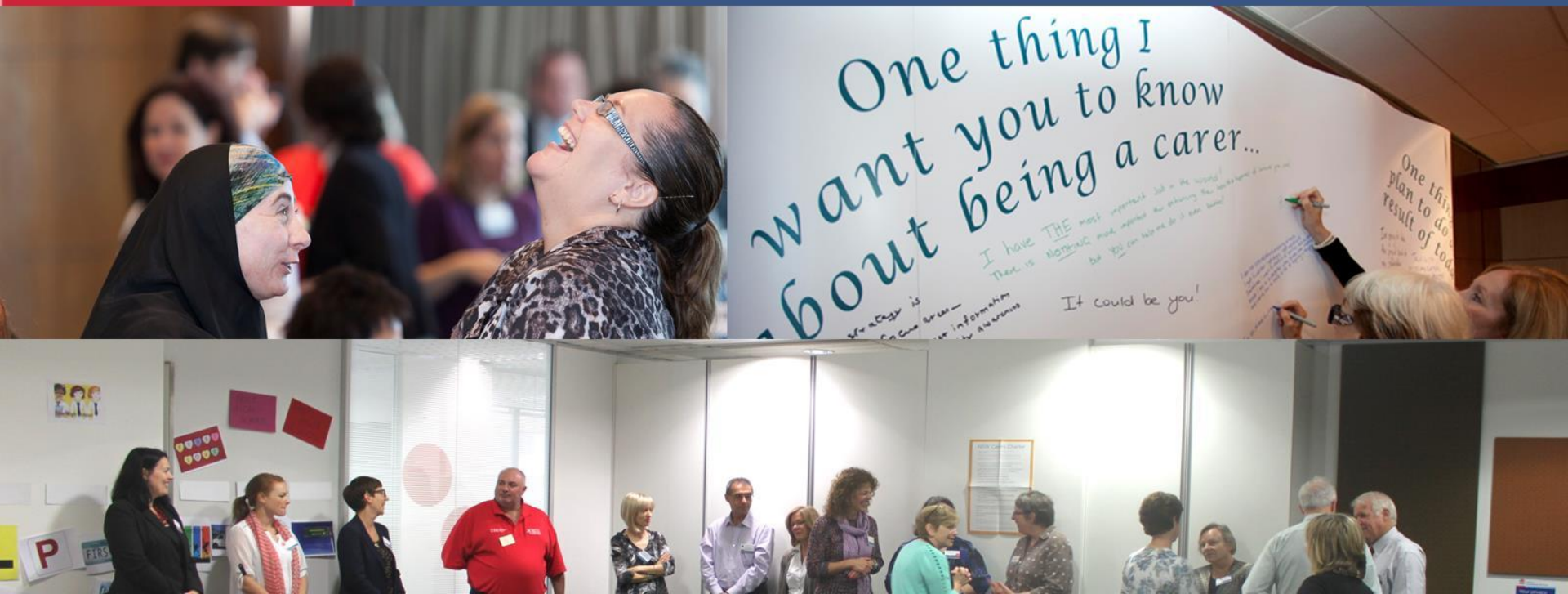


# Embracing the future with carers

## Co-design and the NSW Carers Strategy



# Today's presentation

- Carers in NSW
- NSW Carers Strategy co-design
- Highlights and lessons learned
- 2 examples - working with Aboriginal carers and recognising carer skills project

# Carers in NSW

## Definition of carer

*‘carers are people who provide ongoing, unpaid support to relatives or friends who need help with everyday aspects of life because of their disability, chronic illness, mental illness, dementia or ageing’.*

*NSW Carers (Recognition) Act 2010*

# Carers in NSW

- 1 in 10 people in NSW are carers



ABS 2012, Disability, Ageing and Carers Australia,  
NSW April 2014

- 1 in 8 Aboriginal people in NSW are carers
- 70% of primary carers are women and women make up 56% of carers overall

# The carer contribution

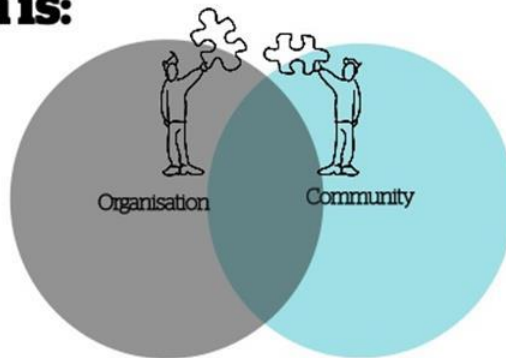
- Informal carers in Australia provided an estimated 1.9 billion hours of care in 2015
  - Equivalent to 611 million hours in NSW
- The replacement value of these care hours is \$60.3 billion a year
  - Equivalent to \$19.4 billion for NSW



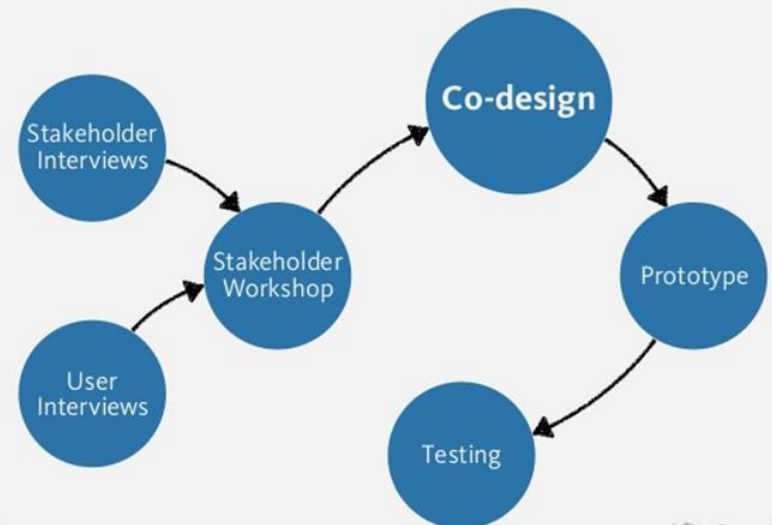
# Co-designing strategic policy

## Co-design is:

Working with the community as active participants in the design process, to create shared value



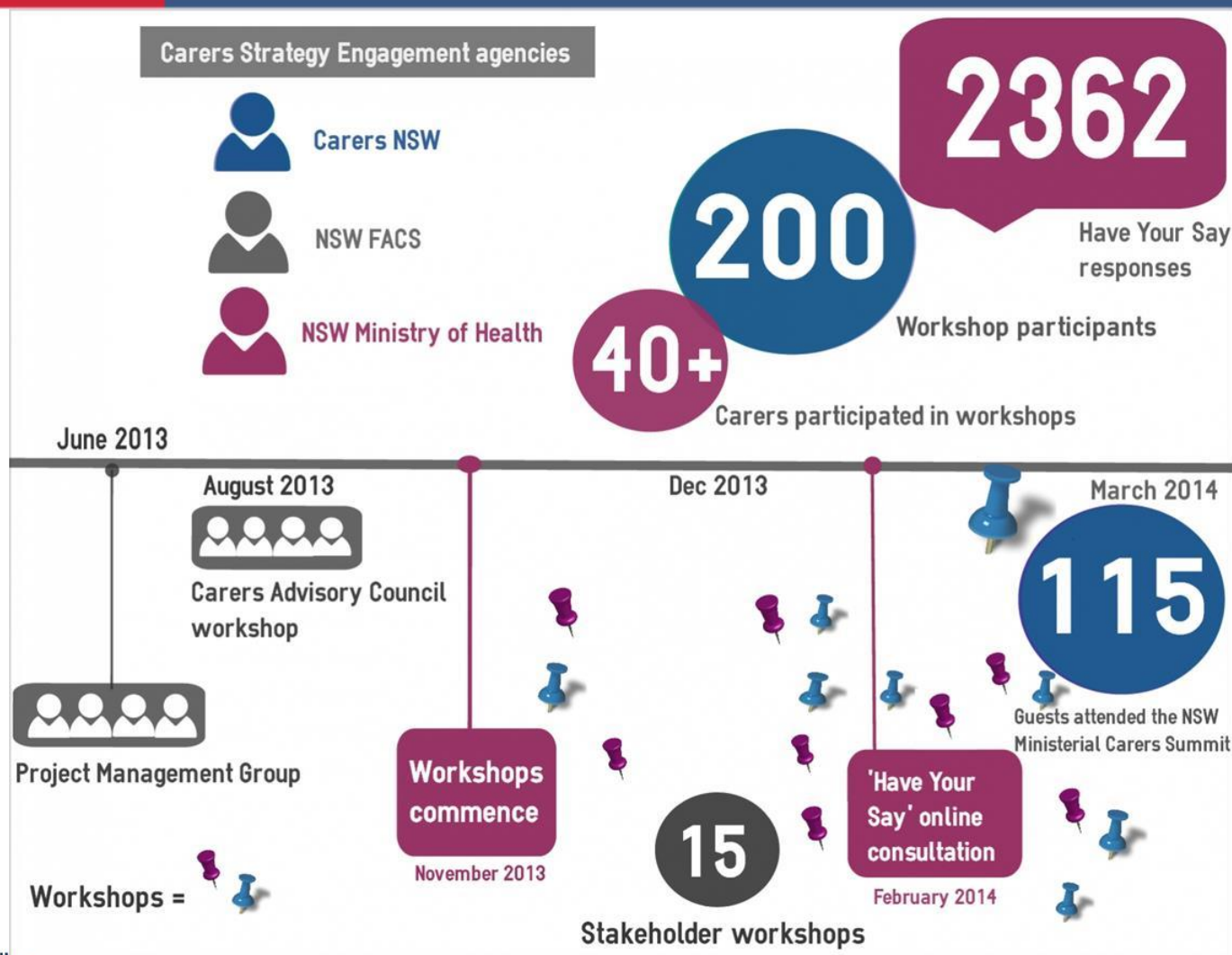
## Fitting co-design within projects (an example)



cxpartners

@StavrosUX

# The NSW Carers Strategy process



# Carers Strategy- Expected outcomes

## Employment & Education

- Carers have choices and opportunities to participate in paid work
- Young carers complete school and transition to further education and employment

## Carer health & wellbeing

- Carers experience good health and wellbeing

## Information & community awareness

- Carers are able to easily access information when they need it
- Carers feel the broader community understands their experience

## Carer engagement

- Carers are involved in decisions that affect them and the people they care for

## Evidence base

- Carer policy and practice is informed by quality evidence



NSW  
CARERS STRATEGY  
2014-2019





# Elements of our co-design approach



## **Example 1:**

# **Co-design with Aboriginal Carers**

# Identifying and engaging key stakeholders





# Aboriginal co-design workshops



# *What is caring like?* Reflections from the 3 Aboriginal workshops held in Dubbo, Redfern & Mount Druitt





# *Have your Say* and the Carers Summit

## *Have Your Say*

- 2 specific questions for Aboriginal respondents
- High response rate: 66 Aboriginal individuals  
18 organisations

## **NSW Carers Strategy – Ministerial Summit**

- Strong Aboriginal stakeholder representation at the Summit
- 26 Summit participants (of total 115) representing Aboriginal carers, elders, community members



# Aboriginal Carers Strategy Project

## 3.4 Information for carers in Aboriginal communities

Develop culturally appropriate resources for Aboriginal carers about planning ahead and emergencies.



Strategy stakeholders became our partners through co-design



Now our partners in implementing Strategy projects



Co-design is continuing



# 18 months since the Strategy launch ...



Aboriginal working group

Provides expert advice on Aboriginal projects across the Strategy

Taking Care of Business

10,000 copies distributed since July 2015

Project design and implementation

Emergency care and contacts template

Draft template pilot in Western Sydney, Feb 2016

# Co-designing with Aboriginal communities



[www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)



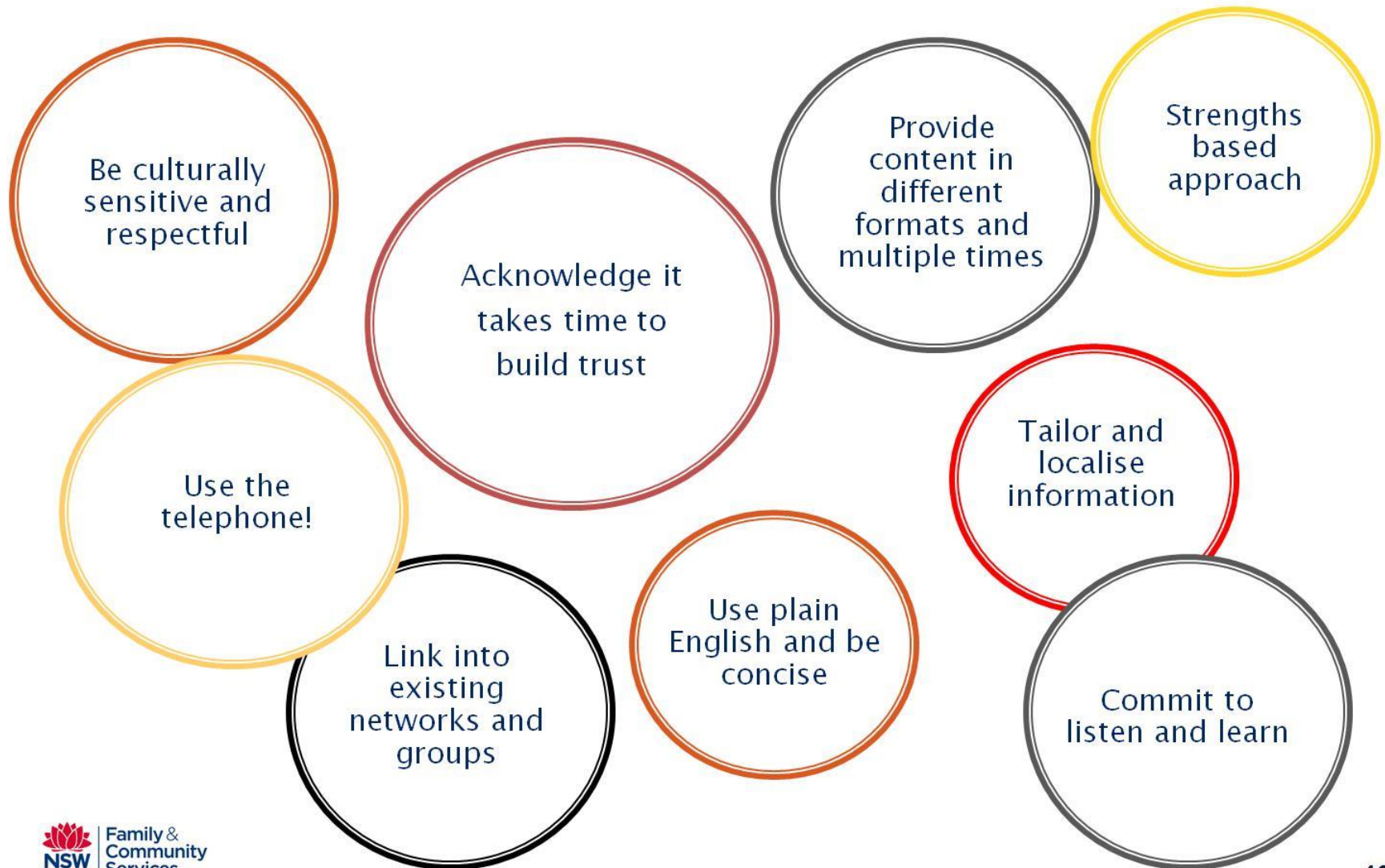
Resources



Taking Care of Business



# Lessons and challenges of co-design with Aboriginal stakeholders



## **Example 2:**

**Co-designing solutions to help carers to  
have choices and opportunities to  
participate in paid work**

# How did we co-design possible solutions?



**Co-design  
Workshop 1**

**Carers story – shared  
understanding**

**Co-design  
Workshop 2**

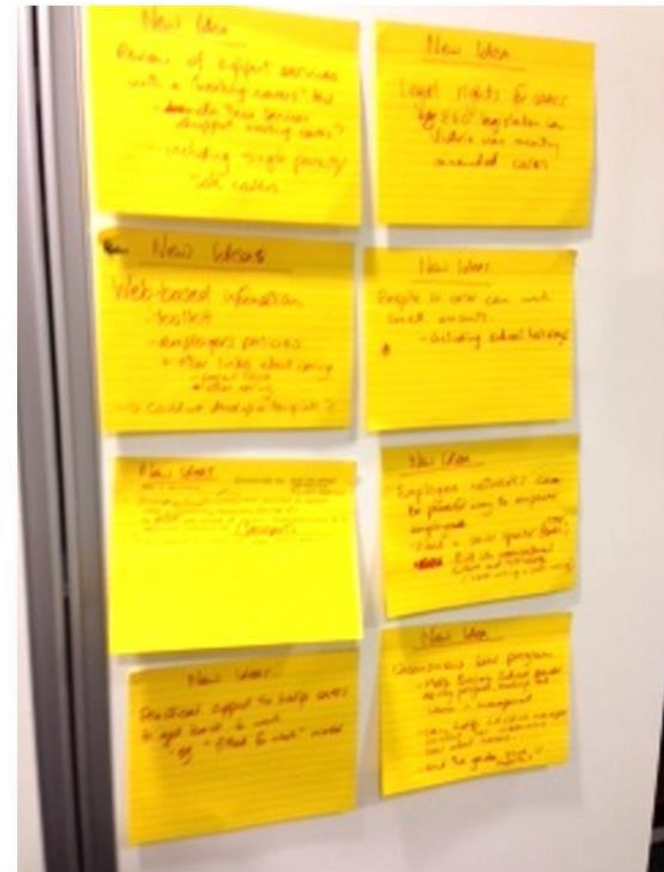
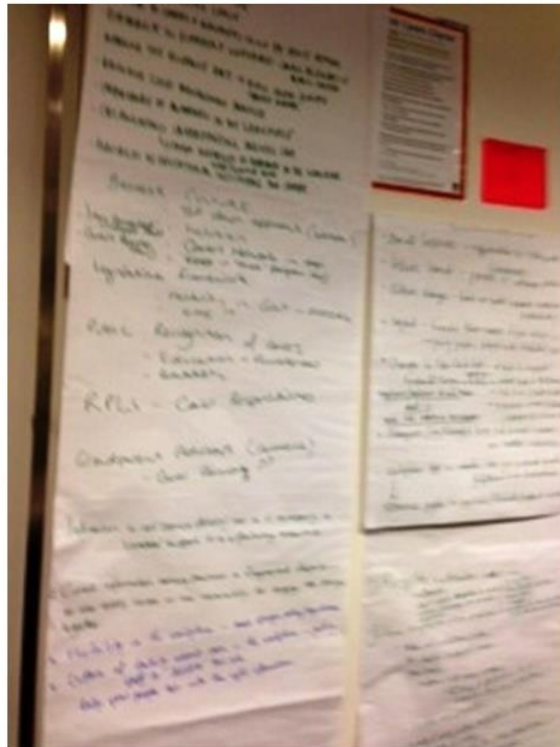
**Prioritise and refine workshop ideas  
into solutions**

# Carers Strategy Workshops Nov/Dec 2013





# Generating ideas and solutions





# Voting

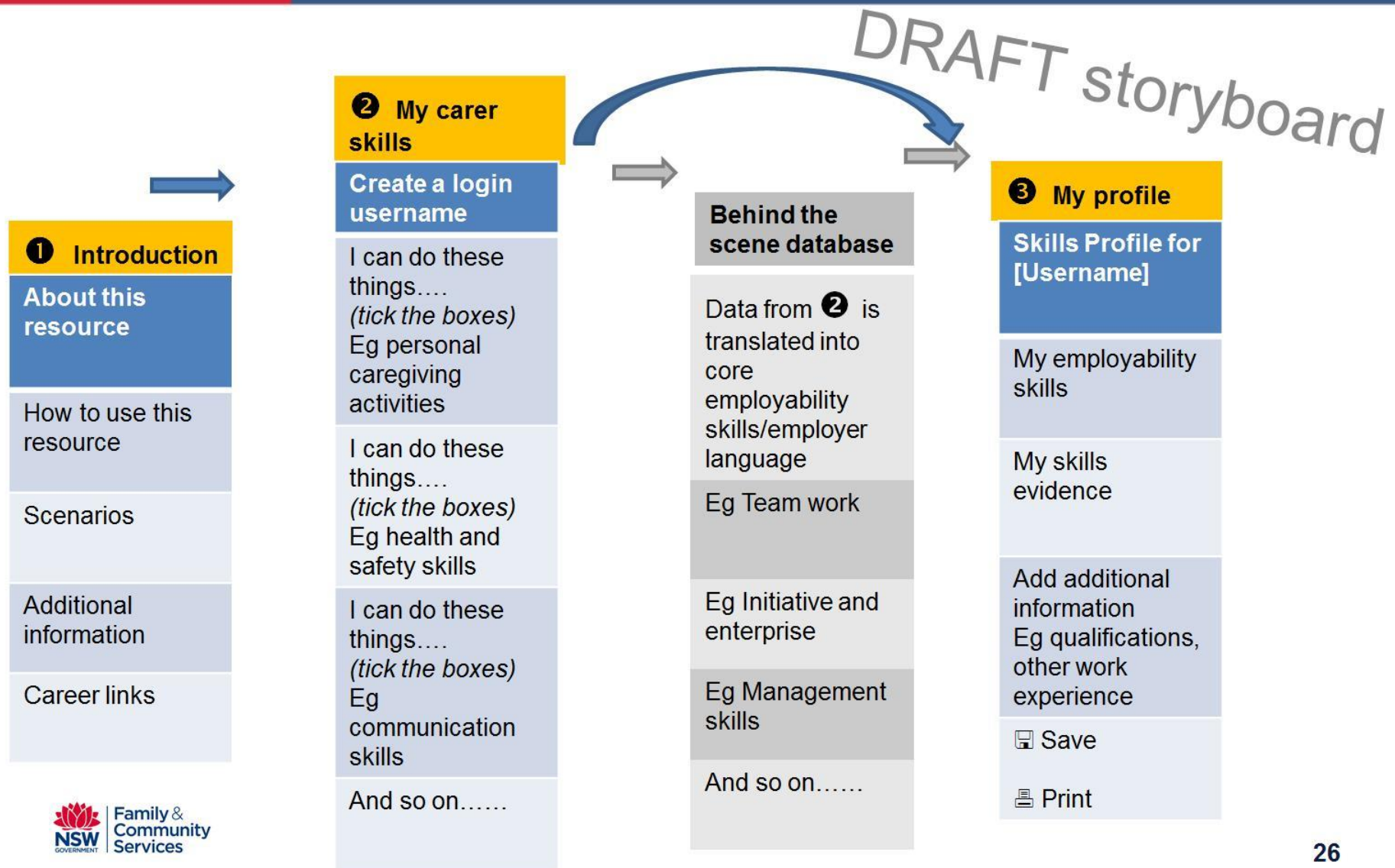


# Continuing co-design in project implementation



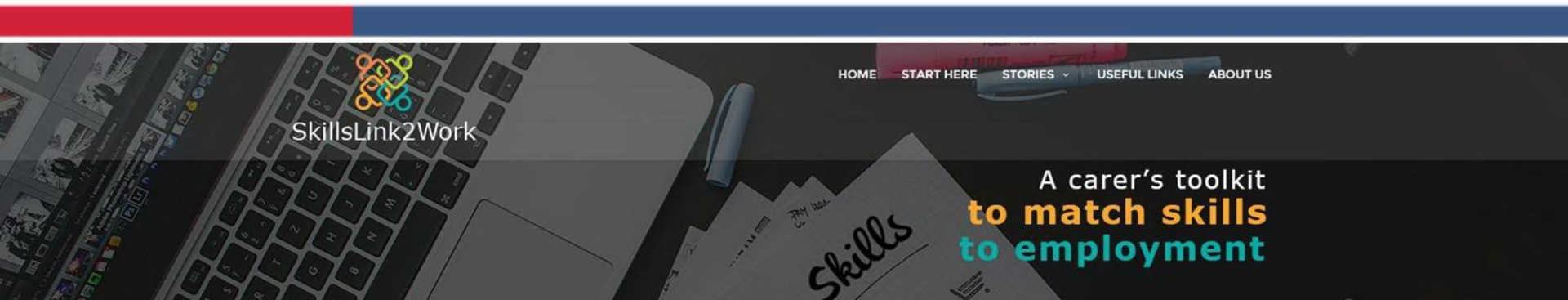
# TRANSFORM MY SKILLS.....

a carer's toolkit to match skills to employment





# Example 2: Skillslink2Work



## START HERE

Click here to know more about this site



## TOUR

Click here to learn your way around the resource



## MY SKILLS

Click here to fill out your skills and then click the save button



## MY REPORTS

Click here to download your skills reports



## MY SETTINGS

Click here to change your name/password



SkillsLink2Work



Australian Government



Family & Community Services



NSW Community Services and Health ITAB

NSW Community Services and Health  
ITAB in partnership with FACS

SkillsLink2Work is funded by the NSW Department of Family and Community Services and the Commonwealth Government Department of Social Services.

# The challenges of co-design



Takes time

Less control,  
more trust

Intangible  
outcomes



# So why use co-design?



The benefits far outweigh the challenges!

- Reach a shared understanding of carers lived experience and their needs
- Build lasting networks and credibility
- Develop feasible, practical, informed solutions
- Implement them together- good solutions attract resources and partners!

**“Relationships and trust is important. I  
want your understanding and  
I want you to walk beside me”**

(Aboriginal carer)

# Thank you!

NSW Department of Family & Community Services

[www.carers.nsw.gov.au.au](http://www.carers.nsw.gov.au.au)

[karen.turvey2@facs.nsw.gov.au](mailto:karen.turvey2@facs.nsw.gov.au)

[claire.edmonds@facs.nsw.gov.au](mailto:claire.edmonds@facs.nsw.gov.au)



# Care for a campaign video

