wide ranging experience in the development of service provider training and would be well placed to develop and deliver education and training packages.

\$120,000 one-off for the development of a state wide strategy for the delivery of a family Carer education and training program for service providers: development by Carers SA.
(Further Education)

\$500,000 to provide family Carer education and training to service providers: to be delivered by Carers SA.
(Health/Families and Communities (Ageing, Disability)/Further Education)

2.5.4. New legislation

With the introduction of Carer partnership and participation policies and practices the question of the requirement for new legislation to underpin some of the information and assessment needs of the family Carer needs to be reviewed, including:

- To permit the Carer to obtain necessary information about the health status and treatment of the person cared for, with the consent of that person (except when it is inappropriate or impractical to obtain that consent).
- To provide for a right of assessment of the family Carers needs even if the person being cared for is not in receipt of services and feedback of the assessment.

Questions of rights of family Carers to information about the care recipient have been of particular concern to Carers of people with a mental illness.

Portfolio Responsibility: Attorney-General's in conjunction with appropriate portfolios investigate and draft legislation arising from the information and assessment requirements of family Carers.
(not costed)

2.6. Principle 5

Carers in Aboriginal and Torres Strait Islander communities need special consideration

Providing assistance to Carers from Indigenous communities relies on:

- Recognition of family and cultural considerations.
- A long term approach complimented by appropriate short term efforts.

Within Indigenous communities sharing and mutual support in the context of kinship ties play a vital role. In many cases family members such as grandparents and children are providing care.

A long term strategy needs to be put into place to offer a state wide network of Carer support for Carers from Aboriginal and Torres Strait Islander communities to provide for liaison with Aboriginal and Torres Strait Islander communities; a coordinating role; advocacy and education both for Carers in the caring role and for service providers in the needs of Indigenous Carers. Carers SA would be the appropriate lead agency working in collaboration with stakeholders on the ATSI Partnership Group to identify implementation and roll out initiatives.

For effective service delivery at local level a mix of ongoing support and one-off special projects in conjunction with Carer Support (refer Principle 7) that are flexible to respond to changing local circumstances in disability programs, Elder programs, training, information, health and wellbeing would complement the state wide project by meeting regional needs.

\$150,000 pa recurrent for a state wide Aboriginal and Torres Strait Islander Carers Project to provide leadership, direction and coordination: to be undertaken by Carers SA.
(Aboriginal Affairs in conjunction with Families and Communities)

\$250,000 pa recurrent for local project support, including ongoing and one-off projects for family Carers from Aboriginal and Torres Strait Islander communities: to be delivered by regional Carer Support organisations (refer Principle 7).
(Aboriginal Affairs in conjunction with Families and Communities)

2.7. Principle 6

All children and young people have the right to enjoy life and reach their potential

Assistance is sought by young Carers, in particular through:

- Coordinated information and referral.
- Support at school.
- Access to peer support activities.

Like other family Carers, young Carers take on the role of caring because of natural family responsibilities, but beyond what could normally be expected. It is recognised that young people need to be supported in, or released from, the caring role. Young Carers development as individuals, in education and resilience, and the maintenance of their health and well being is only possible if services are delivered to the whole family.

Carers SA, as the peak body for all Carers, including young Carers, across South Australia, has undertaken state wide initiatives across a range of portfolios in particular mental health, education and children's services. Special projects have been provided in information, identification, counselling and retreats through liaison with regional and school communities and representation on national policy and action groups. Carers SA is pleased to be a part of the state coordinating network, the South Australian Network of Services for Young Carers (SANSYC).

Carers SA believes that children have the right to participate in education, enabling them to reach their full potential, as well as the right to rest and to be involved in recreation and play. Young Carers, in particular, have the right to have their needs acknowledged, to have access to information on medical conditions and support services available to them, to be provided with practical assistance to maintain their caring role and to a safe and protective environment.

Carers SA acknowledges the United Nations Convention on the Rights of the Child, which emphasises the importance of involving children and young people in decisions affecting their lives.

Priority needs identified by young Carers include identification and promotion of children and young people as Carers; government links and pathways; support in schools; whole of family and age appropriate respite; financial support and information about available services

Support for young Carers to remain in school includes provision of flexible education options such as the use of technology for distance education and other external options; peer support and mentoring; home tutoring; prior learning recognition of the skills that are learnt through the caring role and appropriate respite options. Young Carers who leave school due to their caring responsibilities place themselves at risk of alienation from further education or employment and, at that point, will require transition training from the caring role into further education and the workforce. Refer Principle 2 Employment and Care above.

Carers SA acknowledges the involvement of staff of the Department of Education and Children's Services in joint projects for young Carers and current State Government commitments to young Carer programs such as Raw Energy and Breakthru.

It is appropriate, within the context of the requirements on government agencies of the SA Carers Recognition Act 2005, that an overall policy framework be developed, even as priority measures are addressed. As stated above, such a policy needs to consider the young Carer within the family unit.

Portfolio Responsibility: Youth Affairs in conjunction with Department for Families and Communities Carers Unit prepare a whole of government young Carers policy framework.
(not costed)

\$150,000 pa recurrent to provide state wide coordination of information and referral to young Carers: to be delivered by Carers SA.
(Youth Affairs/Families and Communities)

\$250,000 to develop and resource a Young Carers in Schools program to assist young Carers in the primary and secondary school years: to be developed by Carers SA in conjunction with Education.
(Education)

\$500,000 pa recurrent for young Carers regional programs: to be delivered at local level by Carer specific support organisations.
(Youth Affairs/Families and Communities)

2.8. Principle 7

Resources are available to provide timely, appropriate and adequate assistance to Carers

At the core of assistance to family Carers lies:

- Appropriate assessment.
- Carer support including liaison with special needs groups.
- Access to transport.
- Effective complaints processes.

2.8.1. Carer Assessment

Each family Carer has his or her own needs separate from the care recipient, for the family Carer is not only providing care but struggling to maintain their own capacity and well being. In particular, family Carers often find it hard to voice their own needs when attempting to secure adequate and appropriate care for the care recipient.

Carer assessment is an important component in determining and in developing appropriate services for the family Carers themselves. Such assessment should cover the family Carer's time commitments, financial impact, training needs, respite needs and social, health and emotional impacts. This assessment needs also to take into consideration the particular needs of special groups such as Indigenous Carers, Carers from culturally and linguistically diverse backgrounds, young Carers, ageing Carers, sole parent Carers and those from rural and remote regions.

Carers SA is concerned that current policies and practices for service access appear to be that the care recipient has to be in receipt of services prior to any recognition of the needs of the family Carer. However, it is the view of Carers SA that family Carers not only have the right to be assessed independently of the care recipient but also should have the results of that assessment taken into account for the provision of services. This would offer a protection to family Carers to have their needs taken into account at that time. It would also provide for a re-assessment when circumstances change, whether for the Carer or the care recipient, including receiving greater assistance. Refer Principle 2 above regarding need for clinically based health assessment.

Carers SA has a history of developing a Carer Assessment Tool. In addition, Carers SA has been involved in trials of a national Carer assessment tool. These trials would be a useful base in the development of a common Carer Assessment Tool for use across services in South Australia, either in association with, or as part of, the assessment for care recipients.

Portfolio Responsibility: Families and Communities develop a common South Australian Family Carer Assessment Tool for use in South Australia across government and non government services in conjunction with Carers SA.
(not costed)

\$150,000 pa recurrent for training in the use of a Carer Assessment Tool: to be provided by Carers SA.
(Families and Communities)

2.8.2. Carer Support Services

In South Australia a network of Carer specific support organisations across the state play a vital role in providing services for Carers, particularly in rural and regional areas.

The contribution to the health and well being of family Carers by the intervention of Carer Support activities cannot be over stated. By their efforts in maintaining Carer health and well being Carer support services are preventing the much larger costs to the community of Carer breakdown. As stated above investment in Carer support has been shown to give returns of seven to one to government in financial terms only, not including the quality of life outcomes for Carers and those they support. (Access Economics 2005)

Monies from the Home and Community Care program have provided a foundation for connecting Carers and local services, enabling the accumulation of knowledge about Carers, developing support structures for Carers within local communities, encouraging and facilitating innovation and attracting other monies for a wide range of ongoing services. Carers SA encourages ongoing investigation into other potential sources of funds, for example health, regional development and primary industries.

As Carer numbers grow due to changing demographics and Carer identification increases with the initiatives proposed in this submission, demand on these already stretched services will increase.

Portfolio Responsibility: Families and Communities: Ageing: Home and Community Care program maintain support for Carer specific support organisations at least at current levels, with appropriate CPI increases.
(not costed)

Portfolio Responsibility: Families and Communities: Ageing/HACC maintain the Carer Retreats Program: to be administered through Carers SA.
(not costed)

2.8.3. Special Needs Groups

The SA Carers Policy rightly points to special needs groups that require particular consideration. These groups include young Carers (Principle 6), Aboriginal and Torres Strait Islanders (Principle 5), family Carers from culturally and linguistically diverse communities, sole parent Carers, ageing Carers and those living in rural and remote regions of the state.

For effective service delivery at local level, a mix of ongoing support and one-off special projects that are flexible to respond to changing local circumstances are required. They would appropriately be delivered through regional Carer specific support organisations.

There is a complimentary role for state wide coordination, education and advocacy. Carers SA would be the appropriate lead agency working in collaboration with stakeholders from the particular special needs groups to identify appropriate initiatives.

\$150,000 pa recurrent for a state wide Carers with Special Needs project to provide leadership, direction and coordination: to be undertaken by Carers SA.
(Families and Communities: Ageing, Disability/Multicultural Affairs)

\$500,000 pa recurrent for Special Needs Project Officers and project funds at local level: to be delivered through regional Carer specific support organisations.
(Families and Communities: Ageing, Disability/Multicultural Affairs)

2.8.4. Across Agency Coordination

Carers need assistance to juggle the demands of, and access to support programs, across portfolios in particular health and ageing and across different jurisdictions within the state and between State and Commonwealth.

\$150,000 pa recurrent for Carer specific support organisations to assist individual family Carers in the coordination of services.
(Families and Communities)

2.8.5. Carers of People with a Mental Illness

The continuing paucity of recurrent state resources for community based care of people with a mental illness results in considerable burden on the family Carers who are left to support their family members or friends who have a mental illness.

A range of services are required that focus on Carers of people with mental illness including peer support; specialised information, advice, training and education in self care and supporting organisations; respite, in particular the retreats model; counselling and advocacy.

Carers SA acknowledges the existing one-off support currently providing for a range of community based services for Carers of people with a mental illness. Carers SA is currently fulfilling a state wide leadership role in the coordination and management of services but a lack of recurrent funds make state wide leadership and provision of local services unsustainable in the long term.

\$340,000 pa recurrent for Carers of people with mental illness to provide state wide leadership, direction and coordination and a state wide 'one-stop-shop' for family Carers seeking information and referral: to be undertaken by Carers SA.
(Mental Health)

\$500,000 pa recurrent for local based information, training and support for Carers of people with a mental illness: to be coordinated by Carers SA, delivered through regional Carer specific support organisations.
(Mental Health)

2.8.6. Transport

The provision of low cost accessible transport options has a vital role to play in the accessing of services and reduced social isolation for care recipients and family Carers alike, particularly in the case of young Carers. It provides significant relief to the family Carer who otherwise would be responsible for providing the transport needs for the care recipient.

There is scope for greater promotion of routes and times of accessible buses given the current random nature of the availability of accessible buses on routes and timetables. Carers SA also believes that further consideration of ways of supporting alternative transport options in areas where, or at times when, accessible transport is not available is required. Access Cabs in South Australia continue to receive comment about unsatisfactory delays and the lack of availability when required.

Carers SA acknowledges recent reforms to SATSS including the Plus One scheme, the increases in the number and value of vouchers and the use of multiple vouchers per trip and the upcoming increase in the number (additional 15) of Access Cabs.

Portfolio Responsibility: Transport explores the development of secure anti-fraud measures to enable greater flexibility in the use of the South Australian Transport Subsidy Scheme, in particular the allocation of vouchers based on need rather than quotas.
(not costed)

Portfolio Responsibility: Transport continues to apply measures for the further improvement in the delivery of the Access Cab service in South Australia.
(not costed)

2.8.7. Advocacy: Complaints and Appeals

There is a need for accessible, appropriate and transparent complaints procedures for family Carers about service providers and government departments and agencies that meets Australian standards.

Carers SA remains concerned that the limited resources of the Health and Community Services Complaints Commissioner, coupled with those of existing aged and disability advocacy services, will be insufficient to adequately support the advocacy needs of family Carers. This is a situation that requires monitoring, with a view to providing additional resources for a state wide advocate for family Carers that is independent to, or placed within, the office of the Health and Community Services Complaints Commissioner.

Portfolio Responsibility: Attorney-General's provides a state wide personal advocacy service for family Carers, either independent to, or placed within, the Office of the Health and Community Services Complaints Commissioner.
(not costed)

3. Appendix

3.1. Appendix One

Recommendations per Portfolio

Aboriginal Affairs			
	\$150,000 pa recurrent for a state wide Aboriginal and Torres Strait Islander Carers Project to provide leadership, direction and coordination: to be undertaken by Carers SA. (in conjunction with Families and Communities)	\$150,000 pa recurrent	Principle 5 Carers in Aboriginal and Torres Strait Islander communities need special consideration
	\$250,000 pa recurrent for local project support, including ongoing and one-off projects for family Carers from Aboriginal and Torres Strait Islander communities: to be delivered by regional Carer Support organisations (refer Principle 7). (in conjunction with Families and Communities)	\$250,000 pa recurrent	Principle 5 Carers in Aboriginal and Torres Strait Islander communities need special consideration
Attorney General's			
	Portfolio Responsibility: Attorney-General's, in conjunction with appropriate portfolio: review state legislation in order to draft potential amendments for the recognition and support of family Carers.	Not costed	Principle 3 Carers play a critical role in maintaining the fabric of society: Existing Legislation
	Portfolio Responsibility: Attorney General's to implement and promote changes to equal opportunity legislation.	Not costed	Principle 3 Carers play a critical role in maintaining the fabric of society: existing legislation
	Portfolio Responsibility: Attorney-General's in conjunction with appropriate portfolios investigate and draft legislation arising from the information and assessment requirements of family Carers.	Not costed	Principle 4 Service providers work in partnership with Carers: New legislation
	Portfolio Responsibility: Attorney-General's provides a state wide personal advocacy service for family Carers, either independent to, or placed within, the Office of the Health and Community Services Complaints Commissioner.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Advocacy: Complaints and Appeals

Education			
	\$250,000 to develop and resource a Young Carers in Schools program to assist young Carers in the primary and secondary school years: to be developed by Carers SA in conjunction with Education.	\$250,000	Principle 6 All children and young people have the right to enjoy life and reach their potential
Employment			
	Portfolio Responsibility: Employment: A scholarship program to enable attendance at secondary and tertiary institutions for family Carers, particularly young Carers, including provision for respite.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
	Portfolio Responsibility: Employment: Provision of special conditions within State Government labour market programs for re-entry support for family Carers.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
Families and Communities			
	Portfolio Responsibility: Families and Communities: Carers Unit be provided with sufficient funds for the implementation strategy of the SA Carers Policy, including monitoring and evaluation processes and associated consultation with family Carers, their families and service providers.	Not costed	Implementation: Recognition and Support for family Carers
	Portfolio Responsibility: Families and Communities Carers Unit develop a template for government agency Carers policy development in association with the implementation strategies of the SA Carers Policy.	Not costed	Implementation: Recognition and Support for family Carers
	Portfolio Responsibility: Department for Families and Communities: Carers Unit provide project consultants to assist government agencies utilise the Carers Policy Implementation Template for the development of their family Carer policies.	Not costed	Implementation: Recognition and Support for family Carers
	Portfolio Responsibility: Families and Communities: Ageing: Increase Home and Community Care funding by 30%.	Not costed	Principle 1 Carers have choices within their caring role: Comprehensive Quality Services for Care Recipients
	Portfolio Responsibility: Industry; Small Business: Families and Communities: Information campaign on providing family Carer friendly workplaces for business and community sector employers.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace

Families and Communities cont.	Portfolio Responsibility: Ageing, Disability: Provision of affordable quality options for the care recipient that operate at times that fit with paid employment. (Refer principle 1 Comprehensive Quality Services for Care Recipients)	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
	Portfolio Responsibility: Families and Communities: Review all South Australian Government concessions, subsidies and rebates so that eligibility criteria ensure concessions are targeted to, and can be easily accessed by, family Carers including: <ul style="list-style-type: none"> • Recognition of the additional burden on family Carers of the energy costs in meeting the needs of care recipients. • Determination of strategies for the equitable inclusion in government assistance schemes of family Carers who need assistance with household expenses, such as electricity, gas and water rates; and housing, transport and education services. • Recognition of the Carers Allowance as a basis for eligibility for concessions and subsidies for household and transport costs. • Exploration of the potential benefits and costs of the introduction of a Carers Card in South Australia. • Development of a strategic program of education on entitlements to concessions and subsidies. • Provision for subsidised incontinence products across all age groups. 	Not costed	Principle 2 Carers' health and well-being are critical to the community: Financial Resilience: Support for Family Carers as an Anti-poverty Measure
	Portfolio Responsibility: Families and Communities: State Government advocate to the Australian Government for an increase in the level of Carer Payment and Carer Allowance.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Financial Resilience: Support for Family Carers as an Anti-poverty Measure
	Portfolio Responsibility: Disabilities/Mental Health continue to support the provision of flexible respite programs at least to the level of current commitments.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Respite
	Portfolio Responsibility: Families and Communities: Carers Unit undertakes a community education program on family Carers.	Not costed	Principle 3 Carers play a critical role in maintaining the fabric of society: Community Recognition

Families and Communities cont.	\$50,000 one-off to develop a template for service providers in Carer partnership and participation in service delivery: to be developed by Carers SA.	\$50,000 one-off	Principle 4 Service providers work in partnership with Carers: Participation and Partnership Project
	\$200,000 pa for two years for consultancy assistance in the development of family Carer policies by service providers: consultancy advice to be provided by Carers SA.	\$200,000 pa for two years	Principle 4 Service providers work in partnership with Carers: Participation and Partnership Project
	\$150,000 pa recurrent for a state wide Aboriginal and Torres Strait Islander Carers Project to provide leadership, direction and coordination: to be undertaken by Carers SA. (Aboriginal Affairs in conjunction with Families and Communities)	\$150,000 pa recurrent	Principle 5 Carers in Aboriginal and Torres Strait Islander communities need special consideration
	\$250,000 pa recurrent for local project support, including ongoing and one-off projects for family Carers from Aboriginal and Torres Strait Islander communities: to be delivered by regional Carer Support organisations (refer Principle 7). (Aboriginal Affairs in conjunction with Families and Communities)	\$250,000 pa recurrent	Principle 5 Carers in Aboriginal and Torres Strait Islander communities need special consideration
	Portfolio Responsibility: Youth Affairs in conjunction with Department for Families and Communities Carers Unit prepare a whole of government young Carers policy framework.	Not costed	Principle 6 All children and young people have the right to enjoy life and reach their potential
	\$150,000 pa recurrent to provide state wide coordination of information and referral to young Carers: to be delivered by Carers SA. (Youth Affairs/Families and Communities)	\$150,000 pa recurrent	Principle 6 All children and young people have the right to enjoy life and reach their potential
	\$500,000 pa recurrent for young Carers regional programs: to be delivered at local level by Carer specific support organisations. (Youth Affairs/Families and Communities)	\$500,000 pa recurrent	Principle 6 All children and young people have the right to enjoy life and reach their potential
	Portfolio Responsibility: Families and Communities develop a common South Australian Carer Assessment Tool in conjunction with Carers SA, to be used by government and non government services.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carer Assessment

Families and Communities cont.	\$150,000 for training in the use of the Carer Assessment Tool: to be provided by Carers SA.	\$150,000	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carer Assessment
	Portfolio Responsibility: Families and Communities: Ageing: Home and Community Care program maintain support for Carer specific support organisations at least at current levels, with appropriate CPI increases.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carer Support Services
	Portfolio Responsibility: Families and Communities: Ageing/HACC maintain the Carer Retreats Program: to be administered through Carers SA.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carer Support Services
	\$150,000 pa recurrent for a state wide Carers with Special Needs project to provide leadership, direction and coordination: to be undertaken by Carers SA. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$150,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Special Needs Groups
	\$500,000 pa recurrent for Special Needs Project Officers and project funds at local level: to be delivered through regional Carer specific support organisations. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$500,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Special Needs Groups
	\$150,000 for Carer specific support organisations to assist individual family Carers in the coordination of services.	\$150,000	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Across Agency Coordination
Further Education			
	\$120,000 one-off for the development of a state wide family Carers training framework/strategy: to be developed by Carers SA.	\$120,000 one-off	Principle 1 Carers have choices within their caring role: Education for Carers in the Caring Role
	\$240,000 pa for 2 years to pilot training options for family Carers: to be delivered by Carers SA.	\$240,000 pa for 2 years	Principle 1 Carers have choices within their caring role: Education for Carers in the Caring Role

Further Education cont.	\$120,000 one-off for the development of a state wide strategy for the delivery of a family Carer education and training program for service providers: development by Carers SA.	\$120,000 one-off	Principle 4 Service providers work in partnership with Carers: Education for Service Providers
	\$500,000 to provide family Carer education and training courses to service providers: to be delivered by Carers SA. (Health/Families and Communities (Ageing, Disability)/Further Education)	\$500,000	Principle 4 Service providers work in partnership with Carers :Education for Service Providers
Health			
	Portfolio Responsibility: Health, in conjunction with Carers SA, develops and undertakes an education campaign within the health system about family Carers as an at risk population group.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	Portfolio Responsibility: Health develop a Carers Health Assessment Tool for use in General Practice and clinical settings: to be developed in conjunction with Carers SA.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	\$500,000 to develop and deliver a GPs Education and Liaison Project, including roll out of the GPs Kit: to be developed and delivered by Carers SA in collaboration with peak GP groups.	\$500,000	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	Portfolio Responsibility: Health, in conjunction with Carers SA, develop education campaigns within the health system and the community about the importance of good health for family Carers.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	Portfolio Responsibility: Health develop specific injury minimisation programs for family Carers including training resources in conjunction with Carers SA.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	\$150,000 pa recurrent to provide training resources in practical nutrition and health care management for family Carers: to be delivered by Carers SA.	\$150,000 pa recurrent	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue
	\$150,000 pa recurrent to provide a Carer Counselling Program at local level to build on the framework of the National Carer Counselling Program: to be provided by Carers SA.	\$150,000 pa recurrent	Principle 2 Carers' health and well-being are critical to the community: Caring is a Public Health Issue

Health cont.	Portfolio Responsibility: Health: Development of an education campaign within the health system on the role of family Carers and the part that they can play in care programs.	Not costed	Principle 4 Service providers work in partnership with Carers: Commitment to Partnership in Health
	Portfolio Responsibility: Health: Development of strategies to routinely involve family Carers in care planning, case conferencing and admission and discharge planning in the hospital, General Practice and community care settings.	Not costed	Principle 4 Service providers work in partnership with Carers: Commitment to Partnership in Health
	Portfolio Responsibility: Health: Development of guidelines that provide for family Carers having access to necessary information about the health status and treatment of the person cared for.	Not costed	Principle 4 Service providers work in partnership with Carers: Commitment to Partnership in Health
	Portfolio Responsibility: Health: Development of guidelines for the development of clear service delivery agreements between family Carers, care recipients and service providers.	Not costed	Principle 4 Service providers work in partnership with Carers: Commitment to Partnership in Health
Industry			
	Portfolio Responsibility: Industry; Small Business: Families and Communities: Information campaign on providing family Carer friendly workplaces for business and community sector employers.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
Mental Health			
	Portfolio Responsibility: Disabilities/Mental Health continue to support the provision of flexible respite programs at least to the level of current commitments.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Respite
	\$340,000 pa recurrent for Carers of people with mental illness to provide state wide leadership, direction and coordination and a 'one-stop-shop' for Carers seeking information and referral: to be undertaken by Carers SA.	\$340,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carers of People with a Mental Illness
	\$500,000 pa recurrent for local based information, training and support for Carers of people with a mental illness: to be coordinated by Carers SA, delivered through regional Carer specific support organisations.	\$500,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Carers of People with a Mental Illness

Mental Health cont.	\$250,000 for roll out of education about and implementation of mental health legislation changes: to be delivered by Carers SA.	\$250,000	Principle 3 Carers play a critical role in maintaining the fabric of society: existing legislation
Multicultural Affairs			
	\$150,000 pa recurrent for a state wide Carers with Special Needs project to provide leadership, direction and coordination: to be undertaken by Carers SA. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$150,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Special Needs Groups
	\$500,000 pa recurrent for Special Needs Project Officers and project funds at local level: to be delivered through regional Carer specific support organisations. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$500,000 pa recurrent	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Special Needs Groups
Public Sector Management			
	Portfolio Responsibility: Public Sector Management: The development and undertaking of Public Service employment and care policies and practice as a model for the business and community sectors.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
Small Business			
	Portfolio Responsibility: Industry; Small Business: Families and Communities: Information campaign on providing family Carer friendly workplaces for business and community sector employers.	Not costed	Principle 2 Carers' health and well-being are critical to the community: Employment and Care: Family Carers and the Workplace
Transport			
	Portfolio Responsibility: Transport explores the development of secure anti-fraud measures to enable greater flexibility in the use of the South Australian Transport Subsidy Scheme, in particular the allocation of vouchers based on need rather than quotas.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Transport
	Portfolio Responsibility: Transport continues to apply measures for the further improvement in the delivery of the Access Cab service in South Australia.	Not costed	Principle 7 Resources are available to provide timely, appropriate and adequate assistance to Carers: Transport

Treasury			
	Portfolio Responsibility: Treasury set aside funds for the range of measures outlined in this State Budget 2007 - 2008 Submission.		Implementation: Recognition and Support for family Carers
Youth Affairs			
	Portfolio Responsibility: Youth Affairs in conjunction with Department for Families and Communities Carers Unit prepare a whole of government young Carers policy framework.	Not costed	Principle 6 All children and young people have the right to enjoy life and reach their potential
	\$150,000 pa recurrent to provide state wide coordination of information and referral to young Carers: to be delivered by Carers SA. (Youth Affairs/Families and Communities)	\$150,000 pa recurrent	Principle 6 All children and young people have the right to enjoy life and reach their potential
	\$500,000 pa recurrent for young Carers regional programs: to be delivered at local level by Carer specific support organisations. (Youth Affairs/Families and Communities)	\$500,000 pa recurrent	Principle 6 All children and young people have the right to enjoy life and reach their potential

3.2. Appendix Two

Recommendations per Carers Charter Principles

Implementation		
Recognition and Support for Carers	Portfolio Responsibility: Families and Communities: Carers Unit be provided with sufficient funds for the implementation strategy of the SA Carers Policy, including monitoring and evaluation processes and associated consultation with family Carers, their families and service providers.	Not costed
	Portfolio Responsibility: Families and Communities Carers Unit develop a template for government agency Carers policy development in association with the implementation strategies of the SA Carers Policy.	Not costed
	Portfolio Responsibility: Department for Families and Communities: Carers Unit provide project consultants to assist government agencies utilise the Carers Policy Implementation Template for the development of their Carer policies.	Not costed
	Portfolio Responsibility: Treasury set aside funds for the range of measures outlined in this State Budget 2007 - 2008 Submission.	
Principle 1 Carers have choices within their caring role		
Comprehensive Quality Services for Care Recipients	Portfolio Responsibility: Families and Communities: Ageing: Increase Home and Community Care funding by 30%.	Not costed
Education for Carers in the Caring Role	\$120,000 one-off for the development of a state wide family Carers training framework/strategy: to be developed by Carers SA. (Further Education)	\$120,000 one-off
	\$240,000 pa for 2 years to pilot training options for family Carers: to be delivered by Carers SA. (Further Education)	\$240,000 pa for 2 years

Principle 2 Carers' health and well-being are critical to the community		
Caring is a Public Health Issue	Portfolio Responsibility: Health, in conjunction with Carers SA, develops and undertakes an education campaign within the health system about family Carers as an at risk population group.	Not costed
	Portfolio Responsibility: Health develop a Carers Health Assessment Tool for use in General Practice and clinical settings to be developed in conjunction with Carers SA.	Not costed
	\$500,000 to develop and deliver a GPs Education and Liaison Project, including roll out of the GPs Kit: to be developed and delivered by Carers SA in collaboration with peak GP groups. (Health)	\$500,000
	Portfolio Responsibility: Health, in conjunction with Carers SA, develop education campaigns within the health system and the community about the importance of good health for family Carers.	Not costed
	Portfolio Responsibility: Health develop specific injury minimisation programs for family Carers including training resources in conjunction with Carers SA.	Not costed
	\$150,000 pa recurrent to provide training resources in practical nutrition and health care management for family Carers: to be delivered by Carers SA. (Health)	\$150,000 pa recurrent
	\$150,000 pa recurrent to provide a Carer Counselling Program at local level to build on the framework of the National Carer Counselling Program: to be provided by Carers SA. (Health)	\$150,000 pa recurrent
Employment and Care: Family Carers and the Workplace	Portfolio Responsibility: Public Sector Management: The development and undertaking of Public Service employment and care policies and practice as a model for the business and community sectors.	Not costed
	Portfolio Responsibility: Employment: A scholarship program to enable attendance at secondary and tertiary institutions for family Carers, particularly young Carers, including provision for respite.	Not costed

	Portfolio Responsibility: Industry; Small Business: Families and Communities: Information campaign on providing family Carer friendly workplaces for business and community sector employers.	Not costed
	Portfolio Responsibility: Ageing, Disability: Provision of affordable quality options for the care recipient that operate at times that fit with paid employment. (Refer principle 1 Comprehensive Quality Services for Care Recipients)	Not costed
	Portfolio Responsibility: Employment: Provision of special conditions within State Government labour market programs for re-entry support for family Carers.	Not costed
Financial Resilience: Support for Family Carers as an Anti-poverty Measure	<p>Portfolio Responsibility: Families and Communities: Review all South Australian Government concessions, subsidies and rebates so that eligibility criteria ensure concessions are targeted to, and can be easily accessed by, family Carers including:</p> <ul style="list-style-type: none"> • Recognition of the additional burden on family Carers of the energy costs in meeting the needs of care recipients. • Determination of strategies for the equitable inclusion in government assistance schemes of family Carers who need assistance with household expenses, such as electricity, gas and water rates; and housing, transport and education services. • Recognition of the Carers Allowance as a basis for eligibility for concessions and subsidies for household and transport costs. • Exploration of the potential benefits and costs of the introduction of a Carers Card in South Australia. • Development of a strategic program of education on entitlements to concessions and subsidies. • Provision for subsidised incontinence products across all age groups. 	Not costed
	Portfolio Responsibility: Families and Communities: State Government advocate to the Australian Government for an increase in the level of Carer Payment and Carer Allowance.	Not costed
Respite	Portfolio Responsibility: Disabilities/Mental Health continue to support the provision of flexible respite programs at least to the level of current commitments.	Not costed

Principle 3 Carers play a critical role in maintaining the fabric of society		
Community Recognition	Portfolio Responsibility: Families and Communities: Carers Unit undertakes a community education program on family Carers.	Not costed
Existing Legislation	Portfolio Responsibility: Attorney-General's, in conjunction with appropriate portfolio: review state legislation in order to draft potential amendments for the recognition and support of family Carers.	Not costed
	\$250,000 for roll out of education and implementation of mental health legislation changes: to be delivered by Carers SA. (Mental Health)	\$250,000
	Portfolio Responsibility: Attorney General's to implement and promote changes to equal opportunity legislation.	Not costed
Principle 4 Service providers work in partnership with Carers		
Participation and Partnership Project	\$50,000 one-off to develop a template for service providers in Carer partnership and participation in service delivery: to be developed by Carers SA. (Families and Communities)	\$50,000 one-off
	\$200,000 pa for two years for consultancy assistance in the development of family Carer policies by service providers: consultancy advice to be provided by Carers SA. (Families and Communities)	\$200,000 pa for two years
Commitment to Partnership in Health	Portfolio Responsibility: Health: Development of an education campaign within the health system on the role of family Carers and the part that they can play in care programs.	Not costed
	Portfolio Responsibility: Health: Development of strategies to routinely involve family Carers in care planning, case conferencing and admission and discharge planning in the hospital, General Practice and community care settings.	Not costed

	Portfolio Responsibility: Health: Development of guidelines that provide for family Carers having access to necessary information about the health status and treatment of the person cared for.	Not costed
	Portfolio Responsibility: Health: Development of guidelines for the development of clear service delivery agreements between family Carers, care recipients and service providers.	Not costed
Education for Service Providers	\$120,000 for the development of a state wide strategy for the delivery of a family Carer education and training program for service providers: development by Carers SA. (Further Education)	\$120,000
	\$500,000 to provide family Carer education and training to service providers: to be delivered by Carers SA. (Health/Families and Communities (Ageing, Disability)/Further Education)	\$500,000
New legislation	Portfolio Responsibility: Attorney-General's in conjunction with appropriate portfolios investigate and draft legislation arising from the information and assessment requirements of family Carers.	Not costed
Principle 5 Carers in Aboriginal and Torres Strait Islander communities need special consideration		
	\$150,000 pa recurrent for a state wide Aboriginal and Torres Strait Islander Carers project to provide leadership, direction and coordination: to be undertaken by Carers SA. (Aboriginal Affairs in conjunction with Families and Communities)	\$150,000 pa recurrent
	\$250,000 pa recurrent for local project support, including ongoing and one-off projects for family Carers from Aboriginal and Torres Strait Islander communities: to be delivered by regional Carer Support organisations (refer Principle 7). (Aboriginal Affairs in conjunction with Families and Communities)	\$250,000 pa recurrent
Principle 6 All children and young people have the right to enjoy life and reach their potential		
	Portfolio Responsibility: Youth Affairs in conjunction with Department for Families and Communities Carers Unit prepare a whole of government young Carers policy framework.	Not costed

	\$150,000 pa recurrent to provide state wide coordination of information and referral to young Carers: to be delivered by Carers SA. (Youth Affairs/Families and Communities)	\$150,000 pa recurrent
	\$250,000 to develop and resource a Young Carers in Schools program to assist young Carers in the primary and secondary school years: to be developed by Carers SA in conjunction with Education. (Education)	\$250,000
	\$500,000 pa recurrent for young Carers regional programs: to be delivered at local level by Carer specific support organisations. (Youth Affairs/Families and Communities)	\$500,000 pa recurrent
Principle 7		
Resources are available to provide timely, appropriate and adequate assistance to Carers		
Carer Assessment	Portfolio Responsibility: Families and Communities develop a common South Australian Family Carer Assessment Tool in conjunction with Carers SA to be used across government and non government services.	Not costed
	\$150,000 pa recurrent for training in the use of the Carer Assessment Tool developed at national level: to be provided by Carers SA. (Families and Communities)	\$150,000 pa recurrent
Carer Support Services	Portfolio Responsibility: Families and Communities: Ageing: Home and Community Care program maintain support for Carer specific support organisations at least at current levels, with appropriate CPI increases.	Not costed
	Portfolio Responsibility: Families and Communities: Ageing: Home and Community Care maintain the Carer Retreats Program: to be administered through Carers SA.	Not costed
Special Needs Groups	\$150,000 pa recurrent for a state wide Carers with Special Needs Project to provide leadership, direction and coordination: to be undertaken by Carers SA. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$150,000 pa recurrent

	\$500,000 pa recurrent for Special Needs Project Officers and project funds at local level: to be delivered through regional Carer specific support organisations. (Families and Communities: Ageing, Disability/Multicultural Affairs)	\$500,000 pa recurrent
Across Agency Coordination	\$150,000 pa recurrent for Carer specific support organisations to assist individual family Carers in the coordination of services. (Families and Communities)	\$150,000 pa recurrent
Carers of People with a Mental Illness	\$340,000 pa recurrent for Carers of people with mental illness to provide state wide leadership, direction and coordination and a state wide 'one-stop-shop' for Carers seeking information and referral: to be undertaken by Carers SA. (Mental Health)	\$340,000 pa recurrent
	\$500,000 pa recurrent for local based information, training and support for Carers of people with a mental illness: to be coordinated by Carers SA, delivered through regional Carer specific support organisations. (Mental Health)	\$500,000 pa recurrent
Transport	Portfolio Responsibility: Transport explores the development of secure anti-fraud measures to enable greater flexibility in the use of the South Australian Transport Subsidy Scheme, in particular the allocation of vouchers based on need rather than quotas.	Not costed
	Portfolio Responsibility: Transport continues to apply measures for the further improvement in the delivery of the Access Cab service in South Australia.	Not costed
Advocacy: Complaints and Appeals	Portfolio Responsibility: Attorney-General's appoints a state wide advocate for family Carers, either independent to, or placed within, the Office of the Health and Community Services Complaints Commissioner.	Not costed

3.2. Appendix Three Election commitments²

Recognition and Support for Carers

- To put in place implementation strategies to further the requirements of the Carers Recognition Act 2005 and Carers Charter.

Comprehensive Quality Services

- Acknowledgement that family Carers cope best with their roles when appropriate and accessible supports and services are in place for those in their care.
- To ensure that the implementation strategy of the Carers Recognition Act includes service providers taking into account the views, needs and best interests of people receiving care when decisions are made that impact on family Carers and the role of family Carers.
- To continue to work with the non government sector on a Workforce Development Strategy to address issues in the training, recruitment and retention of staff.

Health

- To use the framework of the Carer Recognition Act to continue to acknowledge the particular health requirements of family Carers
- To continue to recognise the important role of family Carers; to ensure the recognition by health professionals of family Carers as stakeholders who should be involved in the planning of home based care or discharge from hospital, health or residential facilities of their friend or relative; and for other health service providers to consult with family Carers or their representatives when developing policy, planning and programs which impact on family Carers and the people they care for.

Mental Health

- To ensure that the Carers Recognition Act 2005 and Carers Charter are implemented in public mental health services
- To introduce reform amendments to mental health legislation that recognises the important role that family Carers play and to better recognise their needs and rights.

Employment and Care

- Support for the right of family Carers to continue to work if they choose through more flexible in house, day care respite.
- To amend the Equal opportunity Act to better recognise the needs and rights of family Carers.

Family Caring: The Cost of Caring and Poverty

- Provision of incontinence products' subsidies.

Respite

- To ensure Carers have access to a wide range of affordable, accessible and appropriate respite services including home based respite.

² As evidenced through the Government's responses to Carers SA's State Election March 2006 Candidates Questionnaire

Young Carers

- To target improved supports and services for families in which children have taken on a role as a primary Carer, particularly in those families where a parent has a mental illness, disability or addiction and to put into place means to support young Carers as part of the implementation strategies of the Carer Recognition Act.

Special Needs Groups

- To include special needs groups in the implementation strategies of the Carer Recognition Act 2005.

Advocacy

- To ensure that family Carers have access to support and advocacy in their role as a family Carer.
- To amend the Equal Opportunity Act to better recognise the needs and rights of family Carers.

4. References

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- Creating Choice: Employment and the Cost of Care TOCC 2005
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- Disability support services 2004-05: national data on services provided under the Commonwealth State/Territory Disability Agreement (CSTDA) Australian Institute of Health and Welfare Canberra 2006
- Family Carers and the Physical Impact of Caring - Injury and Prevention Research Full Report Independent Living Centre of WA Perth 2006
- SA Carers Policy Department for Families and Communities Adelaide 2006
- SA Carers Report Department for Families and Communities Adelaide 2004
- State of Confidence ALP Platform Adelaide 2005
- StollzNow (2005) A Crisis in Caring or a system that Works? prepared for carers Australia Canberra 2005
- The ageing population – can we rely on informal, unpaid care to provide? Carers Australia Canberra 2005
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- Understanding the Role of Family Carers in Health Care: implications for the health and community service system Carers SA Adelaide 2005
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- Who cares? the cost of caring in Australia today 2002 to 2005 AMP NATSEM 2006
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- Young Carers Research Project Final Report Noble-Carr Department of Family and Community Services Canberra 2001