



Government of South Australia

Department for Families  
and Communities

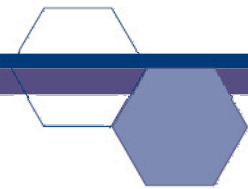
# **PROGRESS REPORT**

## ***2008/09 REPORTING AGAINST THE SA CARERS RECOGNITION ACT 2005***

**COMPLIANCE AND ACTIVITY BY GOVERNMENT AGENCIES**

***PREPARED BY***

***OFFICE FOR CARERS***



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## EXECUTIVE SUMMARY

This report considers evidence provided by applicable South Australian State Government Departments for the period 2008/09 in relation to compliance with the *SA Carers Recognition Act 2005* (Act). It reflects progress achieved across Government in the three years since the Act was passed in late 2005. Its aim is to provide a summary of activity undertaken in relation to the Act, as well as a discussion of achievements, shortcomings, and possible future directions.

All relevant Departments have provided evidence pertaining to the recognition of carers. Developments have been apparent in this year's reporting, and a range of activities are highlighted in the Key Activities Summary section of this document.

Key matters are identified and discussed in this report, including:

1. Collaboration between diverse Departments.
2. Focus on the specific needs of ATSI carers and young carers.
3. Evaluation of awareness raising and carer consultation activities.
4. Raising awareness of carers as a group with distinct needs.
5. Human Resource mechanisms specifically targeting Departmental employees who are carers.
6. Inclusion of Departments not required to report against the Act in whole of Government consideration of carers.
7. Information provided by applicable Departments informing the impending review of the Act.



## INTRODUCTION

**The SA Carers Recognition Act 2005 was enacted to recognise the contribution of carers to the community, and to ensure Government Departments are aware of and responsive to carers needs. The Carers Charter is enshrined within the Act. The Act requires applicable Departments to report on actions taken to reflect the requirements of the Act and the Principles of the Carers Charter in the provision of services relevant to carers and the persons they care for.**

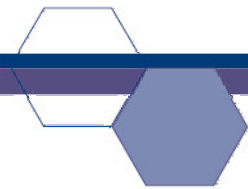
An estimated one in eight South Australians provide care (ABS 2005). With an ageing population and increasing life expectancies, there will be more people with care needs and an increased demand for carers to look after them. Although this is a national trend, it may particularly affect South Australia, which possesses one of the highest proportions of ageing people in the country. Furthermore, statistics show that more than one third of carers are severely depressed and/or stressed (Australian Unity 2007) and that carers have a high rate of disability themselves (in SA 44.0% of primary carers, 35.0% of non-primary carers) (ABS 2005). As this trend continues, pressures on carers and support systems are likely to further increase.

Federal and State Governments are aware this issue and the challenges it will pose, in terms of rising social, emotional, and monetary costs, as well as pressures on existing services. Several States (SA, WA, NT, QLD) have already enacted Carer Recognition legislation, and the Federal Government is aiming to follow suit through a National Carer Strategy and Carer Recognition legislation to be introduced in 2010.

The *SA Carers Recognition Act 2005* (Act) provides a legal framework for SA Government Departments and Government funded agencies to review the way they provide services to carers and recognise them as partners in the provision of care. The Department for Families and Communities (DFC), through the Office for Carers, is the lead agency for implementing the Act and monitoring progress.

Not all South Australian Government Departments are required to report on their compliance with the Act. The Government Departments deemed applicable are those considered to provide most relevant services to carers:

- **Department for Families and Communities (DFC)**
- **Department of Health (DH)**
- **Department of Education and Children's Services (DECS)**
- **Department of Further Education, Employment, Science and Technology (DFEEST)**
- **Department of Transport, Energy and Infrastructure (DTEI)**
- **Department of Justice (including South Australia Police [SAPOL])**



These Departments are represented on the Whole of Government Carers Implementation Group. The role of this Group is to oversee implementation and reporting processes.

2008/09 marked the third formal reporting period. The reporting framework for this period built on the learning from the two previous years (2006/07 and 2007/08) and was developed in collaboration with the abovementioned Government Departments. 2008/09 saw the introduction of a traffic light reporting system. This was to generate capacity to capture trends across Government, and to allow for benchmarking and continuous improvement activities. Furthermore, it was to assist Departments to build integrated reporting systems.

The reporting template was separated into two sections, one to capture activity in relation to employees who are carers (Human Resource Reporting), and the other in relation to customers who are carers (Service Provision Reporting). This was to enable Departments to allocate the sections separately to respective departmental divisions.

Not all reporting Departments have used the traffic light format in their 2008/09 reports or for both sections. This has impacted on both content and structure of this summary document.

## SUMMARY OF DEPARTMENTAL ACHIEVEMENTS

Each Department submitted reporting data to the Office for Carers (OFC) outlining activities undertaken during the reporting period. A summary is provided below of all reports. Although not obligated to report against the Act, two additional Departments, Department for Environment and Heritage (DEH) and Department of Primary Industries and Resources SA (PIRSA), have submitted reports.

Where provided by Departments, separate consideration is given to human resource and service provision reporting, and how the evidence provided reflects the seven Principles of the Carers Charter. The Carers Charter is included as Appendix 2.

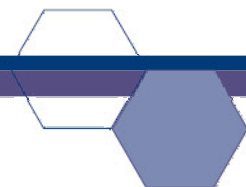
The 2008/09 reporting templates requested the following information:

### ***Human Resource reporting***

- 1. There is a system to ensure officers, employees and agents have an awareness and understanding of the Carers Charter.*
- 2. There is a system to ensure consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures.*
- 3. There is a system to ensure the Principles of the Carers Charter are reflected in Human Resource practices.*

### ***Service Provision reporting***

- 1. There is a system to ensure management, staff and volunteers have an awareness and understanding of the Carers Charter.*
- 2. There is a system to ensure appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures.*
- 3. There is a system to ensure the Principles of the Carers Charter are reflected in divisional practices.*



## HIGHLIGHTS

**The *Plan for South Australian Carers* was implemented in 2009, setting vision and key priorities for DFC to support carers in South Australia. Divisional representatives of the *DFC Carers Group* were engaged in its development**

**OFTA has approved \$400,000 pa in recurrent HACC funding for thirteen ethnic community organisations to establish carer support and respite services, and Community Benefit SA (in Community Connect) funded 23 projects (\$253,600) to service providers to develop programs and services which support carers**

## Other achievements

OFC provides a range of resources and promotional materials to stakeholders within and external to Government, through speaking engagements, consultation, forums and expos. A quarterly newsletter is distributed.

The *Connecting Carers* team site was launched in March 2009.

Domiciliary Care is developing a *Carers Recognition Act Implementation Strategy and Action Plan*.

All NGOs receiving funds from DFC are required to comply with the Carers Recognition Act, as specified in their Funding and Service Agreements.

A progress report of compliance with the Carers Recognition Act across Government for 2007-08 was provided to the Minister for Families and Communities with recommendations for 2008/09.

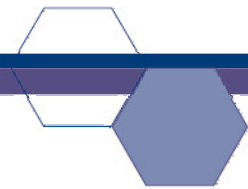
Disability SA contributed to the development of the National Disability Agreement (NDA), Priority 3, *Responding to the needs of older carers*.

Carers are now represented on all Domiciliary Care Client Reference Groups.

Carers were consulted in the development of South Australia's *Dementia Action Plan* and '*Our Actions to prevent the abuse of older South Australians*'.

An Aged Care Service Model Development group has been established in Disability SA to develop a framework of service delivery for ageing carers.

Standard 13 of the Disability Standards has been developed to improve service provision to clients and carers from Aboriginal or Torres Strait Islander backgrounds.



Aboriginal carers are considered in the Domiciliary Care SA Aboriginal Strategy.

OFTA funded a project to consult with Aboriginal carers, including grandparents caring for grandchildren.

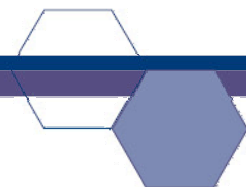
DFC has a lead role for the State Government in an Australian Research Council (ARC) funded study into young carers which is being undertaken by the Social Policy Research Unit, NSW University.

Over 1,000 cards were issued in 2008-09, under the Companion Card Program.

The Disability Assistance Package (DAP) Bilateral Agreement was signed in July 2008, and a range of programs benefiting carers are being progressed.

A project identifying human resource mechanisms to support DFC employees who are carers is planned to commence in the 2009/10 period. Recommendations from this project will be made available to other Departments.

Carers Week October 2008 was a focus to raise awareness of carers, including those carers working in DFC and other Government Departments.



## HIGHLIGHTS

**The *Mental Health Act 2009* recognises the role of carers, including young carers. The Act provides for the involvement of family/carers, including those who are children, in the development of Treatment and Care Plans.**

**BreastScreen SA (BSSA) offers double and Saturday morning appointments for clients who have a carer in attendance. Carers also have access to information on BSSA and are encouraged to attend for screening if eligible.**

## Other achievements

Staff Orientation sessions include information on support for carers.

A register of carers has been established to provide information relevant to carers.

SA Health, Regions and the South Australian Ambulance Service (SAAS) use the SA Carers Policy and the SA Carers Charter to inform program and policy development and operational planning.

SA Health Performance Agreements with the Health Regions and SAAS require them to implement the Carers Policy and provide annual progress reports.

*The Health Service Framework for Older People 2009-2016, Palliative Care Service Plan 2009-2016 and South Australian Stroke Service Plan 2009-2016* all recognise the role of carers, and have led to the development of specific service models.

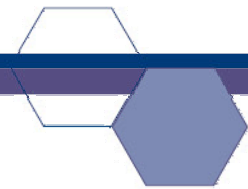
Carer support is incorporated in the Transition Care Program, Metro Home Link, Hospital in the Home and GP Plus Health Centres.

The new Mental Health Care Plan, launched in 2009, includes a Family/Carer Plan.

In 2008 the Mental Health Unit (MHU) employed a carer consultant.

The 8 Statewide Clinical Networks all have consumer and/or carer representation on the 3 new Statewide Clinical Network Steering Committees – Older People, Palliative Care and Stroke.

The Transition Care Program targets a range of stakeholders, including carers, and ensures they are informed of their rights. A Transition Care Recipient Agreement has been developed to engage clients and their carers in care planning.



Hospitals involve carers in care and discharge plans for patients.

Policies and practices relating to carers acknowledge the particular circumstances of ATSI carers.

The Statewide Clinical Networks adopt a range of approaches to ensure services are equitable for ATSI people and inclusive of their carers.

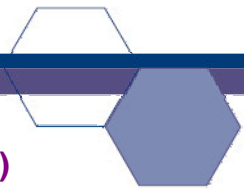
The Mental Health Unit and Regional Child and Adolescent Mental Health Services (CAMHS) actively support the non government organisation Children of Parents with a Mental Illness (COPMI).

In 2009, pilot training workshops were provided to Mental Health Directorate clinical staff, to improve awareness understanding of young carers.

Southern Adelaide Health Service (SAHS) has processes in place to identify and support Young Carers.

In partnership with Carers SA, a provisional service model has been developed around the assessment of the health needs of carers via the establishment of clear pathways to General Practice. Planning is currently underway to trial a model of care as part of the GP Plus Strategy across Health.

Carers Week was celebrated with a morning tea and acknowledgement from the Chief Executive.



## HIGHLIGHTS

Through the Child and Student Well-being Team, DECS actively participates in the *Young Carers Australian Research Council (ARC) Linkage Project*, *Young Carers in Education Working Group* and *Young Carer Mental Health Schools Liaison Project*

The DECS Special Leave Policy has been reviewed, and a number of changes to reflect the importance of carers have been made.

## Other achievements

DECS has ongoing awareness raising through training and development sessions facilitated by School Counsellor Networks, and links to Carer networks.

Information regarding a range of carer topics is disseminated to school staff at individual sites and personnel in regional offices.

DECS is in the final stages of the development of an overarching work-life balance policy which is supported by a case study booklet. The booklet provides information on the Carers Recognition Act and the Charter for Carers.

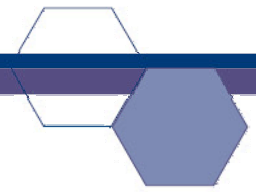
DECS is involved in a number of research activities and committees through statewide Carers Committees, including the Young Carers Network.

Pre-service teacher training/development, and Mandatory Notification Training, includes training in Child Protection initiatives and support for vulnerable groups, one of which is Young Carers.

There are ongoing School Counsellor statewide training and induction initiatives, including training Counsellors to identify Young Carers who require support, and to develop links with other providers and agencies.

The Education Department Schools Administrative System will be able to capture Informal Relative Caregiver's Statutory Declaration information in 2009, through DECS' involvement in the Young Carers Research Project.

Promotion of "*Grandparents Raising Grandchildren: An information resource for relative caregivers*" is ongoing.



Available strategies for students who are carers include:

- Development of individualised education plans
- Part time schooling
- Alternative programs
- Open Access enrolment
- After hours tutoring
- Curriculum selection
- Mentoring Programs
- School Counsellor support
- Year 11-12 SACE—Special Provisions (“Schooling Interrupted by Family Responsibilities or Cultural Obligations”)

## DEPARTMENT OF FURTHER EDUCATION, EMPLOYMENT, SCIENCE AND TECHNOLOGY (DFEEST)

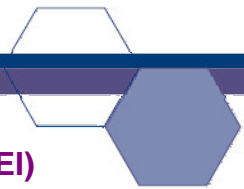
### HIGHLIGHT

**Targeted positions for young carers for Graduate and Trainee positions.**

### Other achievements

In Human Resource Practice the Principles of the Carers Charter are reflected through the *Workforce Development Platform*, voluntary flexible work arrangements, carers leave, the induction program and the *Youth Engagement Program*.

The Employee Assistance Scheme (EAP) includes a specialised Aboriginal & Torres Strait Islander provider



## HIGHLIGHTS

**An online carer awareness training program is a mandatory component of the corporate induction program for all new employees.**

**DTEI has promoted the Carers Recognition Act, and has continued to assist carers through the South Australian Transport Subsidy Scheme (SATSS) and the Plus One Free Companion Card. There are 62,066 SATSS members and 32,239 Plus One Free Companion Card holders.**

## Other achievements

DTEI's operating procedures set out the responsibilities of managers to assist staff to meet their caring responsibilities and to provide options, including family carer's leave, flexible hours, flexible leave arrangements, and special leave.

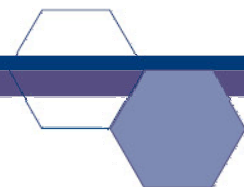
DTEI manages the Common Internet Site for Government ([www.sa.gov.au](http://www.sa.gov.au)), which provides the South Australian community with a one-stop contact point for Government information, products and services pertinent to carers.

The principles of the Carers Charter are incorporated in human resource operating procedures, online training program and corporate induction.

The DTEI divisions delivering direct services to the community have implemented customer satisfaction surveys using the Common Measurement Tool in line with across government requirements. These divisions will consider how to evaluate specific service provision practices against the Carers Charter.

Carers SA are represented on the Transport Accessibility Advisory Group (TAAG). TAAG provide advice on a wide range of matters, including policy initiatives, development and review of DTEI's Disability Action Plan, and strategic planning for disability service provision across the Transport, Energy and Infrastructure Portfolio.

Assistance is provided to Aboriginal employees who are carers by the Aboriginal Cultural Consultants.



## HIGHLIGHT

**The SA Equal Opportunity Act addresses discrimination on the basis of care responsibilities:**

***“It is unlawful to treat a person unfairly because he or she has caring responsibilities (direct discrimination) or to set requirements that are especially difficult for carers to meet and are unreasonable (indirect discrimination)”***

### Other achievements

***The following reflects reporting provided by SAPOL only. Information from other Justice Portfolio divisions was unavailable at the time of this report being collated.***

Information pertaining to the Carers Charter has been disseminated in both a Significant Communication Strategy and in the Police Gazette which is available for access by all personnel on the SAPOL intranet.

SAPOL’s compulsory Disability Awareness Training (on-line) contains a component on the Carers Recognition Act 2005, in particular the Carers Charter.

New employees to SAPOL are provided with an induction handbook to explain the conditions of service and responsibilities for an employee under the Public Sector Management Act, which refers to the Carers Recognition Act 2005

The needs of employees who are carers is acknowledged and supported by a number of flexible working arrangements.

SAPOL human resource policies further support a number of the principles that underpin the Carers Charter.



**DEPARTMENT FOR ENVIRONMENT AND HERITAGE (DEH)  
(NON-MANDATED REPORTING)**

**HIGHLIGHT**

**DEH is currently developing an Online Disability Awareness and Carers Recognition Training Program, which will provide ongoing feedback to HR on carer issues.**

**Other achievements**

The SA Carers Recognition Act 2005 and the Carers Charter are available to all DEH employees on the DEH Intranet site.

DEH Human Resource policies have been reviewed to ensure that relevant references to carers are included. Leave policies have been updated to reflect leave entitlements for caring purposes.

The Carers page on the DEH Intranet informs managers and staff of leave and flexible work entitlements and provides information and links to a number of support mechanisms.

**PRIMARY INDUSTRIES AND RESOURCES SA (PIRSA)  
(NON-MANDATED REPORTING)**

**HIGHLIGHT**

**PIRSA is drafting a *Carers Policy*.**

**Other achievements**

A range of flexible work options are provided, as are family rooms.

An online disability awareness training program is being developed.



## FINDINGS

This document reflects the third year of reporting to the Minister for Families and Communities. A number of Departments demonstrate considerable developments from previous years. All Departments required to report against the Act have done so. Five Departments (DFC, DTEI, Justice, DEH and DFEEST) used traffic light reporting as per the 2008/09 template, others used different formats.

DEH and PIRSA are to be commended on submitting reports voluntarily, and subsequently strengthening whole of Government consideration of carers.

### Overarching

- In 2008/09, most reporting Departments continued to focus on raising awareness of the Carers Recognition Act and of carers' needs.
- There appears to be an effort from reporting Departments to include carer specific information in staff training (DECS/SAPOL) and make it available to staff and customers via inter- and intranet sites.

### Human Resources

- Human Resource activity is addressed in all reports received. Those Departments with a historical focus on vulnerable population groups (DH, DECS and DFC) have a greater focus on carers who are customers.
- All Departments report activity aimed at raising awareness of carers as employees, particularly in the areas of information/training
- Additional consultation with interest groups specifically representing carers would enhance those consultation activities already in place.
- Flexible work arrangements specifically targeting carers would further improve existing arrangements available to all employees.
- Evaluation of human resource activity would help verify its benefit to carers.
- A number of Departments have referred to future strategies they have planned, such as DH's plan to include carers in the *GP Plus Strategy*, and DEH's intention of including information about carers in their disability awareness training, in recognition that compliance with the Act is an ongoing process.



## Service Provision

- Broad carer recognition activity is reflected through increased acknowledgement of carers within organisational policy (i.e. Department of Health's *Carers Policy*), as well as formal consultation with carers through consumer groups (i.e. Domiciliary Care's *Carer Reference Groups* (DFC), the *Dementia Action Plan Reference Group* (DFC, DH), the *Transport Accessibility Advisory Group* (DTEI) and the *Young Carers Network* (DECS)).
- Some Departments refer to their intent to further increase representation of carers who are customers. DH plans for clinical practices to be increasingly inclusive of patients' carers.
- The Carers Charter requires special consideration be given to Aboriginal and young carers. DECS and DFEEST recognise young carers, with DECS engaging young carers through schools and DFEEST providing targeted graduate/trainee positions.
- Resources to carers who are customers have been assigned by DH and DFC. HACC has allocated significant funds to regional carer services across the State.
- There is continued provision of existing services benefiting both the carer and the person cared for, such as the Companion Card Program (DFC), or the South Australian Transport Subsidy Scheme (DTEI).

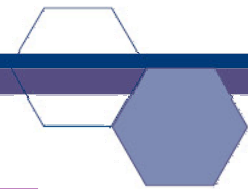
## DISCUSSION

In the 2007/08 report, seven directions for 2008/09 were put forward.

### **2007/08 Direction 1:**

*"A more engaged process between OFC and the Departments required, or electing, to comply with the Act would result in more consistent responses and enable Departments to share strategies in responding to carer needs."*

In 2008/09, OFC continued working with relevant Departments, through quarterly Whole of Government Meetings and out of session meetings with individual Departments. Additional collaboration to be worked on was discussed, and a traffic light reporting framework agreed upon. The majority of Departments used this framework in their 2008/09 reporting.



**2007/08 Direction 2:**

*“A united approach could bring together the best elements of all awareness raising strategies, including HR policies and processes.”*

The focus on carers who are employees has strengthened in most Departments, with references made to flexible workplace arrangements available to employees. These may be complemented with additional arrangements specifically targeting carers. Work is to be undertaken by DFC in 2009/10. This work will involve progressing Human Resource practices for carers and will be shared across Departments.

**2007/08 Direction 3:**

*“It would be useful for departments to consider and report on outcomes of carer feedback in quality management evaluation.”*

For some Departments there has been an increase in formal carer consultation activities, through carer involvement on decision making boards, panels and committees.

**2007/08 Direction 4:**

*“The Department of Health’s Health and Wellbeing Research of Adult Family Carers has provided a solid basis for the Department of Health to initiate policies and processes which address the health inequities between carers and non carers. Opportunities to share this research provide a stimulus for creating more responsive services across government.”*

Important research findings continue to be made available to Government Departments, and opportunities for collaboration are being developed.

**2007/08 Direction 5:**

*“It would be valuable to engage with [non government organisations] to increase their awareness and their responsiveness to the needs of carers. Other Departments providing funding to non government organisations would be similarly placed and could benefit from work undertaken by DFC.”*

Departments have outlined NGOs’ obligations in relation to compliance with the Act in applicable Funding and Service Agreements.



**2007/08 Direction 6:**

*“An infrastructure within departments to support the reporting process and enable the capturing of operational and infrastructure responses at all levels is required.”*

Whole of Government as well as out of session meetings were held throughout 2008/09. These resulted in a traffic light reporting format being developed. The aim of this format was to facilitate greater ease in capturing responses from the various Departmental Divisions/Agencies.

A consistent use of this format by reporting Departments in years to come will ensure achievements can be quantified and tracked over time.

**2007/08 Direction 7:**

*“Attendance of Departments similarly placed to DEH, PIRSA and DPC (as Departments not named as reporting organisations) would provide an increasing government focus on carers.”*

Departments not named as reporting organisations (DEH, PIRSA, DPC, DTF) attended whole of Government meetings during 2008/09 and two (DEH, PIRSA) forwarded annual reports to Office for Carers. This suggests relevance of carer issues is appreciated by these Departments.

## **CONCLUSION**

The 2008/09 reporting period on compliance with the Act marks an increase in activity, and highlights legislative compliance as an ongoing process of improving systems and service responses. It also highlights the need for a clearer, more targeted approach to the carer topic across SA Government Departments.

It can be argued that the lack of specificity of measures in the Act has impacted on Departmental reporting on compliance. The upcoming review of the Act is an opportunity to increase its effectiveness in improving the lives of South Australian carers.

## PRIORITIES FOR 2009/10

Based on the findings discussed in this document, and trends emerging from the first three years of reporting on compliance with the Act, a number of priorities for 2009/10 can be established.

### **Priority 1:**

There is room for increasing engagement across Departments, between Departmental divisions, and between the Government and Non Government sectors. Innovative approaches to achieve this will continue to be required.

### **Priority 2:**

The particular needs of Aboriginal and young carers require further consideration across Departments. The Act recognises these carer groups require specific identification and supports (Principles 5 and 6 of *Carers Charter*). Distinct efforts targeting these carer groups are indicated.

### **Priority 3:**

Strategies for evaluating the effectiveness of increased awareness raising and carer consultation activities could assist in determining the effectiveness of this activity.

### **Priority 4:**

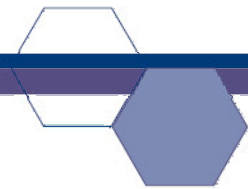
Human Resource arrangements already in place for all employees can benefit those employees who are carers. Additional mechanisms specifically targeting carers would enable Departments to accommodate carers' specific needs and enable them to gain and maintain employment.

### **Priority 5:**

Several Departments have voluntarily reported on compliance with the Act for the 2008/09 period. Voluntary reporting and attendance to whole of Government meetings by Departments not required to report against the Act would facilitate a whole of Government focus on carers. All Departments have employees who are carers and most will have customers who are carers.

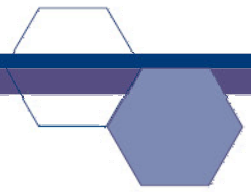
### **Priority 6:**

A review of the operation and effectiveness of the *Carers Recognition Act 2005* is scheduled to commence in late 2010. This will provide an opportunity to consult stakeholders including carers to inform possible future changes to the Act.



## REFERENCES

- Australian Bureau of Statistics 2005 (website):  
<http://www.abs.gov.au>
- Australian Unity Wellbeing Index: Special report: *The Wellbeing of Australians: Carers Health and Wellbeing 2007*:  
[www.australianunity.com.au/wellbeingindex](http://www.australianunity.com.au/wellbeingindex)
- 2007/08 Report of Compliance and Activity by Government Agencies with the Carers Recognition Act 2005 (Office For Carers website):  
<http://www.sa.gov.au/carers>
- 2006/07 Report of Compliance and Activity by Government Agencies with the Carers Recognition Act 2005 (Office For Carers website):  
<http://www.sa.gov.au/carers>



**APPENDIX 1: TRAFFIC LIGHT REPORTING PROFORMA**

# Departmental Service Provision Reporting Template

***For Government Departments required to report against the  
Carers Recognition Act 2005***

***Insert Name of Department***  
***Division: Insert name of Division***  
***Date: Insert Date Month, Year***

(SA) Carers Recognition Act 2005

**Departmental Reporting**

**Cover Sheet**

*Insert fields shown in Blue*

Department	
Division	
Contact Details	
Postal	
Phone	
Fax	
Email	
Date Report Completed	
Date Report Submitted	
Total staff (whole Department)	Total: FTEs:
Number of staff identifying as a carer	
Number of ATSI staff identifying as carers.	
Staff carer reference groups?	Yes <input type="checkbox"/> / No <input type="checkbox"/>
Please list relationships, partnerships and networks with organisations which represent carers.	
Please list relationships, partnerships and networks with communities or organisations that represent or provide services to ATSI carers. Please include the nature of the relationship eg formalised, funder etc	

## **SA Carers Charter**

- Carers have a choice in their caring role**
- Carers health and well being is critical to the community**
- Carers play a critical role in maintaining the fabric of the community**
- Service providers work in partnership with carers**
- Carers in Aboriginal and Torres Strait Islander communities need specific consideration**
- All children and young people have the right to enjoy life and reach their potential**
- Resources are available to provide timely, appropriate and adequate assistance to carers**

### Legislated Obligation 1:

There is a system to ensure all management, staff and volunteers have an awareness and understanding of the Carers Charter.

Self Rating against Legislated Obligation 1    Green     Amber     Red

#### 1.1 The system is documented

Does the division have guiding documents to ensure all management, staff and volunteers have the capacity to inform customers and clients of their rights within the Carers Charter?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.2 The system is implemented

Has the division delegated responsibility for implementing the requirements of the <i>Carers Recognition Act 2005</i> as it relates to the provision of services?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.3 The system is communicated

Does the division communicate information regarding the Carer Charter and divisional policies to recipients of services?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.4 The system is monitored and evaluated

Does the division have a mechanism to monitor and evaluate customer / client awareness and understanding of the Carer Charter?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 1

#### Areas for Improvement to the system for Legislated Obligation 1

Activities the Department has worked on in this reporting period that demonstrates good practise against Legislated Obligation 1

## Legislated Obligation 2:

There is a system to ensure appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures

Self Rating against Legislated Obligation 2	Green <input type="checkbox"/>	Amber <input type="checkbox"/>	Red <input type="checkbox"/>
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### 2.1 The system is documented

Does the division have documented a carer participation framework(s)?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 2

### 2.2 The system is implemented

Has the division delegated responsibility to engage carers and external stakeholders in developing plans and policies and procedures?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 2

### 2.3 The system is communicated

Does the division inform carers and external stakeholders of consultation processes and support participation?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 2

### 2.4 The system is monitored and evaluated

Does the division monitor and evaluate the effectiveness of its carer consultation framework?	Yes <input type="checkbox"/>	Preparing <input type="checkbox"/>	No <input type="checkbox"/>
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List / Describe your evidence relating to this part of the system for Obligation 2

### Areas for Improvement to the system for Legislated Obligation 2

Activities the Department has implemented in this reporting period that demonstrates good practise against Legislated Obligation 2

### Legislated Obligation 3:

There is a system to ensure the principles of the Carer Charter are reflected in divisional practises.

Self Rating against Legislated Obligation 3      Green       Amber       Red

#### 3.1 The system is documented

Does the division reflect the principles of the Carers Charter in guiding documents that support the provision of services?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.2 The system is implemented

Has the division delegated responsibility to ensure the principles of the Carers Charter are included in the provision of services?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.3 The system is communicated

Does the division communicate the principles of the Carers Charter as part of service provision?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.4 The system is monitored and evaluated

Does the division monitor and evaluate the effectiveness of its service provision practises against the Carers Charter?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 3

3.5 List evidence and actions in this reporting period against each of the principles within the Carers Charter *			
Carers have a choice in their caring role	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers health and well being is critical to the community	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers play a critical role in maintaining the fabric of the community	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Service providers work in partnership with carers	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers in Aboriginal and Torres Strait Islander communities need specific consideration	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
All children and young people have the right to enjoy life and reach their potential	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Resources are available to provide timely, appropriate and adequate assistance to carers	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>

**Areas for Improvement to the system for Legislated Obligation 3**

**Activities the division has implemented in this reporting period that demonstrates good practise against Legislated Obligation 3**

\*When completing 3.5 please provide practical examples of documents or actions against each principle (some of these may overlap).

\*\*Assessment of Legislative Obligation 3 requires all principles to have activity recorded against them and all other questions to be rated **green**, for an overall green light rating. **Nb.** If any one system question or principle from the Carers Charter is not addressed, rate as **amber** and more than one not addressed rate as **red**.

# Departmental Human Resources Reporting Template

*For Government Departments required to report against the  
Carers Recognition Act 2005*

*Insert Name of Department*  
Date: *Insert Date Month, Year*

(SA) Carers Recognition Act 2005

**Human Resource Reporting**

**Cover Sheet**

*Insert fields shown in Blue*

Department	
Human Resource Division	
Contact Details	
Postal	
Phone	
Fax	
Email	
Date Report Completed	
Date Report Submitted	
Total staff (whole Department)	Total: FTEs:
Number of staff identifying as a carer	
Number of ATSI staff identifying as carers.	
Staff carer reference groups?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please list relationships, partnerships and networks with organisations that represent carers.	
Please list relationships, partnerships and networks with communities or organisations that represents or support ATSI carers. Please include the nature of the relationship eg formalised, funder etc	

## **SA Carers Charter**

- Carers have a choice in their caring role**
- Carers health and well being is critical to the community**
- Carers play a critical role in maintaining the fabric of the community**
- Service providers work in partnership with carers**
- Carers in Aboriginal and Torres Strait Islander communities need specific consideration**
- All children and young people have the right to enjoy life and reach their potential**
- Resources are available to provide timely, appropriate and adequate assistance to carers**

### Legislated Obligation 1:

There is a system to ensure all management, staff and volunteers have an awareness and understanding of the Carers Charter.

Self Rating against Legislated Obligation 1      Green       Amber       Red

#### 1.1 The system is documented

Are there guiding documents to ensure all management, staff and volunteers are aware of the rights of employees in relation to the Carers Charter?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.2 The system is implemented

Is responsibility delegated for raising awareness of the *Carers Recognition Act 2005* as it relates to carers as employees?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.3 The system is communicated

Does the human resource division systematically communicate information regarding the Carers Charter and associated policies to employees?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 1

#### 1.4 The system is monitored and evaluated

Does the human resource division have a mechanism to monitor and evaluate employee awareness and understanding of the Carer Charter?      Yes       Preparing       No

List / Describe your evidence relating to this part of the system for Obligation 1

#### Areas for Improvement to the system for this Legislated Obligation 1

#### Activities the department's human resource division has implemented in this reporting period that demonstrate good practise against Legislated Obligation 1

## Legislated Obligation 2:

There is a system to ensure appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures

Self Rating against Legislated Obligation 2

Green

Amber

Red

### 2.1 The system is documented

Does the human resource division have a documented system to include employees who are also carers, in planning and policy development?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 2

### 2.2 The system is implemented

Has the human resource division delegated responsibility to ensure employees as carers are involved in developing plans and policies?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 2

### 2.3 The system is communicated

Does the human resource division inform and support employees to participate in consultation processes around carers in the workplace?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 2

### 2.4 The system is monitored and evaluated

Does the human resource division monitor and evaluate the effectiveness of its system for consultation with employees as carers?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 2

### Areas for Improvement to the system for Legislated Obligation 2

Activities the department's human resource division has implemented in this reporting period that demonstrate good practise against Legislated Obligation 2

### Legislated Obligation 3:

There is a system to ensure the principles of the Carer Charter are reflected in Human Resource practises.

Self Rating against Legislated Obligation 3\*\*

Green

Amber

Red

#### 3.1 The system is documented

Does the human resource division reflect the principles of the Carers Charter in human resource policies and procedures?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.2 The system is implemented

Has the HR division clearly delegated responsibility to ensure the principles of the Carers Charter are included in Human resource practises?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.3 The system is communicated

Does the HR division communicate the principles of the Carers Charter as part of Human Resource practises?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 3

#### 3.4 The system is monitored and evaluated

Does the human resource division monitor and evaluate the effectiveness of its human resource practises against the Carers Charter?

Yes

Preparing

No

List / Describe your evidence relating to this part of the system for Obligation 3

**3.5 List evidence and actions in this reporting period against each of the principles within the Carers Charter \***

Carers have a choice in their caring role	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers health and well being is critical to the community	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers play a critical role in maintaining the fabric of the community	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Service providers work in partnership with carers	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Carers in Aboriginal and Torres Strait Islander communities need specific consideration	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
All children and young people have the right to enjoy life and reach their potential	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
Resources are available to provide timely, appropriate and adequate assistance to carers	Action <input type="checkbox"/>	Plan for action <input type="checkbox"/>	No Action and no Plans <input type="checkbox"/>
List / Describe your evidence relating to this part of the system for each of the (7) Principles of the Carers Charter			

**Areas for Improvement to the system for Legislated Obligation 3**

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**Activities the human resource division has implemented in this reporting period that demonstrates good practise against Legislated Obligation 3**

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When completing 3.5 please provide examples of documents or actions against each principle (some of these may overlap).

\*\* Assessment of Legislative Obligation 3 requires all principles to have activity recorded against them and all other questions to be rated green, for an overall green light rating. NB if any one system question or principle from the Carers Charter is not addressed, rate as amber and more than one not addressed rate as red.