

2021

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

Final Report for the ACT Carers Strategy First Action Plan

**Presented by
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ACT
Government

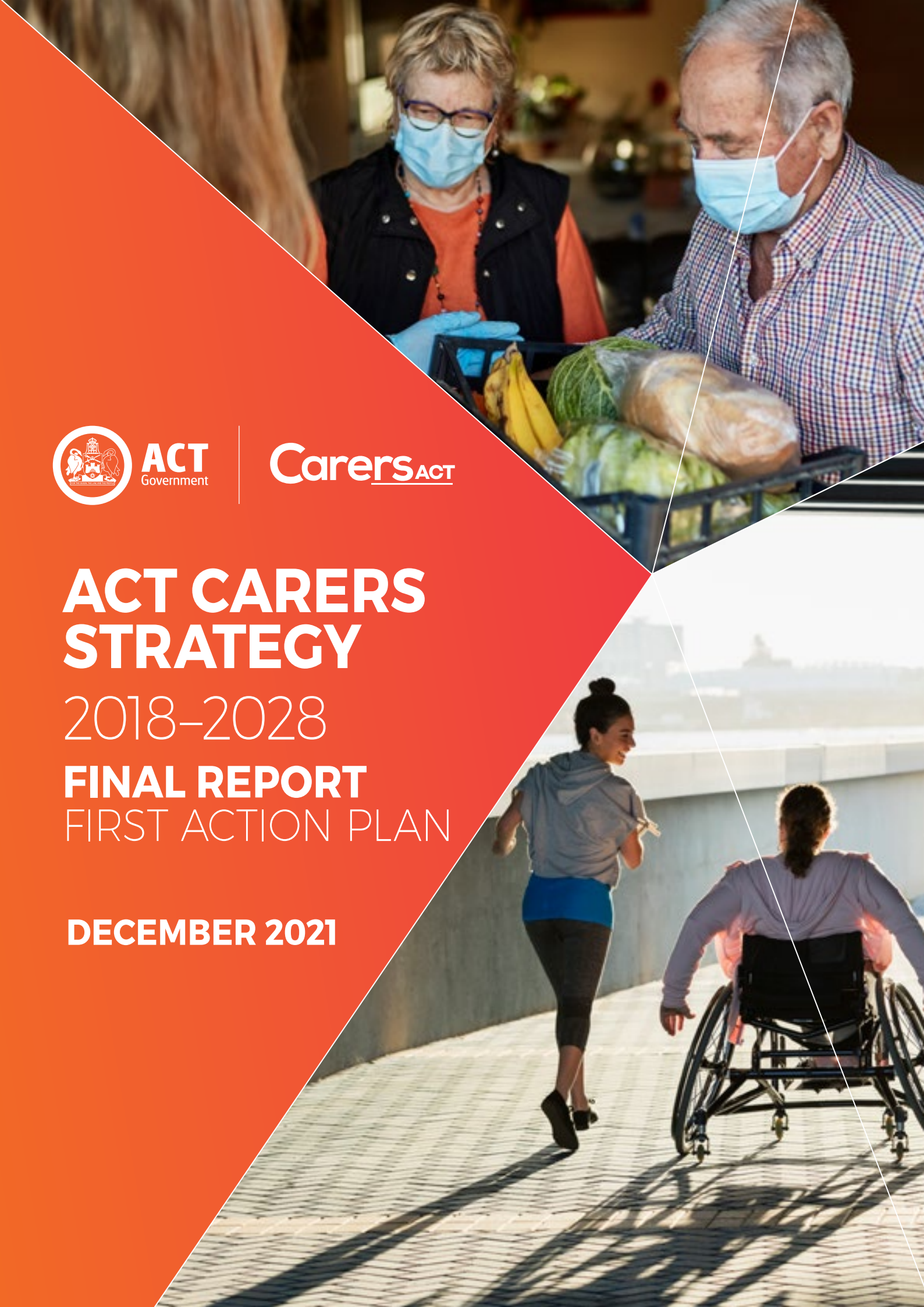
CarersACT

ACT CARERS STRATEGY

2018–2028

FINAL REPORT
FIRST ACTION PLAN

DECEMBER 2021



ACKNOWLEDGEMENT OF COUNTRY

The Australian Capital Territory is Ngunnawal Country.

The ACT Government acknowledges the Ngunnawal people as the traditional custodians of the Canberra region. The region was also an important meeting place and significant to other Aboriginal groups.

The ACT Government acknowledges the historical dispossession and its continuing legacy for Aboriginal and Torres Strait Islander peoples and also acknowledges their vital ongoing contribution to the ACT community.





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CARERS GOVERNANCE GROUP REFLECTION

The ACT Carers Strategy 2018–2028 (the Strategy) is the first of its kind in the ACT. The Strategy and its first three-year Action Plan (the Action Plan) have been an interesting test for government — both in development, through a deliberate democracy process, and implementation, through the Carers Strategy Governance Group (the Governance Group).

The Strategy needed real and measurable outcomes for carers and the people for whom they provide care. It seeks to change how carers are recognised and involved in the community, and how they participate in Government decision-making. In some part, the Action Plan has achieved this.

The Action Plan sought to improve community awareness of carers, recognise their skills and knowledge, provide wider supports to ensure carer wellbeing, and enable carers to take better care of themselves. This happened through many activities, including Carers ACT's delivery of Carers Week events each year; development of a Carer Handbook (for foster and kinship carers) by the Community Services Directorate (CSD) and ACT Together; and numerous services and flexible responses from ACT Government and community agencies to support carers during the COVID-19 public health emergency. This Final Report outlines many initiatives and programs that were progressed through the Action Plan.

While work on some actions engaged with the intent of the Strategy, other actions did not lead to programs or services that targeted the needs of carers. In some cases, it was also not clear whether carers had been engaged or consulted on these programs. The future success of the Strategy will rely on more targeted and intentional carer-focused work from lead agencies. The Governance Group can support lead agencies to achieve this in three ways.

One is to find new ways to include the voice of carers in the work of the Strategy, including in reporting and evaluating actions. Many actions seek to achieve

outcomes that can only be evidenced by carers, including how carers feel their role is recognised, their resilience and connectedness, and engagement in government processes in areas that impact carers. Finding new ways to involve the broader carer community, either through annual reporting (for example, an annual survey), or in the work of the Governance Group, would ensure carers' voices continue to be heard.

Another area of future focus is to improve data collection and reporting. One challenge the Governance Group identified was establishing an evidence base for reporting on actions. As the Strategy progresses, the Governance Group could work more closely with lead agencies to ensure specific data about carers is collected, including how carers use services and how efforts under the Strategy align with outcomes.

Finally, there is scope to maintain and strengthen outcomes from this Action Plan. As the Action Plan ends, lead agencies may no longer need to formally report on some activities unless they are carried over to the next Action Plan. Many initiatives should continue and be augmented as the Strategy progresses. Going forward, the Governance Group will strive to maintain the momentum achieved under the first Action Plan, so carers continue to be recognised for their vital contribution to our community.

The Governance Group acknowledges the recent introduction of the *Carers Recognition Bill 2021* and supports the ACT Government's move to recognise and promote carers through legislation.

INTRODUCTION

The ACT Government is committed to recognising and supporting carers' rights, choices and opportunities to participate fully in all areas of life. Carers assist the people they care for with daily living tasks, supporting them to engage in the life of their community.

In the ACT, more than 50,000 carers provide unpaid care to family members, friends or neighbours who are living with disability, a physical or mental health condition, are frail aged, require palliative care or are caring for children and young people in the out of home care system. This contribution is often unrecognised by the wider community and may affect carers' own wellbeing and capacity to live a full and rewarding life.

The ACT Government committed to develop a carers strategy in close consultation with Carers ACT, stakeholder groups and the community in the Parliamentary Agreement for the 9th Legislative Assembly. A deliberative panel collaborated to develop the vision, outcomes and priorities¹ for the *ACT Carers Strategy 2018–2028* (the Strategy). This carer-led approach informed the framework for the Strategy and it was subsequently launched in December 2017.

The ACT Carers Strategy Taskforce was formed in early 2018, comprising eight carers from the deliberative panel and representatives from ACT Government directorates and community agencies. It met five times during 2018 to develop the first three-year Action Plan under the Strategy (the Action Plan), which was launched in October 2018.

The Carers Strategy Governance Group (the Governance Group) oversees the implementation of actions and contributes to annual reporting for the Action Plan. The Governance Group comprises five carers from the original deliberative panel and representatives from two ACT Government directorates and a community agency. It is co-chaired by an executive from the Community Services Directorate (CSD) and the Chief Executive Officer of Carers ACT.

This Final Report for the Action Plan has been prepared by CSD, in consultation with the Governance Group. It provides a high-level summary of work to progress the outcomes of the Strategy, across the last three years. The report also documents some of the innovative, flexible responses driven by the ACT Government and community partners to support carers during the COVID-19 public health emergency. Importantly, the Final Report is part of a substantial body of work that has been carer-led from its inception and will continue to inform our efforts to support and acknowledge carers.

¹ The Strategy's vision, outcomes and priorities are outlined on page 8. For more information, see https://www.communityservices.act.gov.au/__data/assets/pdf_file/0005/1142582/Statement-final.pdf



CARERS STRATEGY: VISION, OUTCOMES AND PRIORITIES

VISION

A community that cares for carers and the people they care for.

Supporting carers is investing in Canberra's future.

OUTCOMES

- Improving community awareness of the value and contribution of carers.
- Recognising carers' skills and knowledge.
- Accepting people who are cared for as normal people in the community, regardless of any disability.
- Embedding within the ACT community a culture that every ACT citizen has some role as, and an ability, to contribute to caring.
- Enabling carers to take better care of themselves through the provision of more support services, including physical and mental health.
- Wider supports.
- Increased awareness and skills within government agencies.

PRIORITIES

- Recognition.
- Education.
- Information access.
- Ongoing carer engagement.
- Enhanced support services.
- All carers' needs are treated equitably.

THE FIRST ACTION PLAN AT A GLANCE

OVERVIEW



AREAS OF SUCCESS

The table below outlines a range of initiatives that supported outcomes under the first Action Plan.

THEME	OUTCOMES	EXAMPLES
Services and supports	Carers are supported to navigate and access services and supports to maintain their health and wellbeing as they undertake their caring role.	<ul style="list-style-type: none"> • Delivery of culturally and linguistically diverse (CALD) specific social support groups for people who are frail aged and their carers. • Co-design of Safe Haven Cafes to provide peer (lived experience) led support for people, including mental health consumers and carers experiencing distress. • Securing of a second cottage respite care facility for people who are frail aged to access day or overnight respite.
Recognition and awareness	<p>Carers feel their role is recognised by the community.</p> <p>The ACT community has a greater awareness of carers and their valuable contribution to our community.</p>	<ul style="list-style-type: none"> • Annual events as part of National Carers Week to celebrate carers in the ACT Community. • Partnership with Shaw Building Group to promote awareness of carers from the Aboriginal and Torres Strait Islander community. • Media opportunities through radio and social media to raise awareness about carers during the COVID-19 public health emergency.
Young carers	<p>Young carers (up to 25 years) are supported to complete their education and achieve their aspirations.</p> <p>Young carers are resilient and connected to their community.</p>	<ul style="list-style-type: none"> • Identification of young carers for flexible learning plans as part of student enrolment. • Case management and support for young carers to help build and maintain engagement with school or skills training. • Support groups to build resilience and a young carer community for carers aged 15 to 18 years.
Inclusion	<p>Carers are engaged in government processes in areas that impact them.</p> <p>Carers' expertise is recognised in decision-making around the people they care for.</p>	<ul style="list-style-type: none"> • Carers engaged in consultation for Government policy development across a range of ACT Government directorates. • Disability peak organisations involved in developing the Respite Effect and Recovery Grant response.
Workforce and skills recognition	<p>Carers' knowledge and skills are recognised in the workforce.</p> <p>Carers can balance workforce participation with their caring role.</p>	<ul style="list-style-type: none"> • Training options for carers to build skills to balance workforce participation with a caring role, through CIT's Healthier Carers program. • The Community Assistance and Support Program assisted carers to meet their education and training needs.

WHAT PROGRESS HAVE WE SEEN FOR EACH THEME?

STATUS KEY

ICON	STATUS	DESCRIPTION
	Complete	The action has been completed. This descriptor is used for actions that delivered a discrete event/product/initiative under the Action Plan.
	In progress	Work towards the action has started, but further effort is required to specifically target carers.
	Not yet started	Work on the action has not yet commenced.

NOTE
 For some actions marked as 'Complete', the Governance Group has identified a need for ongoing effort, to maintain the action's intent and to continue delivering improved outcomes for carers. This is shown in the descriptive text for those actions.





SERVICES AND SUPPORTS

OUTCOMES

Carers are supported to navigate and access services and supports to maintain their health and wellbeing as they undertake their caring role.

ACTION 1



Develop and deliver a handbook to support improved understanding of the role of kinship and foster carers in the child protection and out of home care systems, including carer participation and engagement in care planning.

ACT TOGETHER AND CHILD AND YOUTH PROTECTION SERVICES


ACT Together provides out of home care services across the ACT for children and young people, and carers, under the *A Step Up for Our Kids* strategy. Child and Youth Protection Services (CYPS), in partnership with ACT Together and with input from advocacy groups including Carers ACT, developed the Carer Handbook as a go-to resource for kinship and foster carers in the ACT. In 2019, a physical copy of the Carer Handbook was issued to all foster and kinship carers in the ACT, and a copy is issued to all new carers, including emergency kinship carers.

The Carer Handbook provides information for approved carers of children who are in the care of the CSD Director-General, outlining their role and responsibilities and where they can access support. Designed to be a one-stop reference, it helps carers to navigate services to support their health and wellbeing as they undertake their caring role.

Carers can access the Carer Handbook on the CSD website, ACT Together website, or receive a physical copy from their case worker or carer support worker. The resource supplements case worker support to clarify the role of kinship and foster carers, including carer participation and engagement in care planning. The Carer Handbook is written in 'easy English' to make it more accessible for all carers.

The Carer Handbook functions as an essential resource to both case workers and carers, to support their complementary roles in supporting children and young people. It is a central repository of information for carers and was developed in response to feedback that information on caring should be more accessible. Feedback is being collated to inform any changes for future iterations of the Carer Handbook.



ACTION 2  **Deliver programs and activities to help carers, including Aboriginal and Torres Strait Islander carers and culturally and linguistically diverse (CALD) carers, navigate available services and supports, such as mentoring for new carers.**

CARERS ACT

Carers ACT appointed a CALD worker who engages with CALD groups and organisations to raise awareness of carers and carer supports. This worker has also trained Carers ACT staff to enhance engagement with CALD carers. Going forward, this increased engagement with CALD carers may also create opportunities for Carers ACT to provide mentoring for new carers.

Carers ACT received funding through the Commonwealth Home Support Program to develop and deliver CALD-specific social support groups for people who are frail aged and their carers. Groups have been established for people from Sri Lankan and Indian backgrounds, with more 30 people attending weekly.

Carers ACT runs both the Ngullaway Art Group for Aboriginal and Torres Strait Islander carers (average attendance of 12 participants) and yarning retreats (attended by 16 carers in 2021), which provide

Aboriginal and Torres Strait Islander carers with respite and connection with culture.

Carers ACT, in collaboration with the ACT Council of Social Service (ACTCOSS), has developed a database of CALD community and cultural groups and organisations, to enable communication and engagement with the service system. Through this, Carers ACT has raised awareness of the role of carers and promoted the services and supports available.

Carers ACT has worked through the Mental Health Carers Voice program to develop a website to assist mental health carers to navigate the mental health system. Launched in August 2021, the website will provide carers with the information they need to understand the mental health system and assist the people they care for to access the services they need when they need them.

With funding from the National Disability Insurance Agency (NDIA), Carers ACT appointed a Care Navigator position to support mature aged carers to connect with the National Disability Insurance Scheme (NDIS) and other services. This helped carers to access support for their caring role and wellbeing. Fifteen carers who were not connected with the NDIS were supported through the program to obtain NDIS plans. Ten of the 15 carers were aged over 50 years and had not previously accessed supports.

Carers ACT is sponsoring the 2021 NAIDOC ball (with Shaw Building Group) to promote awareness of carers within the Aboriginal and Torres Strait Islander community.

ACTION 3 Define respite care and promote access to suitable respite care.



CARERS ACT

Carers ACT promoted access to suitable respite care across a range of programs during the past three years.

One initiative involved a partnership with Palliative Care ACT to implement a respite care cottage for people receiving palliative care. This new facility can support people requiring overnight care, enabling carers to have a break from their caring role.

Carers ACT also secured a second facility to provide cottage respite care for people who are frail aged. The second of its kind in Canberra, the cottage can support four people per night who are frail aged, for overnight respite, and can provide day respite for up to 12 people. This enables carers to take a short break and engage in other activities, helping them to maintain and prioritise their health and wellbeing.

During the COVID-19 health emergency, Carers ACT also promoted access to respite care by sponsoring the Winter Wonderland Community Activity Packs, distributing 5000 activity packs. The packs were an innovative approach to respite during a time when many regular services had paused. They included activities and resources for children, Know Your Neighbour cards, a Carers ACT information sheet and telehealth resources. Volunteers from Nexus, among others, assisted with delivery and offered support for individuals with mental health issues or other disabilities in seeking employment. These support services assist individuals to maintain employment and develop career goals.

The Winter Wonderland packs were distributed in several neighbourhoods and were available at local shopping centres, ACT libraries and community organisations. The initiative provided respite to carers during a challenging period and encouraged engagement with fun activities to support mental wellbeing.

Through donations provided by Shaw Building Group, Carers ACT provides three-day carer retreats for more than 40 carers each year. These enable carers to provide peer support, build connections and share tips on how to navigate service systems such as the NDIS and My Aged Care. Retreats are open for all carers, including those who are from CALD backgrounds or are Aboriginal or Torres Strait Islander people.

Carers ACT has established a young carers' peer support group in partnership with two programs for young carers: Anglicare ACT's Connecting Young Carers to Life Opportunities and Personalised Support (CYCLOPS ACT) and St Vincent de Paul's St Nicholas Young Carer Program (St Nick's). The support group meets monthly, with an average of 15 participants, and enables young carers to share information and advice.

Twelve young carers participated in a camp during Youth Week, which provided an opportunity for some much-needed respite and built their knowledge and capacity in their roles as young carers.

Carers ACT is working with the Mental Health Carers Voice Policy and Advocacy Advisory Group to identify suitable models of respite for mental health carers. This acknowledges that the respite needs of mental health carers differ from those of carers for people with disability or who are frail aged or require palliative care.

The ACT Health Directorate (ACT Health) has established a co-design process to guide implementation of two Safe Haven Cafes for people with mental health conditions. These will provide a safe space for mental health consumers, providing carers with reassurance so they can take small breaks from their caring role.

CSD supported young carers to access respite through the provision of \$250,000 in COVID-19 relief respite grants. To date, more than 100 young carers have been supported through this program, with many reporting that COVID significantly affected their employment, education and wellbeing. The grants enable young carers to define what will work best for them, access respite and rebuild their lives.

While this action is complete, ongoing effort is needed to continue promoting carers' access to suitable respite care.

ACTION 4 Support carers to advocate for themselves and the people they care for.



CARERS ACT AND ACT DISABILITY, AGED AND CARER ADVOCACY SERVICE (ADACAS)

Carers ACT has supported carers to advocate for themselves through staff training to build carers' capacity and capability to self-advocate; education programs to inform and empower carers; and online training and tools. Carers ACT employs its networks to promote programs and ensure they are accessible to all carers in the ACT.

Uptake of self-advocacy training programs was affected by COVID-19 restrictions. Some carers were reluctant to engage in activities online that may be overheard by the person they care for, potentially causing distress.

Carers ACT, with ADACAS, the Mental Health Consumer Network and the Health Care Consumers Association, continues to provide training and tools to empower carers and support self-advocacy.

Carers ACT has also developed a website for mental health carers. This will assist carers to navigate the mental health system, better understand the service system, be aware of their rights, and access tips to support advocacy. The website was launched in August 2021.

Carers ACT has supported 75 carers in 2020–21 with advocacy support to ensure their rights are acknowledged and they can access supports and are treated with respect. This advocacy program helps carers address issues while building the skills and capacity to advocate for themselves in the future. Carers ACT is also developing a self-advocacy toolkit that will be available through its website.

ADACAS continues to respond to action 4 by prioritising the most vulnerable person in a situation and providing issue-based, individualised assistance. ADACAS aims to provide support that reflects the vulnerable person's 'expressed wishes' rather than 'best interests' determined by another person.

From 1 July 2020 to 17 May 2021, ADACAS provided advocacy and support in 198 cases involving carers. An example of progress for Action 4 is shown in *Case study 1 — John and Sarah's story*, below.

ADACAS' role in responding to Action 4 includes a focus on:

- providing training, guidance and education to support self-advocacy
- supporting carers of children with disability to advocate for their needs, including in school settings
- addressing restrictive practices
- engaging with the NDIA or the Administrative Appeals Tribunal
- supporting older people (a key cohort) and their carers around matters including Enduring Power of Attorney and navigating information and support systems, and
- assistance with supported decision-making, including training.

ADACAS has a well-established relationship with Carers ACT and the agencies often provide complementary support for different people within a care relationship. ADACAS also works closely with Advocacy for Inclusion for some clients where the care needs revolve around a disability.

ADACAS assists carers to develop and improve their skills in self-advocacy, and carers may also seek help if they feel overwhelmed or exhausted and would prefer someone to advocate on their behalf.

While this action is complete, ongoing effort is needed to maintain support for carers to advocate for themselves and the people for whom they care.

CASE STUDY 1 JOHN & SARAH'S STORY



John is married to Sarah, who has a neurodevelopmental disorder and physical disabilities. He approached ADACAS for support to communicate with The Canberra Hospital (TCH) around her needs. Sarah was often in the Emergency Department seeking pain management and treatment for her complex needs. As her unpaid carer, John had a wealth of information about what did and did not work for Sarah, but felt this was being ignored by TCH staff.

An ADACAS advocate engaged with John to understand Sarah's needs, especially around communication. The advocate helped John and Sarah draft an Advance Care Plan (ACP) in consultation with her medical care team. This document was signed jointly and is now saved on all hospital systems for use by staff when Sarah is admitted.

John also worked with the ADACAS advocate on how to engage with hospital staff. The advocate was able to explain the time constraints and pressures that staff constantly experience, and how this may result in what appear to be restricted interactions. The ADACAS advocate helped John with techniques to quickly get his information across and helped him design a quick reference summary document that he laminated and kept with him to use when communicating with staff. This reference card, along with the ACP, have greatly improved the interactions between hospital staff, John and Sarah.

ACTION 5 Support carers of people with disability to access information and services that assist them in their caring role.



CSD AND CARERS ACT

The Office for Disability in CSD distributes the *Involved* e-newsletter approximately every two months and subscribers include carers of people with disability. *Involved* provides updates about what is happening in the disability space across the ACT and supports the community, people with disability and carers to access information and services that assist them in their caring role.

The Office for Disability also supported carers and people with disability to access a range of supports and assistance through the Respite Effect and Recovery Grants. The grants could be used flexibly to support wellbeing, following experiences of isolation and other impacts of the COVID-19 health emergency — see Action 15 for more information.

Carers ACT has provided carers of people with disability with a range of information on COVID-19 and vaccinations, through a dedicated page on its website and through direct mail to more than 1,000 carers of people with disability. Carers ACT also collaborated with Feros Care, which provides NDIS Local Area Coordination, to deliver regular workshops for carers of people with disability. These workshops have focused on how carers can access services and supports that aid them in their role.

For this action to be complete, CSD needs to provide targeted support for carers of people with disability to access information and services. This includes consulting carers on what information and services would best assist them in their caring role.

ACTION 6 Promote digital services that carers can access, including access to government web platforms.



TRANSPORT CANBERRA AND CITY SERVICES (LIBRARIES ACT)

Libraries ACT responded to this action through a range of inclusive practices to ensure all people, including carers, have universal access to libraries' digital services. It promotes its digital services through universal design and access principles. Carers can access the libraries' digital services, including access to government web platforms, and can receive assistance from library staff if needed.

In November 2020, Libraries ACT established the new Disability and Inclusion Learning Coordinator position. The Learning Coordinator's role is to support community groups in connecting with library services. This involves engaging with the disability community and promoting digital library services in a way that is inclusive of people living with disability and their carers. The Learning Coordinator role will support carers to access important information online, including materials to support their wellbeing.

Libraries ACT responded to the COVID-19 health emergency by promoting and increasing the portfolio of its online catalogue. It also redirected funds to digital resources and enlarged the number of e-books, audio books and e-magazines, with an increase in usage of online resources during June and July 2020.

Libraries ACT has engaged in consultation with Carers ACT. As part of ongoing work under the *ACT Carers Strategy*, Libraries ACT is considering options for developing more targeted communication for carers, including through engagement with Carers ACT.

For this action to be complete, Libraries ACT needs to provide more targeted engagement with carers to ensure they can access digital library services.

RECOGNITION AND **AWARENESS**



OUTCOMES

Carers feel their role is recognised by the community.

The ACT community has a greater awareness of carers and their valuable contribution to our community.

ACTION 7 Promote carers in the ACT during National Carers Week.




CARERS ACT

Throughout the first Action Plan, Carers ACT has coordinated Carers Week activities each year to increase awareness and recognition of carers, support carers to advocate for themselves and celebrate the contribution they make to our community. Activities included:

- Carers Week flags on London Circuit and on Commonwealth Bridge and an accompanying flower bed on Northbourne Avenue
- radio and TV interviews with Carers ACT, carers and the people they care for
- carers attending the Carers Australia Breakfast at Parliament House to meet and speak with politicians and Ministers, and
- annual cocktail parties at the National Art Gallery for more than 100 carers, a young carers' celebration in Civic Square and an afternoon tea at Carers ACT.

These activities raise awareness and recognise carers in a formal, intentional and consistent way.

While this action is complete, ongoing effort is needed to ensure sustained awareness and recognition of carers.

ACTION 8  Deliver an annual event to celebrate the role and contribution of carers.

CARERS ACT


Carers ACT conducted a cocktail party in February 2021 with 100 carers, to recognise and celebrate the contribution carers make to the community. Carers ACT — in partnership with Shaw Building Group — has also sponsored the 2021 NAIDOC ball (see Action 2 for more information).

Events to celebrate carers have been held during each year of the Action Plan and provide an opportunity for the ACT Government and Carers ACT to recognise the role of carers and thank them for their contribution to our community.

Some events over the three years have included:

- family picnic with more than 200 people in 2018
- Mother’s Day high tea at Burbury Hotel in 2019 with more than 50 carers, and
- visit to the Tulip Gardens and lunch with 200 carers in 2019.

While this action is complete, ongoing effort is needed to ensure that an annual event is delivered to celebrate the role and contribution of carers in a sustained manner.

ACTION 9  Develop and implement a communications strategy to promote awareness of carers in the community.

COMMUNITY SERVICES DIRECTORATE

CSD is working with three carers from the Canberra community to develop a carer awareness video project. This project provides an opportunity for carers who have diverse caring roles to share their own stories, in their own words. It aims to compile a picture of what being a carer can be like, building support for carers and acknowledging their vital contribution.

This project will also provide a window into the myriad ways in which carers support the people they care for, including extra safeguards they may have put in place during the COVID-19 public health emergency. It seeks to build a shared responsibility to support carers’ full participation in the life of our community.

The video project is well underway, and some filming was completed in early August 2021. While further progress was paused due to extended lockdown restrictions in the ACT, remaining filming is expected to take place in early December 2021. CSD will use video footage and stills from the project to promote carer awareness through its social media channels and the CSD website.

The project, as part of the communications strategy for the *ACT Carers Strategy*, will promote the role of carers and recognise the vital contribution of carers in the ACT community.

One of the carers involved in the video project also contributed to CSD’s social media promotion of National Carers Week in October 2021.

This action will be complete once CSD shares a series of media products from the project in early 2022.

“ I hope the video illuminates the extraordinary depth of kindness, compassion and sheer endurance of strength and endless resilience the carer community exudes. Many are unpaid, unnoticed and often undervalued but whenever I have needed real help, it’s a carer who has come to my aid. They are our community glue of goodness. ”

Katerina, carer.

YOUNG CARERS



OUTCOMES

Young carers (up to 25 years) are supported to complete their education and achieve their aspirations.

Young carers are resilient and connected to their community.

ACTION 10 Identify and respond to young carers who require additional support in order to remain engaged in education or training.



EDUCATION DIRECTORATE

The Education Directorate supports schools and teachers to identify young carers during enrolment, asking students if they care for or have a person in their care. This helps to identify young carers at the beginning of their learning journey, so educational supports can be put in place.

While the enrolment process assists schools to identify young carers, students may also become carers at different stages of their schooling. To support teachers and staff to engage with carer dialogues and develop skills to identify and support young carers, the Education Directorate provides communication tools on its service portal. The portal provides information, support, resources and training, and the Education Directorate will continue to add material about young carers.

To educate staff about young carers, the Education Directorate also uses school bulletins, which are emailed to all Education Directorate staff working in schools.

The Education Directorate continues to use a range of mechanisms to share information with schools and the broader education community, to identify and respond to the needs of young carers and support their learning engagement.



ACTION 11 Flexibly support young carers by collaboratively designing individualised learning pathways.



EDUCATION DIRECTORATE

The Education Directorate is committed to supporting young carers through collaboratively designed individualised learning pathways. Teachers are provided with the tools to develop individualised learning plans as needed for young carers. Young carers are assessed on a case-by-case basis for tailored support.

The Education Directorate employs school nurses, psychologists and allied health professionals to provide further support to students when required. Young carers can be linked to community organisations where a need is identified, and the Education Directorate also ensures young carers are connected to the community by involving community organisations in learning plans where appropriate.

The COVID-19 health emergency brought a shift to a virtual learning environment, providing greater flexibility for all students. The Education Directorate promoted and embedded flexible learning plans across the ACT Government schooling system, helping young carers to engage with education. For some young carers, this enabled opportunities to better support their learning engagement.

However, not all students and young carers have a suitable home environment for learning, and some may need respite to be able to engage fully. The Education Directorate provided school-based classrooms during the public health emergency, to support students who were unable to learn from home. Transport was also provided if required. This approach increased the Education Directorate's capacity to support young carers to engage in different ways that accommodate their individual learning needs.

ACTION 12 Collaborate to link existing programs in order to provide tailored support to meet the education and training needs of young carers.



EDUCATION DIRECTORATE, CYCLOPS ACT AND CARERS ACT

The Education Directorate provides financial assistance to low-income families with students in years 7–10 through the Secondary Bursary Scheme (Bursary Scheme). The Bursary Scheme can provide a payment of \$750 per year for eligible young carers and their families, to support their education and training needs.

Through a donation from Shaw Building Group, Carers ACT provided scholarships to eight young carers in 2020–21 (with more than 25 awarded over the three-year Action Plan) to support their engagement in education and training.

Carers ACT also continued to resource young carer support groups in five secondary schools and provided support and information to teachers and pastoral care staff. This financial assistance enables the operation of young carer support groups and builds connections to the community.

Carers ACT has worked with schools to support young carers to access the ACT Government's COVID-19 young carer respite relief grants to support them with their education and training needs (see Action 3).

Carers ACT and CYCLOPS ACT have collaborated to deliver joint support groups and activities for young carers, to avoid duplication and maximise resources. These groups aim to support young carers to remain engaged in their education and training.

Carers ACT, CYCLOPS ACT and the St Nicks Program have revitalised the Young Carers Network, to help agencies to identify young carers as a vulnerable group and collaborate to support young carers.

CYCLOPS ACT is a program supporting young people, aged up to 25 years, who care for a family member experiencing a physical or intellectual disability,

mental health issues, alcohol and other drug related issues and/or chronic illness. Young carers can receive family case management, personal support and advice, advocacy, recreational activities, information and educational support, and skills development. CYCLOPS ACT works with the Education Directorate and builds relationships to identify and support young carers. Referrals to the program often come from education partners, such as schools or HeadSpace.

CYCLOPS ACT also collaborates with education providers to provide young carers with tailored support. CYCLOPS ACT has built relationships with Melba High School, Kingsford Smith School, Belconnen High School and Canberra High School, building capacity to address young carers' needs through whole-of-staff meetings and whole school assembly announcements. CYCLOPS ACT continues to build on its engagement with the Education Directorate to advocate for similar processes to be integrated in other schools.

During the COVID-19 health emergency, CYCLOPS ACT promptly adjusted its service delivery to continue meeting community need. Services such as pastoral care and support for young carers, which are usually delivered face-to-face, shifted to online spaces such as Zoom, to maintain consistency. Check-ins via text message were also used during this time. Post-lockdown, young carers making contact through text message has continued at a higher rate. The flexibility of online service delivery continues to enable CYCLOPS ACT to meet the challenging and often changing demands experienced by young carers.

Linking students and families with support agencies when specialised support is required is a core practice of all schools. The Education Directorate's internal service portal provides guidance and information for school staff about relevant community agencies available to support young carers.

For this action to be complete, the Education Directorate will need to further develop processes to link young carers to existing programs, to provide tailored support for their education and training needs.

ACTION 13 Advocate for the provision of mental health and wellbeing support to young carers.



CYCLOPS ACT, CARERS ACT AND ACT HEALTH

CYCLOPS ACT supports young carers through a range of individual and family responses. It provides two common support approaches: brief casual support and case management. Brief casual support is provided to young carers to help them address a specific mental health episode or financial issue. Case management is offered when young carers present with complex and ongoing support needs, helping them to develop wellbeing skills to become more resilient and connected with their community.

CYCLOPS ACT and Carers ACT work collaboratively to advocate for and provide mental health and wellbeing supports to young carers. Over the past 12 months, CYCLOPS ACT and Carers ACT developed and delivered a new young carer support group (primarily for carers aged 15–18 years) that focuses on young carers' wellbeing through the provision of a fun and social space. The support group creates a space for 15 young carers to connect and have a break from their caring responsibilities by engaging socially with others.

During Youth Week 2020, Carers ACT, in collaboration with CYCLOPS ACT, also conducted a young carers camp for 12 young carers.

CYCLOPS ACT liaises directly with the Education Directorate Wellbeing Officer to advocate for young carers. These organisations are working together to build capacity in wellbeing support for young carers.

ACT HEALTH

ACT Health supports this action through the Office for Mental Health and Wellbeing. The Office aims to improve the ACT community's wellbeing and enhance our mental health service system through co-design with consumers, carers, clinicians and the community. This enables input from advocacy groups and carers, providing guidance on how carers' needs can be met through the mental health system.

ACT Health also supports the provision of mental health and wellbeing supports to young carers, through advocacy and representation on the ACT Mental Health Advisory Council.

CANBERRA HEALTH SERVICES

Canberra Health Services (CHS) provides a School Youth Health Nurse (SYHN) program, which promotes positive health outcomes for young people and their families. This supports ACT Government high school communities to adopt a whole-of-school approach to address health and social issues for young people and their families. The goal is to help young people have a safe and healthy transition into adulthood.

SYHNs are involved in and attend Young Carers Groups within schools, which can provide young carers with a support person and can facilitate their connection to the community. Young carers may then be more comfortable to present to the SYHN if health or wellbeing issues arise. If the SYHN is the first to identify that a young person is a carer, they can refer the young carer to a school-based support group and external services. SYHNs can also advocate for young carers within the school setting, for example by liaising with the School Wellbeing team to seek additional support or adjustments.

For this action to be complete, lead agencies need to develop processes to enable young carers to engage in consultations about the provision of mental health and wellbeing support programs that affect them.

INCLUSION

OUTCOMES

Carers are engaged in government processes in areas that impact them.

Carers' expertise is recognised in decision-making around the people they care for.

ACTION 14 Employ engagement approaches that enable participation by carers, including in policy development.



ALL DIRECTORATES

Carers ACT is represented on the Oversight Group: COVID-19 Plans for People with Disability (the Oversight Group) and attends monthly meetings to contribute to the ACT Government's pandemic response. As part of this, Carers ACT works closely with CSD's Office for Disability. Carers ACT also participates in relevant out-of-session meetings related to the Oversight Group, such as a recent discussion about ACT Health website information related to carers and the issue of quarantine.

ACT Health has hosted out of session meetings to collaborate with Carers ACT about the information that carers found critical during the COVID-19 health emergency. The collaboration resulted in changes to the information on the ACT Health website.

CSD coordinates the Carer Wellbeing Sub-Committee, which aims to enhance the wellbeing of foster and kinship carers. The Sub-Committee comprises carers and relevant agency representatives, including:

- Seven kinship and foster carers (includes representatives from the Adoptive Families Association of the ACT and the Foster Care Association of the ACT)
- Two people from ACT Together
- Four people from Child and Youth Protection Services, and
- One person from Carers ACT.

Canberra Health Services (CHS) employs a range of engagement approaches that enable carers to participate in decision-making in areas that affect them. One example is its current work on the CHS *Disability Action and Inclusion Plan*, which is developing a Needs Assessment Process. CHS has engaged with the ACT Disability Reference Group, which has Carers ACT representation, to progress this work. To include carers, CHS provided an overview of the *ACT Carers Strategy*, including key actions for CHS. This work seeks to build recognition of carers' expertise about the people they care for and support carers to access services for their own needs. CHS also reviewed Discharged Patient Surveys to identify emerging actions relevant to carers around advocacy, improved communications, and engagement.

There are opportunities for improvement on how agencies report on consultations with carers, as work on this action continues. This could be an area of focus for future work under the Strategy.

While this action is complete, ongoing effort is needed to grow and sustain engagement approaches that facilitate carer participation in policy development. CSD will continue to partner closely with Carers ACT to identify appropriate and meaningful opportunities for shared policy work with carers, including carer members of the Governance Group.

ACTION 15 Seek input from carers on initiatives that promote the rights and inclusion of people with a disability.



CSD

The Respite Effect and Recovery Grants were developed through direct co-design, collaboration and consultation with a working group of disability peak organisations. This response to the COVID-19 health emergency recognised the financial pressures experienced by people with disability and their families, and the support required for their transition through recovery. Carers were captured in the eligibility criteria for grants.

The Office for Disability, within CSD, has continued to engage closely with people with disability and their supporters to ensure the needs of this vulnerable community cohort are addressed through the *ACT COVID-19 Disability Strategy*. Activities to support this cohort can be found on the CSD website.

Of the more than 360 applicants for Respite Effect and Recovery Grants, many reported experiences of isolation, restriction and family impacts associated with COVID-19. Grants were provided to people with disability and their families for a range of different supports and assistance, including:

- opportunities to reconnect with family away from home
- self-care
- alleviating financial pressures, and
- purchasing items such as iPads/tablets, gardening services and repairs.

Many applicants identified as women and many in their capacity as the carer of a person with disability.

While this action is complete, ongoing effort is needed to facilitate carers' input on initiatives that promote the rights and inclusion of people with a disability.

**CASE STUDY 2
RESPITE EFFECT
AND RECOVERY
GRANTS—
JENNY'S STORY**

Jenny lives with her partner and three school-aged children under the age of 10 years. She is a carer for two of their children, who experience Autism with impacts on their communication and behaviour. Jenny is also a carer for her partner, who experiences episodic mental health challenges that have intensified during the COVID-19 health emergency.

Jenny works part-time as a cleaner and the family had to adjust to a significantly reduced income when she lost some of her regular shifts during the lockdown period. She describes the past year as 'incredibly challenging', as her children and partner have really been affected by the constant changes in restrictions on social interaction. Some of the regular activities for the children, which provided small respite breaks for Jenny, have still not resumed. This has meant she hasn't had much capacity for self-care and is really struggling to cope with managing challenging behaviours, particularly for her oldest child.

Jenny received assistance through the Respite Effect and Recovery Grants to pay for her children to attend a pottery workshop, and for a remedial massage as a self-care activity she can look forward to.



ACTION 16 Include carers in consultation and planning for Better Suburbs.



TRANSPORT CANBERRA AND CITY SERVICES

Through the Better Suburbs process, Transport Canberra and City Services (TCCS) worked with Canberrans to better understand the community's priorities for the delivery of city services and where to focus efforts. This included the ACT's first trial of participatory budgeting, where Canberrans had the opportunity to decide how and where part of the city services budget should be allocated.

Carers were included as part of a Citizens' Forum of 54 representative community members, who came together to deliberate on spending and service priorities for city services. This approach recognised carers' expertise in decision-making. Carer representation on the Citizens' Forum reflects TCCS' commitment to including carers in government processes that impact them and valuing their lived experience and expertise.

The Citizens' Forum identified fourteen key priorities that were detailed in the Better Suburbs Statement, along with clear guidance on how to focus investment to secure the future of these services. Carers' input and voices affected the outcomes of the key priorities. Better Suburbs has been provided with more than \$150 million through the ACT Budget to deliver the Citizens' Forum priorities.

ACTION 17 Consider carer needs and engage carers in consultations for planning initiatives.



ENVIRONMENT, PLANNING AND SUSTAINABLE DEVELOPMENT DIRECTORATE

The Environment, Planning and Sustainable Development Directorate (EPSDD) designs fit-for-purpose engagement for all aspects of its policy and project work. Carers were consulted as a part of stakeholder engagement and varied consultation methods were used to ensure broader participation.

EPSDD uses a range of engagement methods, including face-to-face and online approaches. It also consults relevant peak bodies for assistance in engaging vulnerable and hard to reach communities. Experiences during COVID-19 highlighted the advantages of digital engagement as a tool that enables people with caring and other commitments to participate.

EPSDD has conducted several consultations with carers that provided opportunities to contribute to Government decision-making, including:

- the ACT Planning System Review and Reform Project
- Gungahlin Community and Recreation facilities, and
- Housing Choices.

For this action to be complete, EPSSDD will need to specifically consider carer needs and engage carers in consultations for planning initiatives.

ACTION 18 Identify barriers and explore options to:



- Acknowledge carers on health plans, including their role and support needs.
- Consider carers' needs during hospital discharge processes.

ACT HEALTH

The Community Assistance and Support Program (CASP) funds low-intensity home and community care for eligible people who experience a short-term or intermittent condition that affects their ability to carry out activities of daily living. CASP typically supports people who need post-hospital care or assistance with hospital outpatient visits. Importantly, carers of eligible people are also eligible for CASP-funded supports. Services funded through CASP vary from provider to provider and include social support, food services, minor home maintenance, domestic support, personal care, and medical transport.

ACT Health has engaged in significant work to ensure carers are supported in their caring roles, and enabled them to receive a Pfizer COVID-19 vaccination regardless of the carer's age. This recognises the essential role of carers in protecting vulnerable people in the ACT, by including carers in the priority roll-out of vaccinations. This action seeks to support carers during a time when their caring role can carry additional risks and stressors.

ACT Health hosted out of session meetings to collaborate with carers about what information was critical to them during the COVID-19 public health emergency (see also information under action 14).

ACT Health directly engaged carers in government processes that affected them during COVID-19. Carers' expertise was used to guide changes to the information ACT Health provided to the community.

During the COVID-19 public health emergency, ACT Health moved to a more digital environment where possible, establishing flexible approaches that have had long lasting benefits. The use of online service delivery allowed carers to better manage their caring responsibilities and their own support needs.

CANBERRA HEALTH SERVICES

Canberra Health Services (CHS) has acknowledged the importance of carers on health plans and directly engaged with this through the targeted pilot program 'Family and Carer Clinicians'.

The division of Mental Health, Justice Health, Alcohol and Drug Services, in collaboration with Carers ACT, has delivered this pilot program, which employs social workers within the clinical services team to provide specific supports to family and carers of people who are mentally unwell.

The role of the Family and Carer Clinician is to listen and provide information about navigating the system, provide interventions for carers, and ensure carer and family needs are considered by the whole multidisciplinary treating team. Early evaluation of the pilot demonstrates positive feedback from consumers and carers about the role and benefit of the clinicians. The inclusion of carer feedback in the ongoing assessment of the pilot ensures carers' expertise can inform key areas of the program.

While this action is complete, ongoing effort is needed to continue identifying barriers and explore options that acknowledge carers on health plans and their needs during the hospital discharge process.

ACTION 19 Conduct a carer impact assessment for the 'Hospital in the Home' initiative, to consider carers' needs and their role as part of the care team.



ACT HEALTH

The Care Closer to Home Steering Committee, coordinated through ACT Health, is collaborating with Carers ACT to undertake a carer impact assessment of the 'Hospital in the Home' initiative. The Hospital in the Home Carers Survey is complete, and ACT Health finalised the report in August 2021.

CASE STUDY 3 ACCESS AND SENSORY CLINIC FOR COVID-19 VACCINATION



The Access and Sensory clinic, a dedicated clinic for people with disabilities, their carers, and support workers, was implemented as a response to support varied groups in the community who may experience additional barriers with accessing COVID-19 vaccination. Carers who accompany a person with disability for their vaccination appointment are encouraged to be vaccinated in the same space, at the same time.

ACT Health recognised that the busy environment of the existing Garran COVID-19 mass vaccination clinic would not be suitable for many people with disability and their carers. The design of the Access and Sensory clinic was informed by the expertise and lived experience of disability advocates and National Disability Insurance Scheme (NDIS) providers, who considered the existing vaccination clinic and provided feedback on the types of adjustments that may be needed.

Described as a nation-leading initiative, the clinic operates for two sessions per week and allows people with disability to be accompanied by the support people they need; for example, they may choose to bring a carer and a support worker. The Access and Sensory clinic offers:

- *a quieter space*
- *longer appointment times*
- *a separate entrance with no need to enter the waiting area*
- *vaccinations for support staff, volunteer or carers attending the appointment at the same time as the person with disability, and*
- *an accessible entry point for wheelchairs and other mobility equipment.*

People who phone to book an appointment at the clinic are prioritised in the queue and will speak with someone who can help with any accommodations they may require for their appointment.

Attending the Access and Sensory clinic for vaccination is optional for people with disability. Some people reported that after their first appointment, they felt confident to have the second visit in the general clinic, which can still meet the accommodations they need.



WORKFORCE AND SKILLS RECOGNITION

OUTCOMES

Carers' knowledge and skills are recognised in the workforce

Carers can balance workforce participation with their caring role.

ACTION 20 Assist carers to navigate the range of relevant, subsidised training opportunities and learning supports available in the ACT.



CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE (CMTEDD)—SKILLS CANBERRA

Skills Canberra supports carers to navigate relevant, subsidised training opportunities and learning supports through a range of initiatives and operational delivery. The Field Officer program provides individualised support to carers who are students, to ensure they can progress and complete their education goals.

The primary purpose of Field Officers is to facilitate course completion by providing active and ongoing support. Field Officers can also assist carers to balance their workforce and training participation with their caring role.

Individuals are identified for the program through education institutions, enrolment lists and word of mouth. Field Officers have good relationships with ACT education providers and visit apprentices, trainees and employers onsite to promote their services and ensure they are accessible.

CANBERRA INSTITUTE OF TECHNOLOGY (CIT)

CIT has addressed this action by ensuring carers can access supports to help them navigate subsidised training opportunities. Carers undertaking study at CIT have a plan put in place at the time of enrolment, which provides support and flexible training options and considers each student's specific needs.

The CIT Skills for Carers program offers carers an opportunity to access short courses to support them and the people they care for. Carers studying other CIT training courses can also access support services and receive advice on flexible study options in their training area of choice. The Skills for Carers program helps carers to balance workforce and training participation with their caring role.

CIT runs the Skills for Carers program — managed by the CIT Fit & Well Team — within the CIT Health, Community and Science College. CIT offers interactive training options on an individual basis or through short courses and workshops in the Canberra region. Primary training options focus on the health of the carer through the Healthier Carers program, which is conducted in a safe and supportive environment.

PROGRESS: **WORKFORCE AND SKILLS RECOGNITION**

While the emphasis of the programs is on maintaining carers' health, they also provide skills, ideas, activities and information. CIT uses consultation and carer feedback to develop, review and schedule educational, wellbeing and creative sessions that can meet carers' respite needs. Carers also have access to CIT community health and wellbeing programs through CIT Fit & Well Gym, Allied Health and Massage clinics, and community programs such as Heart Health, Osteocise and Lungs in Action.

CIT's carers programs are supported by the ACT Health Directorate's Community Assistance & Support Program (CASP) to create tailored support to meet carers' education and training needs. It provides information to carers via the Skills for Carers newsletter, including promoting changes to educational delivery to increase flexibility and accessibility.

ACTION 21 Ensure the views and training needs of carers in the Canberra community are represented during annual consultation on the ACT Skills Needs List.

CMTEDD—SKILLS CANBERRA

The ACT Skills Needs List identifies skills needs in the ACT. The ACT Skills Needs List informs ACT funding priorities at a qualification level for vocational education and training, as well as the level of subsidy provided for a training place in qualifications offered through the Skilled Capital and ACT Australian Apprenticeships (User Choice) initiatives.

For this action to be complete, Skills Canberra needs to actively engage Carers ACT and provide opportunities for carers to share their views as part of annual consultations on the ACT Skills Needs List.

ACTION 22 Promote innovative adult community education projects designed to address barriers to carers' participation in vocational education and training (VET) and employment.

CMTEDD—SKILLS CANBERRA

Skills Canberra provides a wide range of subsidised training and courses to the Canberran community. It manages ACT and Commonwealth funding directed to VET programs for a variety of initiatives, addressing skills development for entry level and existing workers, and adult community education. Skills Canberra promotes government-subsidised training opportunities and provides information on access through its website, which can address financial barriers to carers' participation in education and training.

The ACT Adult Community Education (ACE) Grants Program supports this commitment by funding projects that enable carers and all Canberrans to participate in work and lifelong learning opportunities. ACE learning is an adult community education model that delivers activities in informal, community-based settings. For carers who may have been outside of education or employment settings for a long time due to caring responsibilities, community-based settings provide a welcoming learning environment. This creates greater flexibility for carers, helping them to balance workforce participation with a caring role.

For this action to be complete, Skills Canberra needs to develop targeted approaches to help carers to address barriers to participation in vocational training and employment.

ACTION 23 Promote carer access to services for CALD, migrant, and refugee communities that build skills relevant to workforce participation.



CMTEDD—SKILLS CANBERRA

As part of the ACE Grants Program, six applications were received from not-for-profit organisations, seeking funding of up to \$50,000 for individual projects. Five applications were successful, including:

- MARSS Australia Inc — English for Workplace and Business Skills — addresses the many language barriers individuals face, before and during employment.
- Support Asian Women’s Friendship Association – Stepping Up — CALD Adults Learning Workplace Computer and English Skills — enables adults from CALD backgrounds to further develop their computer and English language skills by completing both an accredited computer program and a non-accredited English program.
- Multicultural Employment Service (managed by Queanbeyan Multilingual Centre Inc) — Communications for Employment Outreach — delivering communication for employment and workplace culture as an outreach to vulnerable job seekers.

For this action to be complete, Skills Canberra will need to specifically target service barriers experienced by CALD, migrant, and refugee carers, to build skills that support their workforce participation.

ACTION 24 Engage the Canberra Business Chamber and private sector to promote employment of carers and support for carer employees.



CARERS ACT

Due to changed priorities during the COVID-19 public health emergency, Carers ACT and the Canberra Business Chamber were unable to progress this action.

ACTION 25 Develop standard wording around recognition and support of carers in the workplace to support advocacy work.



CARERS ACT

Carers ACT has progressed a range of work to ensure carers are supported in the workplace, including:

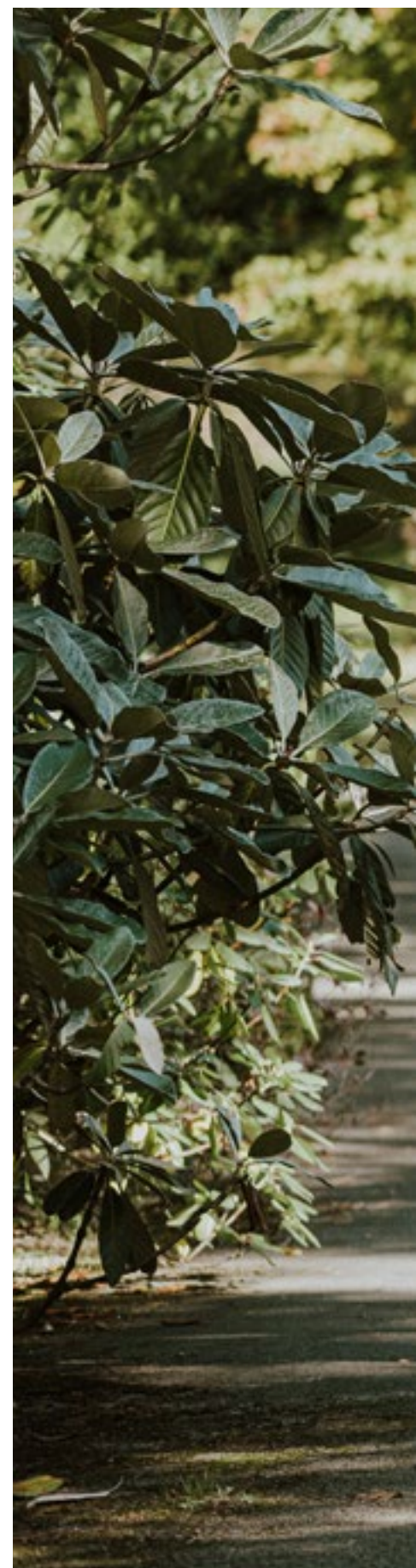
- developing a partnership with MIND Australia and its ‘care fairly’ campaign for awareness of carers in the workplace
- developing a partnership with Carers NSW to introduce a national carer friendly workplace accreditation program in the ACT
- conducting ‘supporting carers in the workplace’ presentations at the Australian Government departments of Health and Parliamentary Services
- supporting the launch of Palliative Care ACT resources for supporting palliative carers in the workplace, and
- engaging with the Australian Public Services Union to include more expansive carer leave in the upcoming ACT Public Service Enterprise Agreement.

Each of these programs support carers to be better recognised in the workplace. The programs aim to provide flexibility, support and acknowledgement for carers, ensuring they can balance workforce participation with their caring role.

While this action is complete, ongoing effort is needed to maintain the standard wording around recognition and support of carers in the workplace to continue supporting advocacy work.

GLOSSARY

ACRONYM	FULL TITLE
ACTCOSS	ACT Council of Social Service Inc.
ADACAS	ACT Disability, Aged and Carer Advocacy Service
ACE	Adult Community Education
ACP	Advanced Care Plan
CALD	Culturally and Linguistically Diverse
CASP	Community Assistance and Support Program
CHS	Canberra Health Services
CIT	Canberra Institute of Technology
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
CSD	Community Services Directorate
CYCLOPS ACT	Anglicare ACT Young Carers Program (Connecting Young Carers to Life Opportunities and Personalised Support)
CYPS	Child and Youth Protection Services
EPSDD	Environment, Planning and Sustainable Development Directorate
MARSS	Migrant and Refugee Settlement Services
MHCC ACT	Mental Health Community Coalition ACT
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
SYHN	School Youth Health Nurse
TCCS	Transport Canberra and City Services
TCH	The Canberra Hospital
VET	Vocational Education and Training







For more information about the *ACT Carers Strategy 2018-2028*, visit:
www.communityservices.act.gov.au