

Appendix 1: Progress on *Mahi Aroha* actions in 2022

Focus area	Objective for area	Actions and agencies responsible	Progress made in 2021	Planned activity for the next year	
Area 1: Recognition Recognising carers and their contributions	<i>The work carers do will be identified and more recognised</i>	1.1	MSD - Promote recognition of carers by government, employers, and the community as a distinct group with specific needs and whose contributions are valued	MSD - Developed a policy resource to help policy analysts consider carers in their work and raise the profile of carers across government. Ensured greater recognition of carers in policy papers, by providing feedback on what proposals mean for carers.	Share and promote the resource for policy analysts across government. Review how it is being used after 12 months.
		1.2	MSD and Carers Alliance - Raise awareness of carers and how they can be supported	Carers Alliance - Ran a carer awareness campaign themed Make Caring Visible and Valued to help carers self-identify and ask for help. Global State of Caring report produced.	
	<i>Carers will be better supported with improved knowledge and information about caring</i>	1.3	MSD - Create a fund to research the needs of carers and undertake research, including: research on young, older, Māori, and Pacific carers • research into the barriers and impact for carers who work • research into the incidence and impact of family violence for carers.	MSD - Raised awareness of carers' unique experiences of violence to ensure carers were included in engagements for Te Aorerekura. Explored dynamics of family and sexual violence in caring relationships.	Explore opportunities to include carers in the JV's workstreams. Develop advice on addressing carers' experiences of family and sexual violence.
		1.4	MSD and Carers Alliance - Improve data about carers through • opportunities to use existing data collection tools • supporting work to develop a tool to help identify young carers	Carers Alliance - Commenced the State of Caring Survey to better understand the experiences and needs of carers. The Survey asks about financial support, employment and mental health. MSD provided funding to support targeted engagement on the Survey with Māori and Pacific carers. Carried out a Multidimensional Assessment of Caring Activities (MACA) young carers analysis, garnering more than 500 responses. MSD - Undertook the Youth Health and Wellbeing survey "Whataboutme?", surveying 14,000 young people aged 12-18. The survey asks participants whether they care for someone and how often they miss education to look after others. Surveying has been disrupted due to COVID-19. Reporting on the data is likely to be available in early 2022.	Consider the State of Caring survey results and analysis, to determine how they should inform the ongoing work of <i>Mahi Aroha</i> . Develop a New Zealand identification and analysis tool/survey to use as an ongoing data collection process for young carers. The MACA tool has limited use in an Aotearoa context. Continue deploying the Youth Health and Wellbeing survey "Whataboutme", with the aim of data being available in early 2022. Analyse available data on caring to develop insights about carers.
		1.5	MSD and Carers New Zealand - Support the inclusion of young carers in policy development	Carers New Zealand - Convened the Young Carers Leadership Group with 8 members aged 13 to 22. The Group is planning its first meeting 2022, after a delay due to COVID-19.	The Young Carers Leadership Group will be invited to a <i>Mahi Aroha</i> Working Group meeting to identify and discuss issues most important to young carers. Initiate a young adult leadership group for current/former young carers in their 20s and 30s focusing on study, work, and training for this population.
Area 2: Navigating Ensuring carers receive support and services	<i>Carers will be better supported to access culturally safe and appropriate services</i>	2.1	MoH - Identify and assess best-practice options for supporting people and their carers with the management of continence	MoH - Surveyed DHBs to understand the status of continence services nationally. MoH has themed, analysed, and continued engaging with Carers NZ on the survey findings to prioritise issues. Provided Carers NZ with InterRAI assessment data for analysis to measure the impacts of continence management on carer stress. Supported Continence New Zealand with their annual awareness campaign for 2021 which focussed on carers.	Support Carers NZ with the report on carers' stress related to continence. Establish a cross-ministry working group to respond to issues raised in the DHB survey of continence services. Encourage funders to review contracts for continence products to optimise efficiencies, effectiveness and economy under Health NZ.
		2.2	MoH, ACC, MSD and Carers Alliance - 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 - Budget 2021 funded digital health infrastructure and capability over four years including Hira (the national health information platform) over four years. Hira aims to improve access to, and use of, health information for everyone across the health and disability system and will assist family, whānau and āiga carers. Hira objectives were presented to the Carers Alliance for discussion in August 2021 to identify opportunity for carers input. Engagement workshops to brief consumers/providers (and also vendors) about Hira have begun, with further engagement planned for 2022. MSD - Researched how carers would like to access information related to their caring role. This preliminary research was undertaken in two stages: - Interviews with carers, frontline staff and organisations supporting carers.	MoH- The Hira tranche 1 detailed business case Cabinet endorsement and programme delivery has commenced, with the first tranche Minimum Viable Product due for delivery in Q2 2022. Collaborate further with carers, the Carers Alliance and Carers NZ on the development of a map of carers' journeys through the health system and next steps to support carers in this area. MSD- Reflect findings back to participants to confirm that we have the correct information.

			<ul style="list-style-type: none"> - Two hui with carers in Auckland and Whangarei, targeting Māori and Pacific carers. <p>Produced a model for the provision of information for carers to be tested with the wider carer community.</p> <p>Began work to amend MSD's online Family Services Directory so carers can easily find support services.</p>	<p>Test model for the provision of information with the wider carer community and develop options for implementation.</p>
		2.3	<p>TPK - 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</p>	<p>TPK will finalise the whānau-centred policy tool for distribution across government, with a particular focus on government agencies working with carers and their whānau. There will be a series of workshops on how to apply the tool.</p>
	Carers can take breaks from their care role	2.4	<p>MoH and ACC - Improve the quality, accessibility and equity of services across New Zealand so carers can take breaks (including the flexible disability respite budgets – I Choose)</p> <p>MoH - Discussed with the Carers Alliance and began a project scope brief to improve respite.</p> <p>Committed to identify opportunities to support funders of respite services to improve access with a focus on carers of people with dementia.</p> <p>The Carers Alliance identified a need for more consistent global messaging (from MoH, DHBs, ACC, and the Alliance) about respite for different population groups, especially during COVID-19. MoH circulated a working draft of a position statement on the nature and importance of respite, for discussion with the Alliance, cross-MOH, DHBs and ACC. A working group is being set up with these organisations to develop and agree messaging. The information covers: the importance of respite for carers and those cared for and encouragement to take this up; the range of respite services and agencies; and where possible, eligibility, access and flexibility (recognising that these vary).</p> <p>ACC - Progress was made through policy settings review under Action 3.5, that looked at the policy settings for financial support for carers.</p>	<p>MoH - Complete an agreed statement on respite with the Alliance, ACC and other agencies. Consult DHBs (including health of older people, planning and funding and Māori health) and other relevant regional forums for different population groups. Engage with new health and disability funders and entities, including the reformed MoH, as they are established to seek agreement on the respite statement.</p> <p>The scoping and establishment of a qualitative assessment of respite will follow agreement of the respite statement.</p> <p>A sustainability respite programme is being investigated with the Alliance, to ensure that respite is available under varying circumstances of urgency, and that people are aware how to access this.</p> <p>Explore a COVID-19 respite response with the Waikato DHB/Midlands Alliance to offer Carer Support flexibility to DHB populations as received by disabled people and their family/whānau/āiga. MoH, Carers NZ, and other NGOs are engaging with Waikato DHB to see if flexibility can be a leadership initiative to share with other regions. It will have iwi involvement through the DHB's partnerships exploring the benefits of flexibility and enhancing carers' uptake of Carer Support.</p> <p>All parties will continue to ensure there is consistent global messaging on respite during COVID-19.</p>
Area 3: Supporting	The health and wellbeing of carers will be improved	3.1	<p>OT, MSD, MoH and TPK - Identify and support young carers, their families, whānau and aiga to access the support they need</p>	<p>MSD - Facilitated cross-agency workshops to identify the key issues young carers experience, and to better understand what their situations can look like.</p>
Caring for carers and supporting their wellbeing		3.2	<p>MSD and Carers Alliance - 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</p>	<p>Carers Alliance - Funded and developed We Care Kiwi. We Care Kiwi is a website focused on strengthening companionship, community participation and support for carers, including when people are unable to access their usual services during COVID-19 lockdowns.</p> <p>MSD - The Office for Seniors leads a Digital Literacy Training for Seniors Programme (DLTSP) to support older people to benefit from the digital world and technology. Older carers are a priority population group for Mahi Aroha, and will benefit from this programme.</p>

		3.3	MoH - 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 - Held initial discussions with the Carers Alliance on the approach to this action.	A co-design process is being scoped with the Carers Alliance to help prioritise the most relevant and helpful information and ensure easy access.
	Carers will have adequate financial assistance to cover the costs of caring	3.4	MoH - Change to health sector Funded Family Care (FFC) policies and repeal of Part 4A of the New Zealand Public Health and Disability Act 2000	Part 4A of the New Zealand Public Health and Disability Act 2000 was repealed on 30 September 2020 and changes to FFC policy implemented in early 2021.	This action has largely been completed. Other issues related to paying family carers will be managed under relevant actions, particularly Action 3.5. The MOH will continue to identify these issues in discussion with the Carers Alliance.
3.5		ACC, MoH and MSD - Review carers financial support policy settings including consideration of: <ul style="list-style-type: none"> Attendant Care policy (ACC) Individualised Funding (MoH) long-term Funded Family Care policy settings, to ensure a coherent set of financial supports for carers (MoH) Supported Living Payment (SLP) – Carers (MSD) 	<p>MSD - The SLP – Carers benefit increased as part of increases to main benefits. Work on reviewing SLP- Carers has been paused while MoH implements changes to family carer funding.</p> <p>ACC - An internal review of policy settings, including Attendant Care Policy, is underway at ACC. An internal working group has been brought together, internal information on non-contracted care has been collated, and the "clear need" of clients in this space has been agreed on.</p> <p>MoH - Models for flexible funding, Individualised Funding and Carers Support, and the 2020 changes to FFC have been actioned by MoH. This work contributes to the higher and broader cross-government policy of paying family carers.</p> <p>Following the repeal of Part 4A of the New Zealand Public Health and Disability Act 2000 (See Action 3.4) MoH has been developing advice for the Minister on payment for family carers to align with human rights law. This advice has been informed by stakeholder feedback, including the Carers Alliance.</p>	<p>MSD - focus on implementing the MoH family carer policy changes in the income support system. Once there is an understanding of how these changes will interact with existing support settings and the behaviour of carers in the welfare system, MSD will look at whether further changes are needed to financial support policy settings.</p> <p>ACC - focus on developing and testing solutions, incorporating both ACC and wider system context.</p> <p>MoH - Continue discussions with the Carers Alliance on flexible funding models, which began in August, mainly in relation to disabled people and family/whanau/aiga.</p> <p>s 9(2)(f)(iv)</p>	
3.6		MSD - Consider a carer payment and/or other types of improved financial support for carer wellbeing	MSD - Work on a carer payment has been paused while MoH implements changes to family carer funding.	Consider whether further changes are needed to financial support policy settings in relation to carer payments, SLP carer settings and the interface between MSD and other agencies.	
			4.1	Carers New Zealand - 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	<p>Carers New Zealand - CareWise is a programme that encourages workplaces to be carer-friendly. It is run by Carers NZ, with support and funding from MSD.</p> <p>Focuses for CareWise have been on onboarding, media, publicity, storytelling, and considering new development opportunities for the programme. Through 2021 Carers NZ has engaged with more than 3,000 organisations and linked decision-makers to promote the CareWise programme. There are now 150+ employers participating in CareWise at 600+ sites including MSD, employing more than 35,000 staff.</p>
Area 4: Balancing Supporting paid work, study and other interests	Carers' pathways to employment will be supported.	4.2	MSD and Carers Alliance - Support flexible study, training and education opportunities. Explore ways to credit skills and experience towards any training, qualifications and/or employment	MSD - As of 1 July 2021, the Training Incentive Allowance was reinstated for courses up to degree level. The Training Incentive Allowance helps to cover the costs of study for those on eligible benefits, including Supported Living Payment - Carers.	