



Health
Northern Sydney
Local Health District

Northern Sydney Local Health District

Carer Strategy 2018-2023

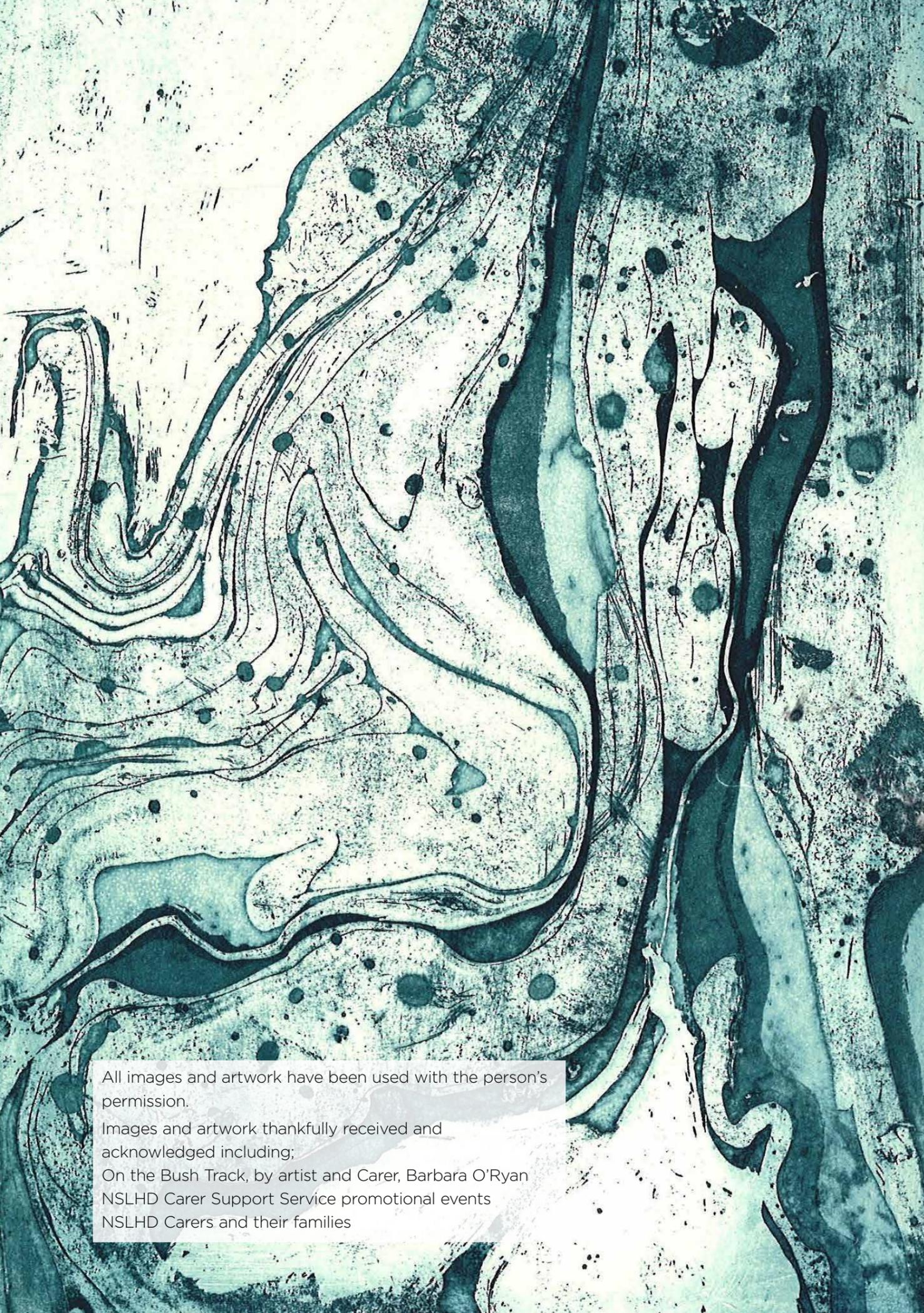
Our goals are for staff to recognise, respect and value Carers as partners in care; and to improve the health and wellbeing of Carers living in, and working for the Northern Sydney Local Health District (NSLHD).



NSLHD recognises,
respects and values
carers as partners
in care.



On the Bush Track



All images and artwork have been used with the person's permission.
Images and artwork thankfully received and acknowledged including;
On the Bush Track, by artist and Carer, Barbara O'Ryan
NSLHD Carer Support Service promotional events
NSLHD Carers and their families

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1 Foreword

I am delighted to present the Northern Sydney Local Health District (NSLHD) Carer Strategy 2018-2023.

There are over 900,000 Carers in NSW, some as young as eight years old and the very elderly. Carers make an incredible contribution to our community. This strategy will guide us in giving back to them.

This Carer Strategy will provide continued direction for improved engagement with, and support to Carers in our region. It is consistent with State frameworks and builds upon work undertaken by NSLHD since 2003.

The Carer Strategy provides a framework for all services to review and consider where improvements can be gained either in service provision or facilities to support the recognition and engagement of Carers as partners in care, across all sectors of our hospitals and health services.

I wish to thank the Carers who have so generously contributed to this strategy and thank them for all they do

Deb Willcox
Chief Executive
Northern Sydney Local Health



2 Acknowledgements

2.1 Acknowledgement of Country

The Carer Support Service of Northern Sydney Local Health District would like to acknowledge the Cammeraygal people of the Guringai nations, the Wallemedegal peoples of the Dharug nations to the west, the Darkinjung peoples to the country to the north and the clans of the Eora nations whose country and borders surround us.

We acknowledge, honour and pay our respects to the ancestors and elders, both men and women of those nations. We also acknowledge and pay our respects to all Aboriginal and Torres Strait Islander peoples and to elders past, present and emerging.

We acknowledge that past, current and future Aboriginal and Torres Strait Islander peoples are the continuing custodians of this country upon which we live, work and meet and that it is from their blood, courage, pride and dignity that we are able to continue to live, work and meet on this ancient and sacred country.

2.2 Expression of Thanks

The Manager of NSLHD Carer Support Service would like to thank the following;

- Executive and Directors of NSLHD Health, both District and Hospital.
- Carers in our community whose journeys influence the work we undertake.
- NSLHD staff and consumers who attended consultation workshops across the district.
- NSLHD staff who have supported the work undertaken by Carer Support Service since 2004, you know who you are, and without you we could not have reached such a strong foundation upon which to build future directions.
- Peter Shine and the staff of the NSLHD Aboriginal Health Service for sharing their plan document and influencing our approach.

I care because...

... my child means the world to me, I must be his voice as he cannot speak to express himself. Advocating for him is the least I can do to try and give him a fair go in life! I care because it is the most meaningful thing in life to me, everything else falls below that priority and necessity as human beings. I care because in today's times, only a few people truly do.

Antoinette, whose son is blind and has Autism



3 Executive Summary

The Northern Sydney Local Health District Carer Strategy 2018-2023, and supporting NSLHD Carer Action Plan (the Plan) is the second such plan for the District. This plan builds on the previous NSLHD Carer Action Plan 2007-2012, and links directly to Ministry of Health Key Directives released in 2018 and other relevant plans and service agreements for NSLHD. The Plan considers the unique characteristics of the region and our health service; Royal North Shore Hospital being a tertiary, quaternary state hospital; and addresses the health needs of the community.

The first Northern Sydney Local Health District Carer Action Plan was developed in 2007 and worked towards 5 key outcomes:

1. Carers are recognised respected and valued
2. Carers are partners in care
3. Services for Carers are improved
4. Hidden Carers are identified
5. Carers are supported to combine work and care

These 5 outcomes formed the foundations for work undertaken by the NSLHD Carer Support Service.

Since 2012, the LHD has been reporting its achievements against the implementation of the Carer Recognition Act and Carer Strategy, however the

Local Health District (LHD) requires the commitment and work to be endorsed and developed by all parts of the organisation.

The current NSLHD Carer Action Plan has sought input and been developed following contributions from senior managers across health services in the LHD. It provides the framework against which work can be identified, developed and reported on during the coming 5 years.

The NSLHD Carer Action Plan is drafted with respect and inclusion of relevant policies and government legislation, previous plans and strategies together with a summary of work achieved over the past 15 years. The work is heavily influenced by the forums and workshops held with Carers over that period which lead us to understand the difficulties Carers have in accessing health services and community care in our region.

The NSLHD Carer Action Plan 2018-2023 focuses on priority actions themed by the three 2018 NSW Health Key Directions;

1. NSW Health will inform and guide its employees to recognise and support Carers
2. NSW Health employees will engage with Carers as partners in care

3. NSW Health will support employees who have caring responsibilities

Plus, an additional Key Direction 4 is identified to meet the objectives outlined in the NSLHD Strategic Plan;

4. NSLHD services for Carers are improved

This introductory strategy document will lead the NSLHD Carer Action Plan and provides details and data to support the objectives and initiatives of the Plan and provides background information and activity information about Carers who live in and access health services in NSLHD.

The Plan includes prioritised recommendations, objectives, initiatives, performance indicators and outcomes. The Plan aligns to the NSLHD Strategic Plan 2017-2022 and will allow for better communication and distribution of the Plan across NSLHD and the wider community.

Refer the attached Northern Sydney Local Health District Carer Action Plan 2018-2023 presented in table format. The table format is shaded in green to highlight direct actions for the NSLHD Carer Support Service, and the white cells highlight the need for collaboration and an integrated approach across NSLHD areas. (page 20)

4 NSLHD Carer Action Plan Introduction

The NSLHD Carer Action Plan (the Plan) sets out our proposals for Northern Sydney Local Health District (NSLHD) over a five-year timeframe from 2018-2023.

Over the next 5 years the NSLHD population is projected to grow by 6%, and population ageing and increased complexity of patients is expected to grow, placing increased demands on the health care system and Carers.

Reporting of Carers in health data continues to be a concern, with the number of Carers under reported; and/or, Carers that are patients are often unknown or an unrecognised status is recorded within patient registration systems.

The NSLHD Carer Action Plan prioritises the identification and recording of Carer data and status in health care records. Improving identification to ensure a patient's and Carer's clinical service is appropriately weighted as part of activity based funding, and services for Carers are made more accessible and culturally appropriate.

The Plan places emphasis on staff education and innovation of service delivery to provide

continued engagement with Carers as partners in care, and encourages consumer participation to strengthen the Carer voice and consultation process in the development of NSLHD facilities and clinical redesign.

To address the growing needs and support the health and wellbeing of Carers into the future, the Plan includes actions to scope and develop a more responsive health care system; including Models of Care, pathways and communication aids that improve Carer access and navigation of services.

In summary, the NSLHD Carer Action Plan goals are for staff to recognise, respect and value Carers as partners in care; and to improve the health and wellbeing of Carers living in, and working for our Local Health District.

Each year the Ministry of Health requests reporting, and to streamline the process and enable services to proactively plan and prepare their actions and feedback, NSLHD Carer Support Service has developed the NSLHD Carer Action Plan into a table and reporting template, that details specific actions and deliverables, success measures, and timeframes. (page 20)



5 NSLHD Carer Action Plan Background

In the drafting of the NSLHD Carer Action Plan 2018-2023, consideration has been given to align NSLHD Carer Action Plan objectives with the broader strategies and guiding principles across the NSLHD and NSW Health that recognise the important role of Carers.

5.1 Ministry of Health – 2018 NSW Health Key Directions

The Ministry of Health released the 2018 NSW Health Key Directions with the vision;

NSW Health and its employees recognise the important role of carers and respond to their needs, so that carers feel valued, respected, engaged and supported in the NSW public health system.

For more information refer Appendix 7.4 (page 18)

5.2 NSLHD Strategic Plans

The NSLHD Carer Action Plan has been drafted with consideration and acknowledgement of the strategic outcomes included in existing and emerging plans as relevant to engagement with Carers and service development for Carers, including;

[NSLHD Strategic Plan 2017-2022](#)

[NSLHD Aboriginal Health Service Plan 2017-2022](#)

[NSLHD Mental Health Drug and Alcohol Operational Plan 2017-2021*](#)

[NSLHD Disability Inclusion Action Plan 2018-2022](#)

[NSW Women's Health Strategy 2018-2022](#)

[Carers: Procedure for recognising and supporting families and carers of people in NSLHD](#)

*Carer Support Service acknowledges Mental Health Family and Carer program participation in development and implementation of our Carer Action Plan 2018-2023.

Some of the above links refer to internal documents. If you would like further information on any of our plans, please contact Carer Support on 02 9462 9488.

5.3 Legislative and Policy Context

Additional legislative and policy context that provides a framework for the NSLHD Carer Action Plan 2018-2023, includes the NSW Carer Recognition Act 2010



(Appendix 7.1, page 14), NSW Carers Charter reviewed in 2016 (Appendix 7.3, page 15), and the National Safety and Quality Health Service Standards (NSQHSS) (second edition).

Primarily the work undertaken will relate to criteria in the Partnering with Consumer Standard (NSQHSS second edition); however the requirements of carers are also referred to extensively in the Comprehensive Care, Communicating for Safety and Recognising and Responding to Acute Deterioration Standards.

5.4 NSLHD Stakeholder and Community Consultations

The NSLHD Carer Action Plan 2018-2023 has been developed and informed by key stakeholder and community consultations that have taken place across the region, including workshops held in July 2018 to further consolidate objectives and prioritise actions for implementation.

5.5 NSLHD Carer Demographics

In 2016, the NSLHD Carer population estimated at 130,000¹, or 14% of NSLHD residents, with approximately 25,000 Carers providing 24-7 care. NSLHD Health services also engage with Carers supporting patients who live outside of our district.

Population growth is projected to increase by 23%; and by 2036, 20% of NSLHD population will be over 65 years; and the population over 80 years old will have almost doubled². Over the next 30 years the number of Carers is projected to rise by 57% while the number of aged people needing care will rise by 160% in the next 10-20 years, with approximately one in three people having a caring role³.

Technological advancement is contributing to increased longevity of people with disabilities, may subsequently increase the number and length of informal care relationships⁴.

The rapid growth in the number of older persons will cause the overall rate of disability to rise much faster than the overall rate of Carers, with only 35 Carers projected to be available for every 100 persons needing informal care by 2031³.



Carers are as diverse as the rest of the community, and it is important that this diversity is recognised and respected.

Almost 25% of residents speak a language other than English at home, with major language groups including Cantonese, Mandarin, Korean, Italian and Japanese¹.

In NSW, one in eight Aboriginal people are Carers³. Approximately 6% of Carers have a profound or severe disability themselves³. Females make up the majority of Carers representing 70% of primary Carers and 56% of Carers overall³.

Young Carers under the age of 25 years, represent approximately 10% of primary Carers, and are less likely than their peers to complete their education and participate in employment³.

A report launched by Carers Australia in August 2015 revealed how the replacement value of the care provided by Australia's unpaid Carers has increased to \$60.3 billion per year, over \$1 billion every

week⁵. In NSW Carers contribute as estimated \$19 billion a year in unpaid labour in NSW. This amounts to millions of hours of care a year³.

Carers assist people to remain living in the community for longer and contribute substantial savings on premature admissions to costly residential care and accommodation options.

Carers earn 42% less income and have lower savings and less superannuation than non-carers. Some Carers will be forced to remove themselves from the workforce completely, with 55% of Carers in the workforce, compared with 69% of non-carers³.

Carers have the lowest level of wellbeing of any demographic group in Australia, with poorer health, lower incomes and lower work participation rates than the rest of the population.

A national survey of Carers' health and wellbeing revealed⁶;

- Over half reported some level of depression, with one third found to be severely or extremely depressed
- More than one third of Carers are experiencing severe or extreme stress
- Caring does not get easier with time
- Caring compounds the effect of any other factor that leads to reduced wellbeing
- Any level of consistent, daily, immediate caring responsibility is sufficient to severely damage wellbeing
- Wellbeing decreases as the number of hours spent caring increases

Carers are also our colleagues in NSW Health and the number of staff with Carer responsibilities is likely to increase as comparative with the community and ageing population growth forecasts detailed above.

5.6 Building on Past Achievements

Established in 2004, the NSLHD Carers Support Service was launched as part of the NSW Government Carers Program, and over the years has delivered significant contributions to developing partnerships between Carers and health service providers. Carers Support Service provides a holistic approach to services offered to Carers within the NSLHD jurisdiction as well as supporting Carers from outside the NSLHD region accessing tertiary and quaternary services of the Royal North Shore Hospital.

The NSLHD Carer Action Plan 2018-2023 is the second plan for the LHD and builds on the previous NSLHD Carer Action Plan 2007-2012.

Actions previous delivered between 2007-2012 were delivered against the following five principles;

1. Carers are recognised, respected and valued
2. Carers are partners in care
3. Carers are supported to combine work and care
4. Hidden Carers are identified
5. Carer Services are improved

Significant work delivered by NSLHD and its Carer Support Service during these years is detailed in section 6.4 on page 15.

5.7 Carer Entitlements

Carers experience greater financial hardship than non-carers, and there is increasing pressure on Carers as a result of the implementation of the National Disability Insurance Scheme (NDIS) and changes to MyAged Care, and Centrelink benefit schemes.

The NSLHD Carer Action Plan 2018-2023 seeks to inform but is not able to directly address changes that may impact Carer entitlements or access to support services that assist them in the care of their family member. Instead, the Carer Action Plan seeks to ensure Carers are informed on how to access community care support.

I care because...

... I care(d) because I wanted to make sure that my husband's needs were always met, that his voice was always heard (after he had lost it to MND and we had to rely on technology and non-verbal cues to communicate), that he was never left behind, whilst others went out to enjoy the day, but was included in life, in activities, in all that he wanted to do and that most of all, he was loved.

Joanna



Some quick statistics

In 2015 there were 2.7 million unpaid carers in Australia

Around 856,000 carers (32%) are primary carers, those who provide the most informal assistance to another individual

The weekly median income of primary carers aged 15 - 64 was 42% lower than that of non-carers

More than two thirds of primary carers are female

The average age of a primary carer is 55

272,000 carers are under the age of 25, which equates to around 1 in 10

Almost all primary carers (96%) care for a family member

56% of primary carers aged 15 - 64 participate in the workforce, compared to 80% of non-carers

Australian Bureau of Statistics (2015) Survey of Disability, Ageing and Carers.

6 About NSLHD Carer Support Service

6.1 What We Do

The key responsibility of NSLHD Carer Support Service (CSS) is to provide professional support of Carers of patients in the health system, and to initiate strategies at the local level to improve the responsiveness of the public health system to the needs of Carers.

We provide new and innovative strategies to support and strengthen caring relationships so that people with disabilities and chronic illnesses can continue living with their own families and communities for as long as possible.

Carer Support Service assists Carers accessing NSLHD health services from other areas of NSW whilst they are in our health district.

Carer Support Service;

- is focused on increasing access for Carers to a range of services and information; providing information and education regarding community and health care services available for Carers and their care recipient.
- provides advocacy for Carers and facilitates communications between Carers and health professionals with a view to improving the patient journey, whilst ensuring Carers have ease of access to health care information, education and support services in local communities.
- initiates strategies within NSLHD to improve services for Carers, raising awareness of Carer needs and changing attitudes towards Carers within the health system.
- represents NSLHD on state-wide committees, provides leadership and guidance within the LHD, and advocates for better health outcomes through the implementation of policies and local strategic health plans.

6.2 Carer Support Service Staff

The NSLHD Carer Support Service team includes 4 FTE equivalent staff that work across the LHD area. Carer Support Officer roles are based within acute and complex health settings of hospital sites, and participate across the district community, acute, and sub-acute services, primary and community health services.

Carer Support Officers network with community care organisations, council community development officers and other key organisations promoting the recognition and support of Carers as per the Carer Recognition Act.



Carer Support Officers engage with Carers daily and are recognised as a trusted source of support, particularly for complex hospitalisations.



Since 2004, the NSLHD Carer Support Service has built a strong foundation of knowledge, experience and engagement with Carers in the region. Countless numbers have accessed our service, either by phone, in person, or via the internet to gain information and guidance. Significant work has been undertaken with other services in the district and state-wide to ensure the engagement of Carers. (refer 5.4)

6.3 Current Support Services

Working in partnership with service providers and Carers to address emotional and social determinants of health to improve outcomes for Carers and their care recipients. Carer Support Services include both strategic and operational resources.

Strategic support services:

- Advocacy and support for patients and their families, promoting Carer issues in a positive way within the health system and wider community;
- Reporting to NSLHD Executive and to NSW Ministry of Health on progress with the implementation strategies under the Key Directions;
- Participation in workshops and other forums arranged by NSW Health for the network of Carer Support Services across the state;
- In collaboration with health services across NSLHD, assists in the development and implementation of relevant health service policies, promotions and education;
- Supporting community initiatives addressing Carer support services and health needs in collaboration with other health care providers and primary health care networks
- Monitoring provision of, and access to health services by Carers;
- Providing access to and equity of health and healthcare for Carers across NSLHD;

Operational support services:

- Key contact and communications liaison work for Carers to resolve issues;
- Community education including collaborations with health services, face to face engagement with Carers and online media and content publishing;
- Promotion of health and social activities for Carers;
- Liaison with other government agencies, non-profit organisations and community groups regarding the needs of and local services for Carers;
- Maintaining an information register of Carer-related projects and services across the NSLHD, including intranet and online updates;
- NSLHD staff training re Carer initiatives and consultation to staff and service providers;
- Ensuring policy guidelines related to Carers are disseminated across NSLHD

6.4 NSLHD Previous Achievements

Over the past 15 years NSLHD Carer Support Service deliverables have included the following initiatives;

- Think Patient, Think Carer: methodology for identifying Carers
- Innovation Project: Carers at the Bedside
- Communication and Care Cues (CCC)
- Consumer and staff communications. Intranet, Internet and social media platforms developed and implemented
- Ongoing service support to produce, publish content and manage consumer participation on line, in print and on the phone
- NSLHD Workforce Survey report (2012)
- Supporting Young Carers pilot project for NSW
- Talking Pictures: multicultural inclusion initiative
- Staff education programs
- Staff orientations, inductions and In-Service
- Consumer participation
- PPGs and other committee participations
- Primary Health Network: GP Guide to engaging with Carers and pathway work
- Carers Week: Creative Carers Exhibitions and Staff Carer Awareness awards
- School Link: articles for Carers
- Community Carer Support Groups
- Delirium education for Medical; Nursing and Community Nursing (part of CHOPS)
- Real people - Real Journeys: stories from Carers of children who have an Intellectual Disability
- Carer voice in End of Life; Person Centred-Care; Cognitive Impairment; Falls; Skin Integrity; Infection Control; Consumer Engagement committees

Of special note are the following NSLHD initiatives;

- The Care of the Confused Hospitalised Older Person (CHOPS) project which is now embedded state-wide as part of ACI Aged Care Network.
- The Intellectual Disability state-wide work at every step carries engagement with Carers strongly influenced and supported by our service.
- Our development of the Carers at the Bedside initiative that commenced in 2010 and leads to successful hospitalisation of people with a cognitive impairment from their Pre-Admission Clinic appointment through to Discharge.

We work with Carers in the local community providing education, guidance and support.

We promote access to services for Carers and clear communications between Carers and health professionals.

We are based within acute and complex health settings of RNSH, Ryde and HKH hospitals and operate across the district to engage with local and community Carer populations and support services.



7 Appendixes

7.1 NSW Carer Recognition Act 2010

The introduction of the NSW Carers (Recognition) Act 2010 was a historic moment for Carers in NSW and an important first step toward better recognition and support for Carers.

The objectives of the NSW Carers (Recognition) Act 2010 (the Act) are to enact a Carers Charter to recognise the role and contribution of carers to our community, and to the people they care for, increasing awareness of the valuable contribution that Carers make to our community.

The Act;

- Defines who a Carer is
- Establishes the NSW Carers Charter
- Creates obligations for public sector agencies and human service agencies
- Establishes the NSW Carers Advisory Council

Read the NSW Carers (Recognition) Act 2010 link provided here;

<https://www.legislation.gov.au/Details/C2010A00123>

Following a review of the Act in 2016, the NSW Carers Charter and other parts of the Act were amended in 2017.

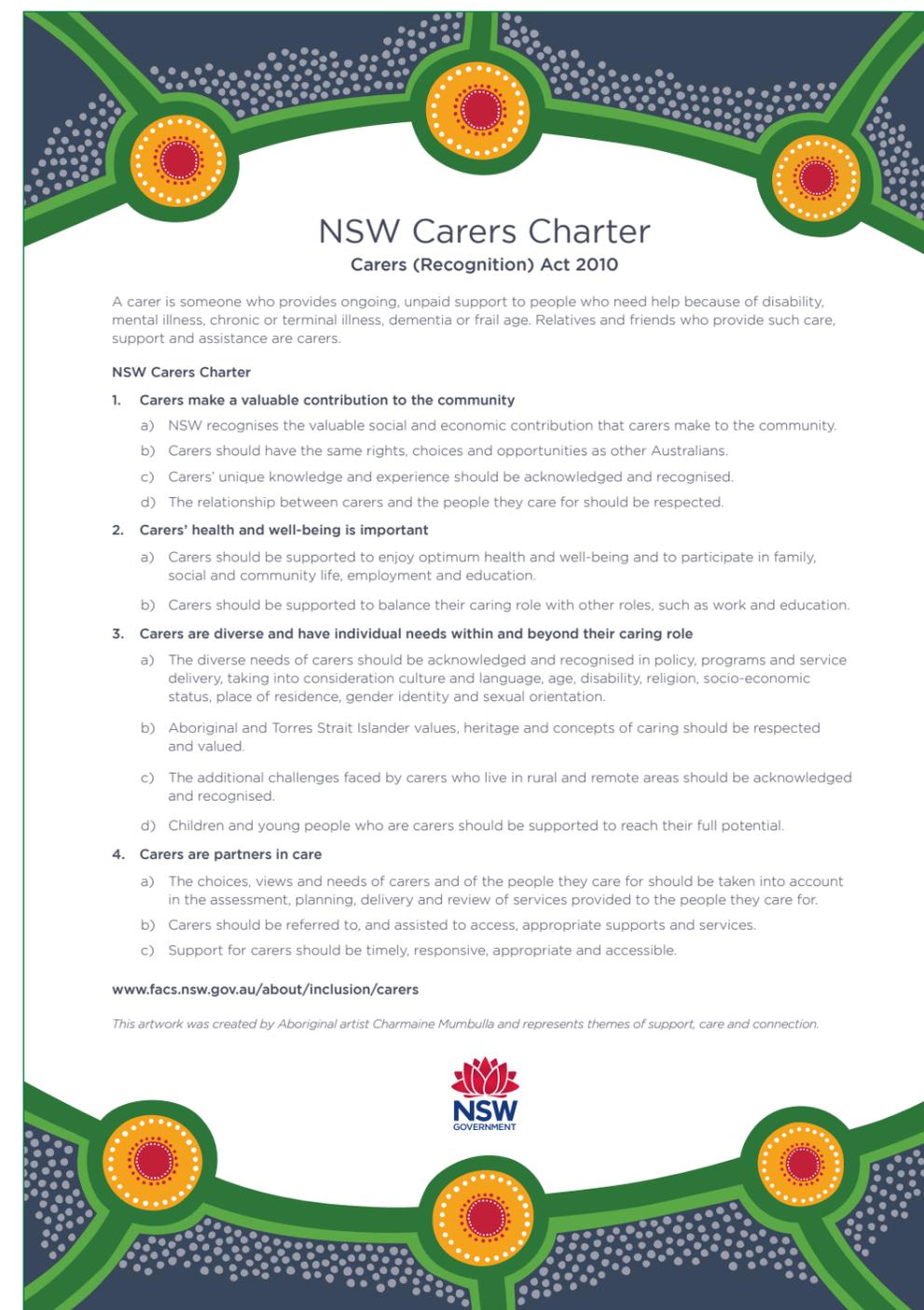
7.2 Definition of a Carer – Recognition Act 2010

The Meaning of Carer

- 1 For the purposes of this Act, a carer is an individual who provides personal care, support and assistance to another individual who needs it because that other individual:
 - a) has a disability; or
 - b) has a medical condition (including a terminal or chronic illness); or
 - c) has a mental illness; or
 - d) is frail and aged.
- 2 An individual is not a carer in respect of care, support and assistance he or she provides:
 - a) under a contract of service or a contract for the provision of services; or
 - b) in the course of doing voluntary work for a charitable, welfare or community organisation; or
 - c) as part of the requirements of a course of education or training.
- 3 To avoid doubt, an individual is not a carer merely because he or she:
 - a) is the spouse, de facto partner, child or other relative of an individual, or is the guardian of an individual; or
 - b) lives with an individual who requires care.

7.3 NSW Carer Charter 2016

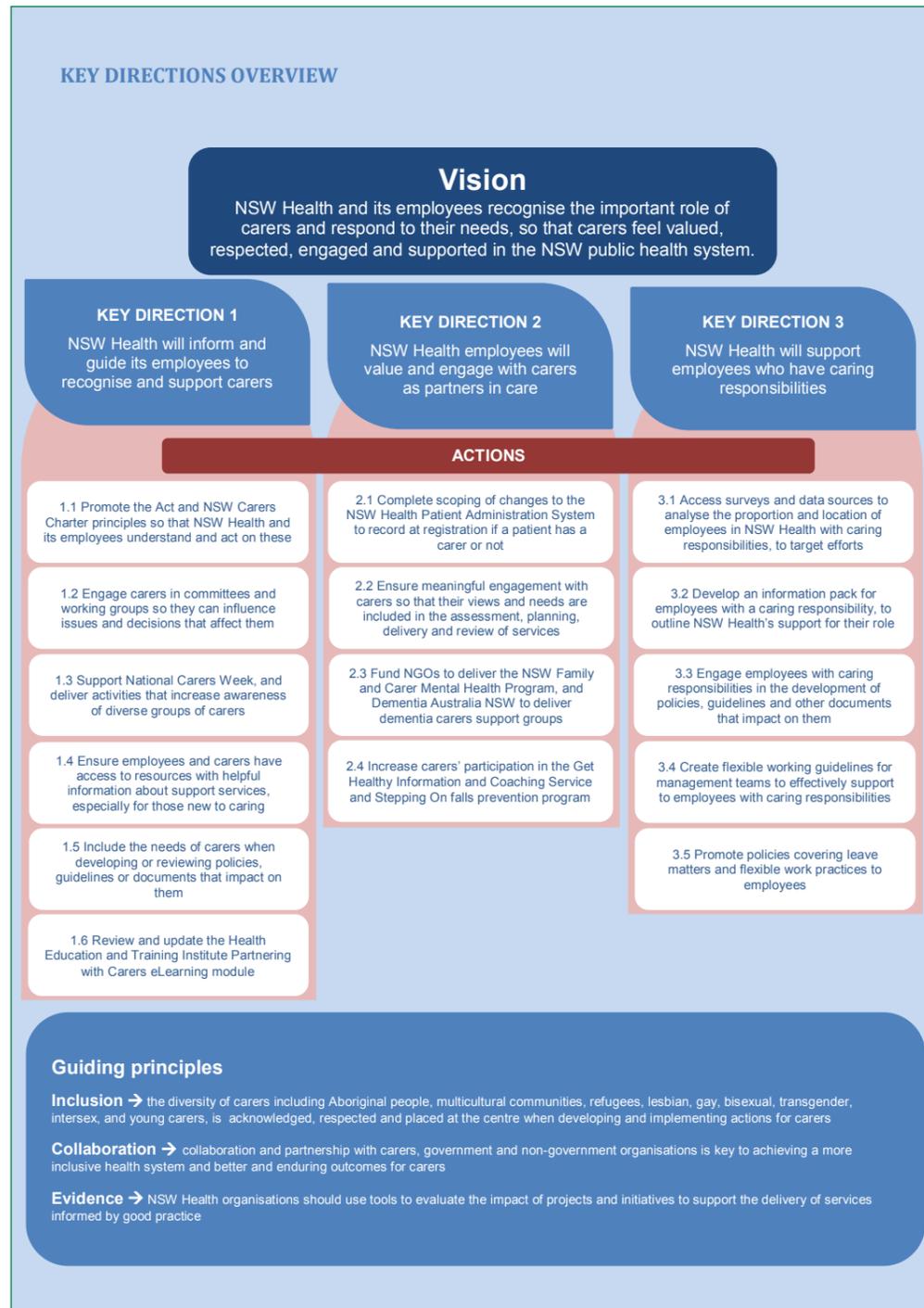
Following a review of the NSW Carers (Recognition) Act in 2016, the NSW Carers Charter and other parts of the Act were amended in 2017. The NSW Carers Charter is Schedule 1 of the Carers (Recognition) Act 2010.



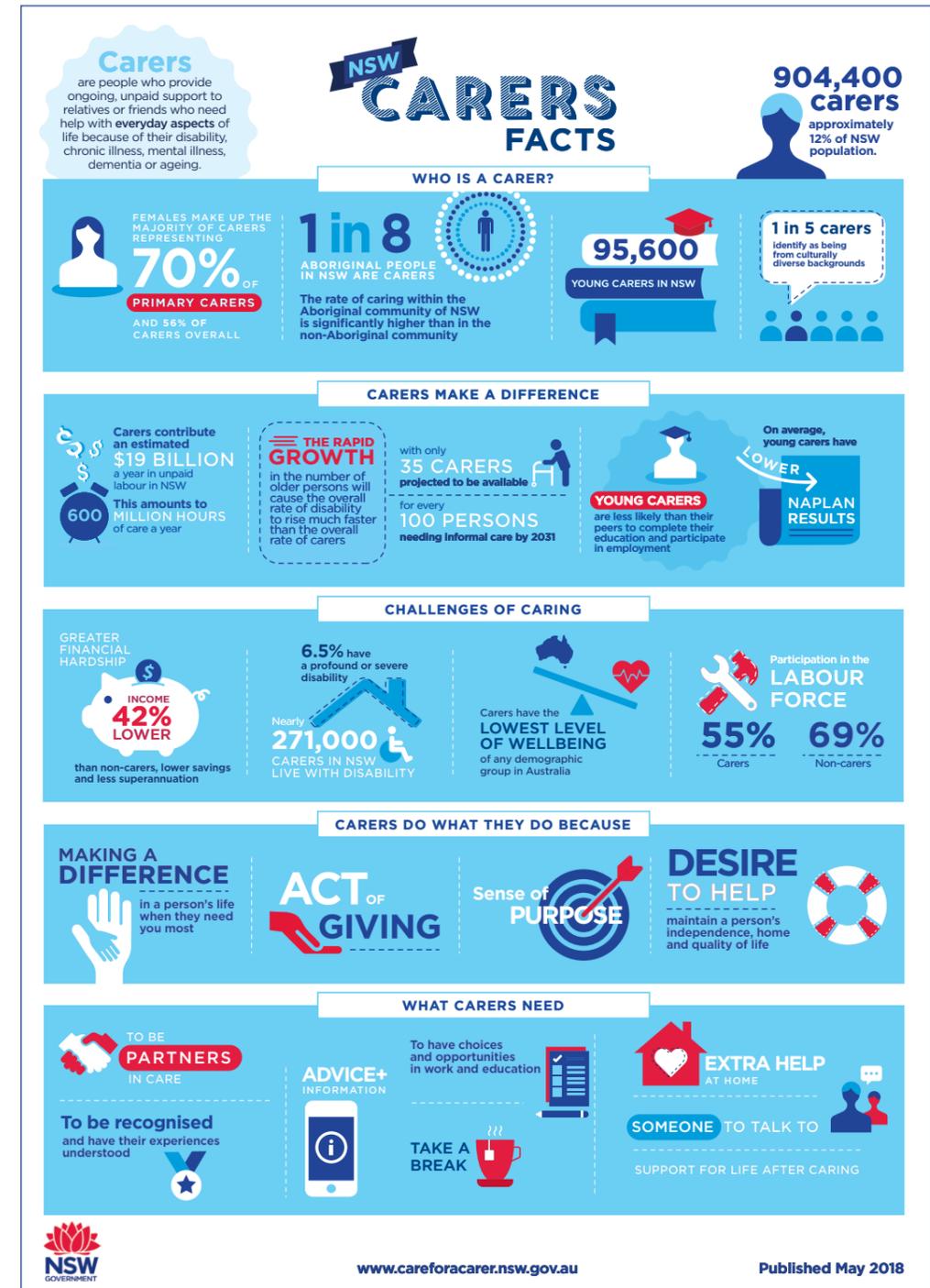
7.4 Ministry of NSW Health 2018 Key Directions

To read more refer link

<https://www.health.nsw.gov.au/carers/Documents/key-directions.pdf>



7.5 NSW Carer Facts Sheet



8 NSLHD Carer Action Plan 2018-2023 (NSLHD CAP)

Please refer the attached Northern Sydney Local Health District Carer Action Plan 2018-2023 presented in table format, from page 22.

The Carer Action Plan is themed under 4 Key Directions;

1. NSW Health will inform and guide its employees to recognise and support Carers
2. NSW Health employees will engage with Carers as partners in care
3. NSW Health will support employees who have caring responsibilities
4. NSLHD services for Carers are improved

The table format is shaded in green to highlight direct actions for the NSLHD Carer Support Service, and the white cells highlight the need for collaboration and an integrated approach across NSLHD areas.



Key Direction 1: NSW Health will inform and guide its employees to recognise and support Carers.

Strategic Goal 1.1: Work collaboratively to educate all employees and volunteers about partnering with Carers.

NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
1.1.1 Staff and volunteers to attend corporate orientation where information is provided to enhance their understanding of the importance of identifying and engaging with Carers as partners in care.	All new staff and volunteers attend corporate orientation.	Director, Workforce and Culture (Position responsible for staff on-boarding/ orientation)	Evaluated in June each year.
1.1.2 Staff to attend ongoing training provided by CSS	Number of refresher and ongoing training sessions attended by NSLHD staff each year.	Department Managers / Workforce and Culture	Evaluated in June each year.
1.1.3 Promote staff accessing the CSS resources available on the intranet and internet	Increase in traffic visitations and usage figures of NSLHD intranet. Monthly data to be reported bi-annually.	Nurse Unit Managers	Evaluated in June each year.
1.1.4 Promote staff referring Carers to the CSS	Number of referrals to CSS annually. Monthly data to be reported bi-annually.	Nurse Unit Managers	Evaluated in June and December each year.
1.1.5 Deliver care in line with the Think Patient- Think Carer values.	Annual review of staff utilisation of principles. Clinical Networks are endorsing and utilising the principles.	Nurse Unit Managers, Clinical Network Coordinators, Rehab & Aged Care Network.	Evaluated in June each year.
1.1.6 Support carers within the ward by facilitating access to the Carers at the Bedside resources.	Number of wards across NSLHD are consistently supporting Carers by providing this program. Usage data to be reported annually.	General Managers of Health Services	Evaluated in June each year.
1.1.7 Engage with CSS to include a question about Carers when conducting surveys/audits.	Number of audits/ survey which include Carer question.	Clinical Reliability and Effectiveness Division (CRED)	Evaluated in June each year.
1.1.8 Engage with the CSS and share best practice Carer initiatives and support other wards to embed these where requested	Number of best practice initiatives shared with CSS annually.	Nurse Unit Managers, Clinical Network Coordinators	Evaluated in June each year.

Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Develop and deliver orientation training to staff and volunteers which promotes the importance of identifying and engaging with Carers as partners in care.	Each fortnightly NSLHD orientation program includes a session on the role of Carer, how to identify a Carer and the NSW Carer's charter. (24 Orientation programs to include this topic annually).	CSS - Manager	Evaluated in June each year.
B. Develop and deliver regular training to staff which promotes the importance of identifying and engaging with Carers areas partners in care. Training must incorporate the definition of a Carer, the NSW Carer's Charter, and when and how to identify a Carer.	Number and frequency of NSLHD staff engaged in training. Conduct a minimum of two (2) train the trainer courses each financial year.	CSS - Manager	Evaluated in June each year.
C. Build awareness of Carers, their roles and the challenges Carers face by developing and sharing content via: <ul style="list-style-type: none"> • social media, • the internet, • the intranet, • print materials, • ward/department champions 	Regular posts to relevant, internal and external sites.	CSS - Manager and support workers	Evaluated in June each year.
D. Engage with Corporate Communications teams to build awareness of Carers through the promotion through the promotion of Carer stories in local newsletters and resources.	Provide a minimum of four (4) Carer stories to the Corporate Communications teams each year to share in their newsletters.	CSS -Communications officer	Evaluated each quarter.
E. Support wards to deliver best practice care by facilitating ongoing management of: <ul style="list-style-type: none"> • Think Patient - Think Carer • Carers at the Bedside • Communication and Care Cues Toolkit. 	<i>Think Patient - Think Carer</i> ; Carers at the Bedside and Communication and Care Cues Toolkit are readily available and consistently applied in all hospitals across the District.	CSS - Manager and support workers	Evaluated in June each year.
F. Promote local best practice carer initiatives.	Promote local Carer initiatives on the Carer Support intranet pages.	CSS - Manager and social media position	Evaluated each quarter.
G. Support and promote the use of targeted Carer questions in NSLHD patient surveys and audits.	Establish a targeted carer question within NSLHD audit tools. Once established measure number of times the question is included within audits.	CSS - Manager	As required.

Strategic Goal 1.2: Tailor education to address different work area needs.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
1.2.1 Specialist areas to engage with the CSS team to develop targeted Carer education for their staff.	All specialist areas to have developed targeted Carer education by 2021.	Clinical Network Coordinators, Department Heads of Nursing, Allied Health, Medical, Primary Care, Administration, Support Services, Volunteers, NGOs etc.	All training to be developed by 30 June 2021
1.2.2 Deliver targeted education on the topic of Carers to; Nursing, Allied Health, Medical, Primary Care, Administration, Support Services, Volunteers, and NGO staff.	All specialist areas to have scheduled the targeted Carer education by 2023.	Clinical Network Coordinators, Department Heads	All training to be delivered by 30 June 2023
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Engage with the Department Heads of Nursing, Allied Health, Medical, Primary Care, Administration, Support Services, Volunteers, NGOs etc. to develop targeted Carer education for their staff.	Develop two (2) targeted sessions per year	CSS - Manager and support workers	Two new sessions developed by July each year.
B. Deliver targeted Carer education to Nursing, Allied Health, Medical, Primary Care, Administration, Support Services, Volunteers, NGOs staff.	Deliver two (2) targeted sessions per year	CSS - Manager and support workers	Delivery of targeted education to commence 2019, two sessions delivered annually.
C. Engage with Sydney North PHN and the NGO sector to collaborate on training opportunities for NSLHD staff, volunteers and Carers.	Promote two (2) opportunities per year	CSS - Manager and support workers	Evaluated in June each year.



I care because...

... I believe that my extraordinary daughter Lili, who through no fault of her own, happens to have a disability has the right to live a safe, happy and fulfilling life.

Margaret

Strategic Goal 1.3: NSLHD recognise and support the importance of Carers through the delivery of promotional resources and activities

NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
1.3.1 Promote the availability of CSS resources, initiatives, facilities and care centres.	Increased access and usage of facilities by Carers.	General Managers of Health Services	Evaluated in June each year.
Clinical Networks/services to include links to the Carer Support Service website from relevant intranet pages.	Increased access and usage from Clinical Networks referrals.	Service Development Manager, Chronic & Complex Medicine, Rehabilitation & Aged Care	
1.3.2 Promote and refer Carers and staff to the use of appropriate terminology and to use the correct term for Carers.	Discussion of the use of appropriate terminology and to use the correct term for Carers at team meetings twice per year.	Nurse Unit Managers	Evaluated in June and December each year.
1.3.3 Collaborate with CSS to promote and support Carer initiatives.	Consult with CSS when developing Carer initiatives	Clinical Network Coordinators, Department Heads, Project Leads	Evaluated in June each year.
1.3.4 Support Carers to access Carer initiatives and the CSS in hospitals.	Number of referrals to CSS annually from hospital wards	Nurse Unit Managers	Evaluated in June and December year.

Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Develop print and online materials that promote the pledge to use the right term for Carers	Inventory of print stock levels and increases of online traffic usage of digitally published content.	CSS - Manager	Developed by 31 December 2019.
B. Customise and distribute Carer's Week promotional materials for NSLHD	Number of promotional materials delivered at Carer's Week.	CSS - Manager and support workers	Evaluated in June each year.
C. Host services and promote Carer's week initiatives.	Deliver Carer's Week initiatives Increase number of attendees and online engagement annually.	CSS - Manager and support workers	Evaluated in June each year.
D. Collaborate with the LHD health services' initiatives to promote the voice of the Carer. For example: <ul style="list-style-type: none"> Multicultural Health initiatives Aboriginal Health initiatives Community Health Centre initiatives Mental Health, Drug and Alcohol initiatives 	Collaborate on one initiative annually with each health service.	CSS - Manager and support workers	Evaluated in June each year.
E. Promote the availability of community support networks, education and other services for Carers, NSLHD staff and volunteers.	Number of promotions per year to be tracked.	CSS - Social media position	Evaluated in June each year.
F. Develop and distribute print and online materials that build awareness of the diverse cultural and individual needs of Carers.	Number of materials developed and distributed annually.	CSS - Manager and support workers	Develop materials by 31 December 2020, and then evaluate in December each year.

Key Direction 2: NSW Health employees will engage with Carers as partners in care

Strategic Goal 2.1: NSLHD to improve operational practises and systems to identify and manage registration and electronic medical records to include Carer information

NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
2.1.1 Collaborate with the CSS team to establish a working group to further scope and implement the Carer data tab in the electronic medical records system.	Establishment of a working group. Increased Carer information entered into the NSLHD Electronic Medical Records.	ICT/ eMR project leads	2019/2020
2.1.2 Identify methods to capture Carer data during registration and intake phases. Draft procedures to make these methods standard practice.	Methods identified. Procedures are developed.	ICT/eMR project leads	2019/2020
2.1.3 Update EMR Cerner supporting systems including Powerchart, Eric, FISH CHOC used by NSLHD departments to also include additional fields to collect and distinguish information of the Carer, Next of Kin and Person Responsible.	Clear identification and transference of Carer information across the Electronic Medical Records in NSLHD to include, Powerchart, Eric and other systems.	ICT/eMR project leads	2021
2.1.4 Provide staff with training on how to correctly identify Carer information and update data as part of Electronic Medical Records data management processes.	Number of staff provided with the training. Increased use of the Carer tab (not opting for N/A) when recording patient information.	Project leads to be identified/nominated.	
2.1.5 Work alongside the CSS team to improve the ways that we record and use Carer information across the patient and Carer journey from admission to discharge.	Seamless involvement of the Carer in all aspects of the patient's journey.	Nurse Unit Managers	2021

Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Review the Carer data tab work completed to date and advocate for the creation of a working group to further scope and implement procedures to capture Carer data during registration and intake of patients	Increased Carer information entered into the NSLHD Electronic Medical Records.	CSS - Manager	2019/2020
B. Continue advocating for the recording of Carer information across each stage of the Patient/Carer journey from admission and registration, to also include, acute, sub-acute services, discharge and referrals.	Integrity of Carer information captured within the family demographics in Powerchart.	CSS - Manager	2019/2020

Strategic Goal 2.2: Develop ease of access to Carer information by NSLHD staff, and advance standardised methods of handling Carer information and data across the NSLHD.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
2.2.1 In conjunction with the actions listed in 2.1, amend and develop forms and electronic record systems to prompt staff for Carer information, and increase the accessibility of Carer information across NSLHD.	Forms and electronic records systems amended and/or developed to prompt staff for Carer information. Increased the number of Carers and quality of information captured by LHD services. Carer information being entered by Admin staff. Annual improvement in number of Carers identified and held in NSLHD Electronic Medical Record systems.	ICT/Clerical Project Leads.	2020/2021
2.2.2 Develop ongoing training for staff to ensure integrity of Carer information and data management for NSLHD.	Number and frequency of staff training sessions. Annual improvement in number of Carers identified and held in NSLHD Electronic Medical Record systems.	Dept. heads/ICT	2020/2021
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Support ICT and Project leads to develop forms and systems that prompt staff for Carer information.	Increased # of Carers and quality of information captured by the LHD. Early improvement of Carer information being entered by Admin staff. Annual improvement in number of Carers identified and held in NSLHD Electronic Medical Record systems.	CSS - Manager	2020/2021

Strategic Goal 2.3: Develop Carer Identification Cards to support meaningful recognition, engagement and navigation across NSLHD services and health pathways.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
2.3.1 Endorsement of the development of a Carer Identification card.	Endorsement of the Carer Identification card by NSLHD Executive. Improved engagement with patients and their Carers of complex and multidisciplinary health cases.	NSLHD Executive	2021/2022
2.3.2 Support the integration of the Carer ID card into the patient Medical Record Number (MRN).	The integration of the Carer ID card into the patient records.	ICT /Project lead	2021/2022
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Further to Carer ID cards distributed as part of the Carer at the Bedside program, expand the use of Carer ID card so that it is linked directly to the patient MRN	Annual increase in the number of Carers provided with an ID Card.	CSS - Manager	2021/2022
Explore and develop resources and a process for providing Carers with a Carer ID card.	Resources and process developed. Improved engagement with patients and their Carers of complex and multidisciplinary health cases. Feedback from NSLHD Staff re improved identification of Carers.		
B. Explore opportunities to develop Carer ID cards and links to be recognised by NGOs to access support services or discounts by retailers.	Launch of Carer ID Cards to support access to services and discounts for Carers.	CSS - Manager	2021/2022

Strategic Goal 2.4: Identify and support vulnerable Carer populations including CALD, Aboriginal and Torres Strait Islander, Young Carers, culturally diverse and hidden Carer groups.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
2.4.1 Mainstream services to engage with CSS to address complex patient health issues and where there is a high representation of 'at risk' Carer populations to identify and develop Carer support needs including; <ul style="list-style-type: none"> • General Practitioners and Primary Health Network • Cancer Support Service • Mental Health Family & Carer Program • NSLHD Aboriginal & Torres Strait Islander Health Services • BreastScreen • Oral Health • Drug and Alcohol 	Research reports that identify and highlight Carer support needs.	Project leads to be identified/self-nominated from each service area.	2021
2.4.2 Implement mandatory training for frontline staff on how to ask, identify and record Carers and follow up process for incomplete or inaccurate recording of information.	Mandatory training for frontline staff implemented. Staff accurately identifying and recording Carer information in our systems.	Project leads to be identified/self-nominated from each service area.	2023
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Explore research and service data to locate and identify communities of Carers at risk	Research, reports and linking resources on internet to support and target the delivery of support service information to vulnerable Carer groups	CSS - Manager	2020
B. Develop pathways for vulnerable Carer groups that improve access to social and emotional wellbeing support services, information.	Pathway developed and rolled out to number of health services by 2023.	CSS - Manager and support workers	2023
C. Use the intranet and internet to promote CSS resources that support non-English speaking and multicultural Carers for example: <ul style="list-style-type: none"> • Talking Pictures • Translation Services 	Monthly online traffic numbers and engagement to be reported bi-annually. Reordering of stock inventory (print materials).	CSS - Social media position	Evaluated in June each year.
D. Promote multicultural Carer support groups and programs via the intranet and internet, CSS website, social media, flyers and brochures.	Carer engagement with materials and at support groups and community activities	CSS - Social media position	Evaluated in June each year.

Strategic Goal 2.5: Support of sustainable practices that maintain and drive improvements of existing Carer Support Services (CSS) and NSLHD Carer initiatives.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
2.5.1 Promote and refer Carers to CSS	Increased number of annual referrals to CSS from NSLHD staff	All NSLHD staff	Evaluated in June each year.
2.5.2 Utilise CSS resources available by intranet, internet, social media and CSS.	Increases in online traffic numbers and number of reprint of materials.	All NSLHD staff	Evaluated in June each year.
2.5.3 Lead positive workforce culture, fostering working with Carers as partners in care, by promoting and sharing NSLHD Carer Action Plans, and existing initiatives.	Regular staff meetings to include content that promotes and highlights success stories and key initiatives of the NSLHD working well with Carers and the importance of Carers as partners in care. Increase in positive Carer stories presented in NSLHD committee meetings.	Directors of Nursing, Hospital Executives	Evaluated in June each year.
2.5.4 Drive awareness, advocacy and standards of practise when engaging with Carers across NSLHD, using Carer Support Service resources and services. Existing work includes; <ul style="list-style-type: none"> • Carers @ the Bedside • Communication Care Cues (CCC) • Pharmacy (meds) interaction with Carers • GP/Primary Health Network Pathways referrals • Multicultural and Translation Services (including Talking Pictures) • Transport Service information • Access to Carer Support Service resources, phone, online, social media • Development of LHD Service Directory for Carers to improve access to NGO information. For example; Mental Health Emergency, Continence helpline, Dementia helpline etc. • Referrals to CSS to connect Carers to relevant community services 	Increase uptake and usage of these services.	Director of Nursing	Evaluated in June each year.
2.5.5 Wards to promote and implement Carers @ the Bedside Model of Care.	Increased number of Carers staying overnight. Increases in utilisation of Carers at the Bedside and Carer satisfaction survey results.	Nurse Unit Managers	Bi-annual reviews

Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
<p>A. Drive awareness, advocacy and standards of practise when engaging with Carers across NSLHD, using Carer Support Service resources and services. Existing work includes;</p> <ul style="list-style-type: none"> • Carers @ the bedside • Care Communication Cues (CCC) • Pharmacy (meds) interaction with Carers • GP/Primary Health Network Pathways referrals • Multicultural and Translation Services (including Talking Pictures) • Transport Service information • Access to Carer Support Service resources, phone, online, social media • Development of LHD Service Directory for Carers to improve access to NGO information. For example; Mental Health Emergency, Continence helpline, Dementia helpline etc. 	Improved engagement and respect for Carers accessing health services reported in surveys.	CSS - Manager	Ongoing
B. Advocate for communicating in plain English when partnering with Carers.	Increased health literacy of Carers partnering with NSLHD.		
C. Advocate for communication training to assist staff when partnering with Carers, and managing complaints and conflicts.	Increased Carer satisfaction and positive feedback regarding NSLHD staff.		
D. Advocate for training for bi-lingual staff to support Carers and provide feedback to help drive service improvements.	Increased Carer satisfaction and positive feedback regarding NSLHD staff.		

Key Direction 3: NSW Health will support employees who have caring responsibilities

Strategic Goal 3.1: Managers are equipped to support employees with caring responsibilities			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
3.1.1 Managers to engage with workforce education program to support of employees who have caring responsibilities.	Number of sessions and number of attendees each year.	Workforce, CETD, Department Heads	Evaluated in June each year.
3.1.2 Engage with CSS to develop a resource that assists managers to support employees with caring responsibilities.	Development of guides for managers to support Carers.	CETD, Workforce	31 December 2020
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Survey the workforce to identify employees with caring responsibilities as part of CSS Carer Survey initiatives.	Survey workforce annually	CSS - Manager	Evaluated in June each year.
B. Develop training to increase managers' awareness of how they can support employees that have caring responsibilities.	Development of training module	CSS - Manager	31 December 2019
C. Engage with CETD to develop a resource that assists managers to support employees with caring responsibilities.	Development of guides for managers to support Carers	CSS - Manager	31 December 2020
Strategic Goal 3.2: Workforce to set strategy and forward planning of resources to meet the increasing and changing needs of staff that are Carers			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
3.2.1 Workforce strategy and resource development of guidelines and policies via consultation and attendance of staff who are Carers in working party meetings.	Number of attendance and frequency of meetings. Development and implementation of guidelines and policies.	Workforce	
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Support the development of workforce planning, including guideline and policy development via consultation and attendance and working party meetings.	Number and frequency of meetings that CSS attend	CSS - Manager and support workers	Evaluated in June each year.
B. Support and promote staff engagement in workforce needs via intranet, including promotion of planning tools/research, staff resources and surveys.	Utilisation of CSS intranet promotions	CSS - Manager and support workers	Ongoing

Strategic Goal 3.3: Actively support flexible hours of work for employees who have caring responsibilities.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
3.3.1 Engage with employees who have caring responsibilities when developing policies, guidelines, and other workplace documents that impact them.	Number of staff and frequency of meetings/engagement.	Workforce/Project Leads to be identified/nominated.	
3.3.2 Develop and promote information packs for managers and staff to easily access.	Completion and distribution of information packs	Workforce	
3.3.3 Incorporate case studies and Carer information into meeting agendas and workplace communications.	Regular inclusion in meetings (frequency to be determined by managers)	Workforce, Directors of Nursing, Nurse Unit Managers	
Carer Support Service (CSS) Actions	Success Measures	Person Responsible	Timeframe for Completion
A. Promote intranet links for employees to access support information, policies and procedures.	Intranet updates and promotion of content. Utilisation numbers of the content.	CSS – Social media position and support workers	
B. Provide case studies and Carer information for staff and managers to access via the intranet, for them to use in staff meeting agendas and discussions.	Minimum of two (2) case studies to be produced and published each year.	CSS – Social media position and support workers	
C. Support the development of information packs for managers and staff.	CSS to share workforce survey information to represent the Carer voice and participate in workforce planning meetings.	CSS – Manager	

In order to meet the objectives identified in the NSLHD Strategic Plan, the Carer Support Service has identified an additional key direction.

Key Direction 4: NSLHD services for Carers are improved

Strategic Goal 4.1: Scope and develop Models of Care to improve engagement with Carers and improve the quality of service regardless of where they interact with our health services.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.1.1 Research and develop methods to improve the way that NSLHD staff communicate and partner with Carers and patients. Commencement of a body of work to improve the way staff partner with carers.	Completion and delivery of improved methods. Improved methodology to be published on intranet.	Nursing and Midwifery Directorate, Workforce Planning, Allied Health, CSS Manager.	2020
4.1.2 NSLHD to utilise the existing CSS staff resources to support and assist Carer involvement in treatment planning, co-ordination of communications across multi-disciplinary teams, and delivery of care.	CSS engaged to facilitate Carer involvement in treatment planning and delivery of care. Utilisation of CSS by Carers, reported annually.	Nursing and Midwifery Directorate, Workforce Planning, Allied Health, CSS Manager.	Evaluated in June each year.
Clinical Networks to assist Carer Support Services to target clinical groups with sponsor support. Relevant Clinical Networks service areas to develop a platform to discuss current strategies, barriers, issues and support efforts towards ongoing improvements and innovations.	Clinical Networks engaged with CSS to offer sponsor support and advice to target clinical groups. Target groups to be identified and improvements implemented.	Service Development Manager, Chronic & Complex Medicine, Rehabilitation & Aged Care	
4.1.3 Develop person-centred care models of care that involve the Carer in the planning and delivery of care. All Models of Care to be reviewed, and seek to include Carers included as partners in care where appropriate.	Updated Models of Care reported to CSS. CSS to report annually.	Nursing and Midwifery Directorate, Workforce Planning, Allied Health, Network Managers, Medical, CSS Manager.	Evaluated in June each year.
4.1.4 Transition and integrate Innovation Project-Carers at the Bedside- into normal practice with continued education and promotion across sites.	Number of wards utilising the Carers at the Bedside processes	Nursing and Midwifery Directorate, CSS	Evaluated in June each year.
4.1.5 Trial and promote the inclusion of carer information in handover – ISBAR+C (Carer).	Evaluation of the methodology	Nursing and Midwifery Directorate	2020
4.1.6 Develop 'Boards on Wards' to deliver Carer information and promote Carer service initiatives.	Increased number of maintained information boards on wards. Increased satisfaction levels of Carers – positive feedback from Carer surveys.	Nursing and Midwifery Directorate, CSS	Evaluated in June each year.
4.1.7 Review current procedure PR2016_006 - "Carers : Procedure for recognising and supporting families and carers of people in NSLHD" to accommodate Carer access outside of visiting hours for complex and high need patients.	Procedure reviewed and amended as required.	Nursing and Midwifery Directorate, CSS, PPG Committee	2019

4.1.8 Development of Carer 'discharge' model of care, so that a Carer receives adequate information about the support systems available to them when a patient is discharged from one of our health services.	Delivery of Discharge packs to include referrals, information and services for Carers. Number of packs distributed annually.	Nursing and Midwifery Directorate, CSS	2020
Strategic Goal 4.2: Develop pathways and communication aids to improve Carers navigation of NSLHD services and promote ease of access to information and care.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.2.1 Review and seek to develop additional Pathways to improve Carer experience of NSLHD services.	Creation of pathways and implementation. Utilisation of Carer feedback to develop pathways.	Hospital Executives to nominate project leads to be assigned.	2020
4.2.2 Ongoing promotion and education of Pathways Periop & ED pathways for Intellectual Disability to fully integrate as part of normal practise. Evaluation of the Pathways completed.	Carer feedback and positive findings via Carer surveys.	Nursing and Midwifery Directorate, CSS	2019
Strategic Goal 4.3: Increase the availability and access by Carer to facilities across all sites.			
<ul style="list-style-type: none"> • Enhanced facilities to support Carer's social, emotional, health and wellbeing needs. • Provide respectful and inclusive environment via facility and service development to consider community standards and cultural diversity needs of Carers • Promote awareness across NSLHD services to build awareness and access to facilities by Carers 			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.3.1 Scope planning needs with a view to increase the number of facilities for Carers to keep pace with the increased number of Carers in the future. <ul style="list-style-type: none"> • Plan and build Carer Centres and facilities at each hospital. • Plan and build Carer accommodation facilities at each hospital • Plan and develop Changing Places (adult change facilities for continence aids) at each hospital 	Audit against facilities, Business cases developed and presented. Increasing the number of facilities available by 2023 Implementation of Changing Places at all hospital sites by 2023	General Managers of Health Services CSS Manager	2023
4.3.2 Seek Carers feedback in the scoping and development of any Carer facilities	Carer involvement in each consultation process CSS to represent the Carer voice within NSLHD	General Managers of Health Services, Executives of Health District, CSS Manager	Evaluated in June each year

Strategic Goal 4.4: Strengthen the Carer voice in clinical redesign. Engage Carers in working partnership with Clinical Redesign and initiate strategies at the local level to improve the responsiveness of the public health system to the needs of Carers.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.4.1 Clinical Redesign to consider Think Patient/Think Carer methodology when scoping new projects.	Number of engagements with CSS Improved Carer satisfaction/positive feedback from surveys	Clinical redesign teams, individual project leads	Evaluated in June each year
4.4.2 Engage with CSS to ensure that the Carer voice is heard during any clinical redesign process. Provide Carer input and represent the "Carer voice" in projects, including review and scoping meetings.	Number of engagements Number of projects that are provided input. Number of meetings including CSS.	Clinical redesign teams, individual project leads CSS - Manager and support workers	Evaluated in June each year
4.4.3 Promote consumer participation and consultation to develop and implement plans.	Number of promotions of consumer participation	CSS - Manager and support workers	Evaluated in June each year
4.4.4 Advocate for flexible arrangements e.g. meeting times, availability of teleconferencing to enable the Carer voice to be heard during clinical redesign processes.	Use of flexible arrangements to enable Carer involvement and input. Number of Carers engaged in clinical redesign projects.	Clinical redesign teams, individual project leads CSS - Manager and support workers	Evaluated in June each year

Strategic Goal 4.5: Improve the engagement and retention of Carers involved in consumer participation with NSLHD.			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.5.1 Reporting to be developed to capture Patient/Carer feedback to inform Patient and Carer experience improvements and development of NSLHD Models of Care.	Review current sources of obtaining carer feedback. Review current reporting to specify feedback related to Carers. Consolidated data of Carer feedback across the NSLHD quarterly to present findings by theme.	Manager, Consumer and Community Partnerships Complaints Managers/ Patient representatives from NSLHD Facilities/ Services CSS Manager	Evaluated in June each year
4.5.2 Engage Carers to participate in all aspects of development and improvement of NSLHD services	Increased representation of Carers to participate in all aspects of development and improvement of NSLHD services. Utilisation of CSS for 'Carer voice'	Manager, Consumer and Community Partnerships Network and Committee Managers, CSS Manager	Evaluated in June each year
4.5.3 Identify and advocate for flexible options that enable and support Carers to be involved in improving our health services e.g. teleconferencing, assistance with parking etc.	Identification of flexible options that enable and support Carers to be involved in improving our health services. Increased usage of flexible options to enhance representation of Carers across NSLHD.	Manager, Consumer and Community Partnerships Network and Committee Managers	Evaluated in June each year
4.5.4 Explore different ways to seek feedback from Carers (e.g. survey monkey, dropbox etc.) and share these findings with the District	Increased representation of Carer's in governance committees across NSLHD. Utilisation of 'Carer voice'	Manager, Consumer and Community Partnerships Network and Committee Managers, CSS Manager	Evaluated in June each year
4.5.5 Promote the development of opportunities for carer engagement. For example, a 'cuppa with a carer' event each month that provides a space for carers to come together and share their experiences with health service staff	Increased awareness at the management/ executive level of the needs of Carer's across NSLHD. Increased participations by Carer consumers in staff engagement activities	Nursing and Midwifery Directorate, General Managers, Head of Service Areas	Evaluated in June each year

Strategic Goal 4.6: support and improve the health, social, and emotional wellbeing of Carers			
NSLHD Actions	Success Measures	Person Responsible	Timeframe for Completion
4.6.1 Develop Carer training to equip Carer's with the individual skills they require to support their patient. Development of education modules for Carers on the following topics: <ul style="list-style-type: none"> • Admission packs • Discharge packs • Manual handling • Infection control • Wound management • Falls prevention • Carer health and wellbeing 	Development and provision of resources and education for Carers.	Clinical leads in specialist areas Network Mangers CSS	2023
4.6.2 Support referrals and promotion of Carer education and activities including; <ul style="list-style-type: none"> • Carer Support Groups • Healthy lifestyle education • Counselling and social support networks • Respite and support services • Specialist education courses and info e.g. Mental Health, Cancer, Dementia Support, Spinal/Brain Injury 	Increased number of Carers accessing education and activities	All NSLHD staff, CSS	Ongoing
4.6.3 Health Promotion teams to promote access to Get Healthy information service and other community programs for Carers	Increased number of referrals being made to the Get Healthy information service.	CSS, Health Promotion	Ongoing

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