

**Supplementary
Submission
No 3a**

**FIFTH REVIEW OF THE EXERCISE OF THE FUNCTIONS
OF THE LIFETIME CARE AND SUPPORT AUTHORITY**

Organisation: Carers NSW

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The Director
Standing Committee on Law and Justice
Legislative Council
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Supplementary submission: Fifth Review of the exercise and functions of the Lifetime Care and Support Authority and Twelfth Review of the exercise and functions of the Motor Accidents Authority

Carers NSW wishes to thank the Standing Committee on Law and Justice for the opportunity to provide a supplementary submission to the Fifth Review of the exercise of the functions of the Lifetime Care and Support Authority (LTCSA) and the Twelfth Review of the exercise of the functions of the Motor Accidents Authority (MAA) based on their recently published annual reports for 2012/13.

The original Carers NSW submission to both reviews (submitted 30 October 2013) stated that, given the 2012/13 annual reports had not yet been published, it was difficult to determine whether the LTCSA and MAA had made progress towards complying with their obligations according to the NSW *Carers (Recognition) Act 2010*, and made some subsequent suggestions, summarised in Recommendation 1 (see attachment). In light of the recent release of these documents, the observations made in the Carers NSW submission still apply. However the reports do reflect a greater recognition of carers than those from previous years.

Carer awareness education for managers

Carers NSW congratulates the Safety, Return to Work and Support Division for developing an information pack and information sessions to raise managers' awareness of issues facing employees with caring responsibilities. This represents an important step towards meeting the obligations of the NSW *Carers (Recognition) Act 2010*. However, in line with Recommendations 1 and 8 from our initial submission (see attachment), Carers NSW recommends that these educational initiatives be complemented by a commitment to flexible working practices to accommodate caring responsibilities, as well as information and support for working carers and their colleagues in relation to these matters.

Furthermore, consistent with Recommendation 2 (see attachment), Carers NSW stresses that staff working directly with injured persons and their families would greatly benefit from carer awareness training to improve the recognition and inclusion of carers in the community as well as in the workplace.

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Improved communication with CALD communities

The 2012/13 annual reports also demonstrate progress in relation to Recommendation 3 (see attachment). Carers NSW supports the multicultural policies and services program, which was recorded in the 2012/13 annual reports of the LTCSA and MAA as providing service information to ethnic media, publishing information in community languages and making greater use of interpreters and translators. Accessible information is critical in supporting injured persons and their families, however carers from culturally and linguistically diverse (CALD) backgrounds often face language barriers that prevent them from being aware of and/or effectively using available services, potentially disadvantaging both themselves and the people they care for.

However, consistent with Recommendations 5 and 7 (see attachment), we also stress the need for more information and supports being made available to carers, adding that these too should be made accessible to speakers of languages other than English.

Carers NSW commends the LTCSA and MAA for its progress in relation to promoting carer awareness in the workplace and making service information more broadly available to speakers of languages other than English. However, we maintain all nine recommendations made in our original submission lodged with the Committee on 30 October 2013.

Thank you for accepting Carers NSW supplementary submission.

Yours sincerely,

Elena Katrakis
Chief Executive Officer
Carers NSW

ATTACHMENT

Carers NSW submission to the Fifth Review of the exercise and functions of the Lifetime Care and Support Authority (LTCSA) and Twelfth Review of the exercise and functions of the Motor Accidents Authority (MAA)

Summary of recommendations

Recommendation 1: Carers NSW recommends that the LTCSA and MAA take further steps to meet their obligations as public sector human service agencies under the *NSW Carers (Recognition) Act 2010*.

Recommendations 2: Carers NSW recommends that the LTCSA include carer awareness training in their skills development initiatives for attendant care workers and case managers.

Recommendation 3: Carers NSW recommends that the LTCSA's Case Manager and Attendant Care Finder tools be provided in alternative formats and languages in order to increase their accessibility to older people, people with disabilities and people from CALD backgrounds.

Recommendation 4: Carers NSW recommends that the LTCSA and MAA continue to implement the use of the term 'carer' in their publications and websites to recognise the support provided by family members.

Recommendation 5: Carers NSW recommends that the LTCSA and MAA produce, publish online and distribute information linking carers to services and support.

Recommendation 6: Carers NSW recommends that exceptions be considered to the non-payment of family members for LTCSS participants from Aboriginal and Torres Strait Islander and CALD backgrounds, and those living in rural and remote areas.

Recommendation 7: Carers NSW recommends that the LTCSA continue and expand its initiatives to support the carers and families of LTCSS participants.

Recommendation 8: Carers NSW recommends that the LTCSA and MAA explore flexible working practices to enable carers employed by the Authorities to balance work and care.

Recommendation 9: Carers NSW recommends that the LTCSA increase carer participation in the governance and direction of the Scheme, and introduce carer representative positions to the Advisory Council.