

About

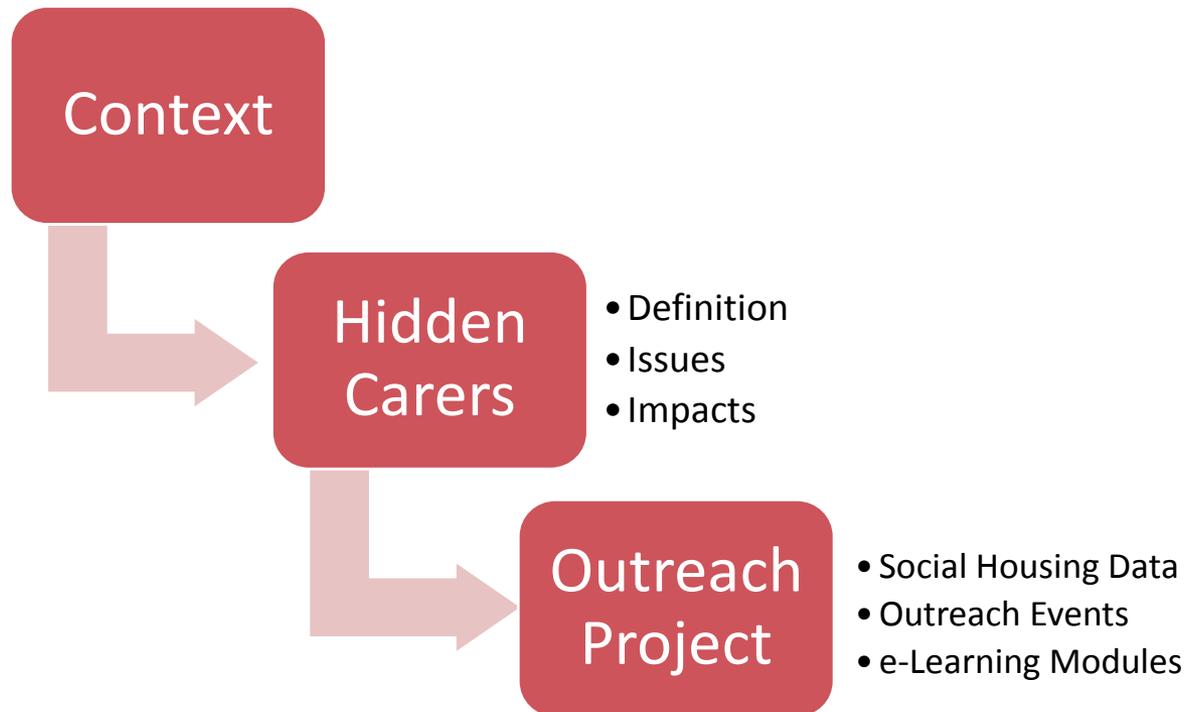
Carers NSW is the peak non-government organisation for people in New South Wales (NSW) who provide informal care and support to a family member or friend who has a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail.

Vision

Our vision is an Australia that values and supports all carers. Our goals are to:

- Work with carers to improve their health, wellbeing, resilience and financial security
- Have caring recognised as a shared responsibility of family, community and government

Overview

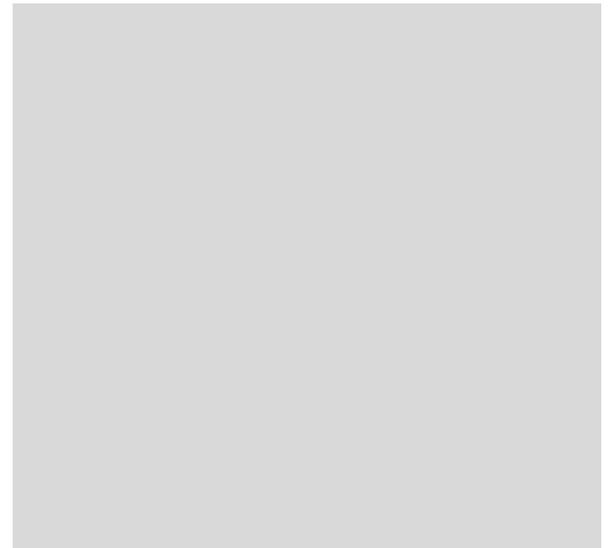


Definitions

- A **carer** is anyone who provides care and support to a family member or friend with a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or is frail.
- A **primary carer** is the person who provides the most care to someone.
- The **Carer Payment** is a means-tested income support payment to people who are providing 'constant care'. Not everyone who is a carer will receive this payment.

What is a hidden carer?

- **Hidden carers** either do not self-identify as carers or are not recognised by agencies or services as carers.
- Hidden carers are more likely to be;
 - young carers (aged 25 and under)
 - culturally and linguistically diverse
 - Aboriginal and Torres Strait Islanders
 - LGBTIQ
 - male



Hidden carers

Do not appear
in carer data

May not know what
support is available

May not receive
appropriate support

Are marginalised

Carers in social housing



How many are there?

- We are not exactly sure but estimates range from 10,385* to 49,800** or 17% of social housing occupants.
- There are relatively high rates of disability, mental illness and frail/aged in social housing.
- 60% of all people with disability in NSW need assistance for at least one activity. Majority of this assistance is provided by informal carers, especially for communication, mobility, food preparation and self-care.**

* Carers NSW analysis of data provided by the FACS Operational Performance Directorate

**Australian Bureau of Statistics (2015)

***Australian Bureau of Statistics (2017)

Hidden Carers Outreach Project



Objective

To reach hidden carers residing in social housing and provide them with support through outreach and carer-specific activities.

Aims

1. Increase knowledge about the profile of hidden carers in social housing
2. Provide opportunities for hidden carers to self-identify and get connected with existing services and support
3. Increase the knowledge of social housing staff to improve outreach and support

Aim 1: Social Housing Data



Options for identifying carers

1. Australian Bureau of Statistics *Survey of Disability, Ageing and Carers* data on people who report living in social housing
2. FACS data for public housing and AHO
 - a. Carer Payment recipients only
 - b. Age Pension and Disability Support Pension recipients without a Carer Payment recipient

Social housing data



Carer Payment Recipients

In 2013 there were 290,000 people living in social housing.*

In that same year, 10,385 individuals in public housing or AHO properties were receiving a Carer Payment.**

- 670 individuals identified as Aboriginal
- 2,864 individuals from CALD backgrounds
- 904 individuals were aged over 65
- 502 individuals under 25 (young carers)

* Department of Family and Community Services (2014)

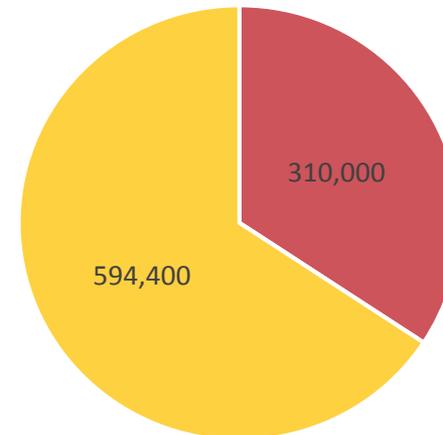
**Carers NSW analysis of data provided by the FACS Operational Performance Directorate

Social housing data

However...

- Not everyone who is a carer will receive the Carer Payment.
- In NSW there are 904,400 carers* however only 98,954 people (11%) receive the Carer Payment**.
- Carers may be in receipt of Newstart, Youth Allowance, Age Pension etc.

Main income source (all carers in NSW)



- Government payment or allowance as main source of income
- Income support not main source of income

*Australian Bureau of Statistics (2017)

**Department of Social Services (2017)

Age and Disability Support Pension Recipients

- Large numbers of people receive Disability Support Pension and/or Age Pensions.
- In 2013 there were 65,490 households where one or more recipients are receiving the Age or Disability Support Pension and where there were no recipients of the Carer Payment.*
 - 3,554 recipients identified as Aboriginal
 - 18,152 recipients were from CALD backgrounds
- 14 metro LGAs, 6 inner regional LGAs, and 9 outer regional LGAs were identified as having more than 1,000 households where one or more individuals met this criteria.

*Carers NSW analysis of data provided by the FACS Operational Performance Directorate

Outreach events

- Contact made with Tenant Participation Resource Service providers and Housing Community Program Providers in the identified LGAs
- Carers NSW either partnered with these service providers, ran joint events or joined an existing planned event.
- 12 events were conducted over 12 months
- Carers NSW also administered a survey at six of the events

Hidden Carers Outreach Events

	Event	Partner	Location
10 July 2015	NAIDOC Inner City Family and Sports Day	National Centre of Indigenous Excellence	Redfern
23 July 2015	Knowing Me-Knowing You Social Housing Gathering	Coffs Harbour	Coffs Harbour
18 August 2015	Do you look after a Family Member or Friend?	Samaritans Foundation	Hamilton South
16 September 2015	NSW Family Fun Day	NSW Fair Trading	Dubbo
30 September 2015	Mt Druitt Street Beat Project -Tregear	FACS (Housing), Bidwill Uniting	Mount Druitt
17 October 2015	Holroyd – We Care	Holroyd Council	Wentworthville
10 November 2015	Kalan Community Lunch	The Junction Works Ltd	Claymore
2 December 2015	Elders Gathering Illawarra Aboriginal Cooperation	Illawarra Aboriginal Cooperation	Wollongong
10 February 2016	Community Event	Interreach NSW Inc.	West Albury
15 March 2016	South Coogee Community Day	Community organisations	South Coogee
24 March 2016	Ryde Community Expo	Community organisations	Ryde
4 May 2016	Ashmount Tenant Forum	Interreach NSW Inc.	Wagga Wagga

Survey Results

- 53 questionnaires completed at 6 of the events
- Majority (43) were female, 16 identified as being from a CALD background, 4 respondents identified as Aboriginal or Torres Strait Islander (high non response rate to this question)

Do you help look after a family member or friend?

- 40 respondents were currently caring

Do you consider yourself to be a carer?

- 34 respondents considered themselves to be a carer
- 13 do not although they may be assisting someone

Survey Results

Have you used any services to help look after the person you care for?

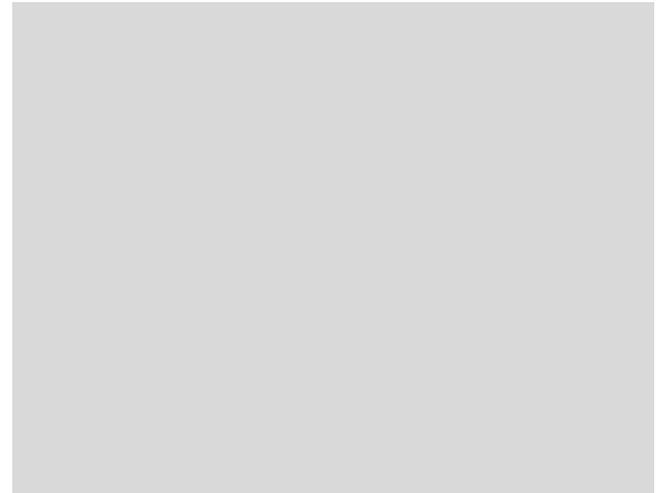
- 14 identified that they had accessed services for the person they cared for e.g. mental health services, early intervention services, Aboriginal Home Care, Aged Care Packages and respite.
- Those who hadn't accessed services indicated that there was no need, they didn't know about such services or had only just received a diagnosis.

Have you heard of Carers NSW?

- 35 respondents had not heard of Carers NSW - 18 had

Resources

- Frontline staff are most likely to have opportunities to identify and support hidden carers in social housing.
- Building the capacity of all staff in social housing is likely to result in larger scale, more effective carer identification and support.
- To achieve this Carers NSW developed an eLearning tool and a range of flyers.



e-Learning modules

Module 1: Carers an introduction

- who carers are and what they do
- the diversity of carers in NSW
- understanding why some carers are hidden

Module 2: Supporting carers

- understanding some of the challenges carers face
- understanding the positive impacts of caring
- understanding carers' needs and what services are available

Module 3: Identifying hidden carers

- identify hidden carers in social housing
- four key groups of hidden carers
- understanding how support can improve client outcomes

Resources



Flyers

Flyers were sent to all NSW Housing, Aboriginal Housing and Community Housing Offices.

General and Aboriginal specific flyers were produced.

Flyers were also produced in community languages including Arabic, Turkish, Simplified and Traditional Chinese and Vietnamese.



References



- Australian Bureau of Statistics (2015), *Disability, Ageing and Carers, Australia: New South Wales, 2012*, Canberra.
- Australian Bureau of Statistics (2017) *Disability, Ageing and Carers, Australia: New South Wales, 2015*, Canberra.
- Carers NSW analysis of data provided by the FACS Operational Performance Directorate
- Department of Family and Community Services (2014) *Social Housing in NSW: A discussion paper for input and comment*, available online at: http://www.facs.nsw.gov.au/_data/assets/file/0009/303030/Social-Housing-in-NSW_Discussion-Paper.pdf, viewed 27 October 2017.
- Department of Social Services (2017) *DSS Demographics June 2017*, Australian Government, available online at: <https://data.gov.au/dataset/dss-payment-demographic-data/resource/0457422b-f338-4dd8-82b7-35a5d97f798d>, viewed 27 October 2017.

Link to the e-Learning modules can be found here;

<http://ngolearning.com.au/hidden-carers/>



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