

## Summary of First Year Progress on *Mahi Aroha* Carers Strategy Action Plan

Focus area	Objective for area	Actions	Lead	Progress to date	Focus for next six months
Area 1 Recognition  Recognising carers and their contributions	<b>The work carers do will be identified and more recognised</b>	1.1 Promote recognition of carers by government, employers, and the community as a distinct group with specific needs and whose contributions are valued	MSD	<ul style="list-style-type: none"> <li>Developed an A3 infographic with key statistics and vignettes about carers' experiences and challenges</li> <li>Published Summary of Submissions on what was heard during the consultation process for the development of Mahi Aroha</li> <li>MSD became the first State Sector agency to sign up to CareWise, an initiative to introduce carer friendly policies in the workplace.</li> </ul>	• Use infographic to raise awareness across government and the wider public (MSD).
		1.2 Raise awareness of carers and how they can be supported	MSD, CA		
	<b>Carers will be better supported with improved knowledge and information about caring</b>	1.3 Create a fund to research the needs of carers and undertake research, including: <ul style="list-style-type: none"> <li>research on young, older, Māori, and Pacific carers</li> <li>research into the barriers and impact for carers who work</li> <li>research into the incidence and impact of family violence for carers.</li> </ul>	MSD	<ul style="list-style-type: none"> <li>Scoped key issues to inform research (for example, how carers experience family violence).</li> </ul>	<ul style="list-style-type: none"> <li>Identify opportunities to get carers acknowledged in the Joint Venture for Family Violence and Sexual Violence's workstreams</li> <li>Examine research opportunities to better understand carers' issues.</li> </ul>
		1.4 Improve data about carers through <ul style="list-style-type: none"> <li>opportunities to use existing data collection tools</li> <li>supporting work to develop a tool to help identify young carers</li> </ul>	MSD, CA	<ul style="list-style-type: none"> <li>Worked alongside the Carers Alliance on an annual "State of Caring" survey, due to go live in 2021 (CA, Working Group)</li> <li>Developed the Youth Health and Wellbeing survey "Whataboutme", with questions on caring included (MSD)</li> <li>Commissioned data from the 2018 Census in relation to caring (MSD).</li> </ul>	<ul style="list-style-type: none"> <li>Use the results of the State of Caring survey to inform the work of Mahi Aroha.</li> <li>Deliver the Youth Health and Wellbeing survey "Whataboutme", starting March 2021 (MSD)</li> <li>Analyse available data on caring to develop insights about carers and identify gaps (MSD)</li> <li>Deploy a Multidimensional Assessment of Caring Activities (MACA) tool across Auckland to identify young carers (CA).</li> </ul>
		1.5 Support the inclusion of young carers in policy development	Carers NZ, MSD	<ul style="list-style-type: none"> <li>Support the development of a Young Carers Leadership Group, led by young carers, to inform policy development (Carers NZ).</li> </ul>	<ul style="list-style-type: none"> <li>Further scoping is required for this action – timeframe to be confirmed.</li> </ul>
Area 2 Navigating  Ensuring carers receive support and services	<b>Carers will be better supported to access culturally safe and appropriate services</b>	2.1 Identify and assess best-practice options for supporting people and their carers with the management of continence	MoH	<ul style="list-style-type: none"> <li>Further scoping is required for this action – timeframe to be confirmed.</li> </ul>	<ul style="list-style-type: none"> <li>Provide ongoing updates to the Guide for Carers publication (MSD, with support from other agencies) to ensure carers receive current information</li> <li>Work with carers to scope options for how carers can better access the information they need (MSD).</li> <li>Finalise the whānau-centred policy tool for distribution across government, with a particular focus on government agencies working with carers and their whānau. The distribution of the policy tool will be supported by a series of workshops on its application. (TPK)</li> </ul>
		2.2 Strengthen navigation across all parts of the care and support system (including health, welfare, and ACC) to ensure carers are aware of, and supported to access, available assistance for themselves and those they care for.	MoH, ACC, MSD, CA	<ul style="list-style-type: none"> <li>Published a COV D-19 information sheet for carers (MoH, MSD), as well as COVID-19 guidance specifically for carers of people with dementia (MSD)</li> <li>Worked with Tandm Consulting on research into carers' information needs (MSD, MoH)</li> <li>Completed the National Health Information Platform business case (MoH).</li> </ul>	
		2.3 Identify whānau, aiga, and family-centred tools and initiatives to provide culturally safe and responsive approaches for Māori and Pacific carers and their whānau, aiga, and families	TPK	<ul style="list-style-type: none"> <li>Commenced improvements to TPK's whānau centred policy tool. This will assist agencies in considering policy issues from a whānau centred perspective, including individuals that need care and their carer.</li> </ul>	
	<b>Objective: Carers can take breaks from their care role</b>	2.4 Improve the quality, accessibility and equity of services across New Zealand so carers can take breaks (including the flexible disability respite budgets – I Choose)	MoH, ACC	<ul style="list-style-type: none"> <li>As part of the COVID-19 response, flexible Carer Support and Individualised Funding extended to 28 February 2021 (MoH). This enables carers, and those they care for, to have more flexibility in how they use MoH funding for respite.</li> <li>Worked with District Health Boards (DHBs) on how to make improvements to respite services (MoH).</li> </ul>	<ul style="list-style-type: none"> <li>ACC will consider the access to and suitability of respite for non-contracted carers in its work on attendant carers policy settings (Action 3.5)</li> <li>MoH will continue to work with DHBs, ACC and the Carers Alliance to scope progressing Action 2.4.</li> </ul>
Area 3 Supporting  Caring for carers and supporting their wellbeing	<b>The health and wellbeing of carers will be improved</b>	3.1 Identify and support young carers, their families, whānau and aiga to access the support they need	OT, MSD, MoH, TPK	<ul style="list-style-type: none"> <li>Established a working group with relevant agencies to work together on young carers' issues.</li> </ul>	<ul style="list-style-type: none"> <li>Scope the work programme for this action (Young carers working group)</li> <li>Engage with the Rā Rangatahi (Rangatahi Strategic Leadership) project to leverage access to young Māori carers (TPK).</li> <li>Increase the reach and impact of digital literacy training &amp; explore improving coordination of investments in digital literacy and inclusion initiatives for older people (MSD - Office for Seniors).</li> <li>Further scoping is required for this action. Part of this action will be progressed through Action 2.2.</li> </ul>
		3.2 Help carers to participate in social networks, have opportunities to keep up relationships, and enjoy interests outside their caring role, with a specific focus on older carers	CA, MSD	<ul style="list-style-type: none"> <li>Established the Digital Literacy Training for Seniors programme to improve social connection and participation via digital technology (MSD - Office for Seniors).</li> </ul>	
		3.3 Enhance access to information, guidance and support of mental health and addictions, for carers and the services and organisations working with the families, whānau, and aiga of people who have a mental health and/or addiction issue	MoH	<ul style="list-style-type: none"> <li>Further scoping is required for this action. Part of this action will be progressed through Action 2.2.</li> </ul>	
	<b>Carers will have adequate financial assistance to cover the costs of caring</b>	3.4 Change to health sector Funded Family Care (FFC) policies and repeal of Part 4A of the New Zealand Public Health and Disability Act 2000	MoH	<ul style="list-style-type: none"> <li>Changes to FFC were implemented, including raising pay rates so they are in line with the rates of professional support workers and changing eligibility criteria to allow spouses and partners to be paid to provide support.</li> <li>Part 4a of the New Zealand Public Health and Disability Act 2000 was repealed.</li> </ul>	<ul style="list-style-type: none"> <li>This action has already been implemented, but we need to consider whether any remaining or related issues emerging from implementation would benefit from a new action or inclusion under an existing action (MoH).</li> <li>Continue reviewing SLP-carers, including assessing interactions between health and welfare systems and the response to the review of the Health and Disability System (MSD)</li> <li>Work with the Ministry of Health to support alignment between FFC changes and ACC's attendant care policy (ACC).</li> </ul>
		3.5 Review carers financial support policy settings including consideration of: <ul style="list-style-type: none"> <li>Attendant Care policy (ACC)</li> <li>Individualised Funding (MoH)</li> <li>long-term Funded Family Care policy settings, to ensure a coherent set of financial supports for carers (MoH)</li> <li>Supported Living Payment (SLP) – Carers (MSD)</li> </ul>	ACC, MoH, MSD	<ul style="list-style-type: none"> <li>Commenced work to consider possible changes to Supported Living Payment for carers, including completing a stocktake of the income support that MSD and MoH provides for carers (MSD).</li> </ul>	
		3.6 Consider a carer payment and/or other types of improved financial support for carer wellbeing	MSD	<ul style="list-style-type: none"> <li>Commenced initial policy work to consider a carer payment and/or other types of improved financial support for carers (MSD).</li> </ul>	
Area 4 Balancing  Supporting paid work, study and other interests	<b>Carers have options for remaining in employment and/or seeking employment, if they want to. Carers' pathways to employment will be supported.</b>	4.1 Launch the Carers New Zealand CareWise initiative to ensure workplaces are carer friendly and that carers are supported to stay in or return to employment when caring ends	Carers NZ	<ul style="list-style-type: none"> <li>Carers NZ launched the CareWise workplace initiative. More than fifty employers have committed to CareWise or have been engaged to join the programme</li> <li>MSD signed up to the CareWise workplace initiative (July 2020) and implementation is underway.</li> </ul>	<ul style="list-style-type: none"> <li>In 2020, CareWise focused on engaging with larger businesses and industry and business networks. The focus for 2021 will be to heavily target small and medium sized businesses and to further scale the programme through ongoing promotion, marketing, management and monitoring activity.</li> <li>Continue work as part of Action 3.5 to consider options that could make it easier for those receiving SLP-Carers to take up the Training Incentive Allowance (TIA) and study part-time.</li> </ul>
		4.2 Support flexible study, training and education opportunities. Explore ways to credit skills and experience towards any training, qualifications and/or employment	MSD, CA	<ul style="list-style-type: none"> <li>Work underway as part of Action 3.5 of Mahi Aroha will include considering options that could make it easier for those receiving SLP-Carers to take up the Training Incentive Allowance (TIA) and study part-time.</li> </ul>	