



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA



# **Tell us what you think about the draft Carers' Strategy Action Plan**

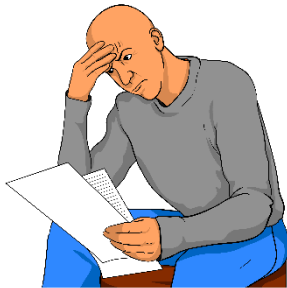


**Published: December 2025**

# Before you start



This is a long document.



It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



# What you will find in here

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# About this Easy Read



This Easy Read is from the  
Ministry of Social Development.



The Ministry of Social Development  
is sometimes called **MSD** for short.



In this document the words **we / us**  
mean MSD.



This Easy Read includes:

- a **summary** of the **draft Carers' Strategy Action Plan**.
- information on how to have your say about the draft Carers' Strategy Action Plan.





### A **summary**:

- is shorter than the full document
- includes the main points of the information.



A **draft** is the first version of a document.



The **draft Carers' Strategy Action Plan** says what the Government will do to support carers:

- now
- in the future which means the time that is still to happen.



In this document the words **Action Plan** mean the draft Carers' Strategy Action Plan.



The full Action Plan is available on our website here:

<https://tinyurl.com/plan-carers>

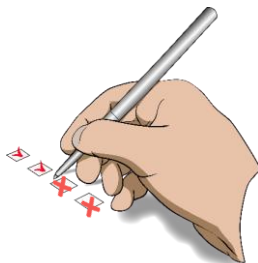
This full Action Plan is **not** in Easy Read.



This Easy Read includes questions about the Action Plan you can answer in your feedback to us.



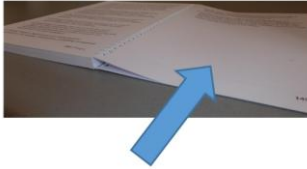
The questions you can answer will be in a green box like this.



You do not have to answer all the questions.



You can choose which questions to answer.



Information on how to answer the questions is on **pages 30 to 32**.

# About carers



Carers are people who provide care for someone close to them.



The person they provide care for needs support with their everyday living because of:

- a disability
- a health condition
- an illness
- an injury.







Carers can be:

- whānau / aiga / family
- **individual people** which means they are not related to the person they care for.



**Individual people** means a carer who is not related to the person they care for.



They might be a:

- friend
- neighbour / person who lives nearby.



In this Easy Read we use the word **carer** for all these kinds of carers.

People may prefer to use other words such as:

- manaakitanga – showing respect / care for others
- supporter.



In the 2023 **Census** almost 5 hundred thousand people said they provide unpaid or informal care.



The **Census** is a way of getting information about everyone in Aotearoa New Zealand.



There are likely to be a lot more people who act as carers.



Carers do important work in Aotearoa New Zealand.



Carers will become more important as:

- more people get older in Aotearoa New Zealand
- people live longer with health conditions.



# About the Action Plan



The Action Plan sets out government actions / things we will do to support carers.



The Action Plan has been made through working with:

- government agencies that are part of the New Zealand Carers' Strategy
- the New Zealand Carers Alliance – a group of over 60 organisations focused on the needs of family / whānau / aiga carers
- the **Carers' Strategy Advisory Group**.



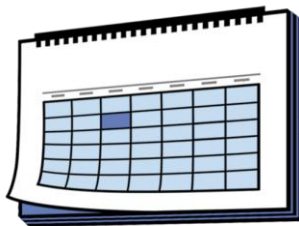


The **Carers' Strategy Advisory Group** includes people that work with / **represent** carers from:

- the Carers Alliance
- and
- other organisations.



**Represent** means they speak for carers.



In the past action plans:

- lasted about 3 to 5 years
- had a date they would end.

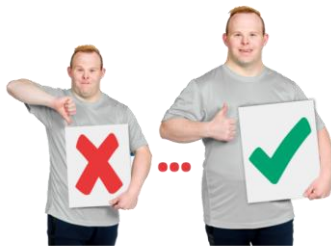


This is a **rolling** action plan.



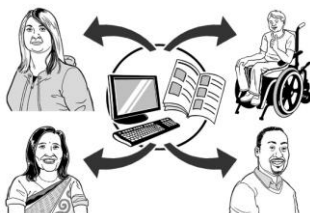
**Rolling** means the action plan will keep going without an end date.

We can change the action plan over time if we need to.



The Action Plan will work to support carers by:

- understanding what carers need
- understanding what problems carers have
- giving carers some support now like **promoting** services that meet their needs
- finding out information that will be useful for future work.



**Promoting** means telling people about something.



### Question 1:

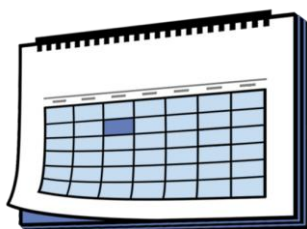
What do you think about changing to a rolling action plan?

Do you think it will improve **outcomes** for carers over the:

- **short term**
- **long term?**



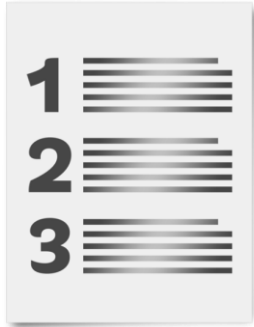
**Outcomes** are how things end up for people.



The **short term** means in the time that will happen soon.

The **long term** means a lot of time from now.

# Priority areas



The new Action Plan has 3 main **priority areas**.

**Priority areas** are the things that are important for the Action Plan to put first.



The 3 priority areas are:

- recognition and appreciation
- health and wellbeing
- financial security.



We will explain more about what each of these mean.





Each priority will have:

- an outcome which is what we want to see happen
- immediate deliverables which means the things we want to make happen first.





## Recognition and appreciation

This priority area is to do with making sure people:

- know about the work carers do
- understand why their work is important
- let carers know they are **valued**.



**Valued** means thought of as important.



The outcome is that carers:

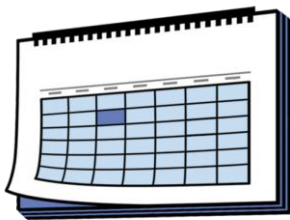
- are valued
- keep getting the support they need.





The immediate deliverables for this priority area are:

- start a **Carers' Appreciation Day** in 2026
- think about how **cultural safety** can be a better part of the services for carers we have now
- come up with ways to make it easier for carers to:
  - find services
  - get the services they need.



A **Carers' Appreciation Day** would be a day every year starting from 2026 for people to show that carers are important to them.



**Cultural safety** is about:

- understanding the different **cultures** people have
- working in a way that:
  - respects their culture
  - is a good fit with their culture.



**Culture** is a way of:

- thinking that a group shares
- doing things as a group.

Some of the cultures in Aotearoa New Zealand are:

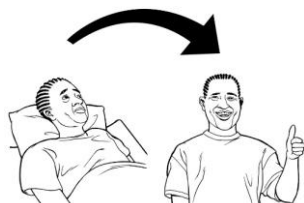
- Māori culture
- Pacifica culture
- Deaf culture.

## Health and wellbeing



The outcome for this priority area is that **health and wellbeing outcomes** are fair between:

- carers
- people who are not carers.



### Health and wellbeing outcomes

mean how things to do with health / wellbeing end up.

Examples of health outcomes might be:

- you get better from an illness
- you learn how to deal with your illness so you can still live a good life
- you are able to stay healthy and feel well.



The immediate deliverables for this priority area are:

- promote / talk about **respite** services for carers
- get information about what is happening with respite services
- support **frontline workers** to refer / send carers to support.



**Respite** is when someone different does the caring work for a while so the main carer can take a break.



**Frontline workers** are the people who carers might meet a lot like family doctors / GPs.

## Financial security



**Financial security** is about carers:

- having the money they need
- feeling safe about having enough money in the future.



The outcome for this priority area is for carers to have better:

- support to get the money they need
- **pathways** for getting:
  - education like learning at school or at polytech
  - jobs
- ways to plan for the future.





**Pathways** are the different steps people take to make something happen in their life.



1 of the immediate deliverables for this priority area is to put together information on the money carers can get.



This information will look at:

- gaps where people cannot get the money they need
- places where things are different without a good reason.





Other immediate deliverables for this priority area are:

- work out the different pathways for carers
- understand the support employers / bosses give to carers.



Understanding the support employers give will mean we can understand how to better support:

- employers
- carers.



## Question 2:

Do you think the immediate deliverables are a good first step towards making the Action Plan outcomes happen?

How could we make the immediate deliverables work better for you?

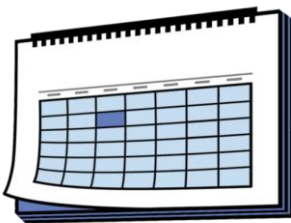


## Question 3:

How can Government work with communities to make the things in the Action Plan happen?

You might want to think about:

- things that happen soon
- things that will take a long time to happen.



# Making sure the Action Plan works



## Data and information

Another priority area in the Action Plan is called **Data** and information.



**Data** is information that shows what groups of people:

- are doing
- need.



The outcome for data and information is to improve:

- monitoring which means checking how things are going
- how we get data.

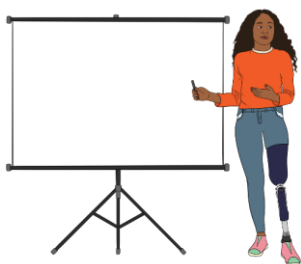


The immediate deliverables for data and information are:

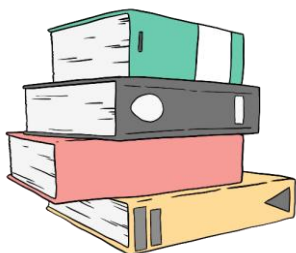
- make a **framework** for:
  - monitoring
  - **reporting**
- make a government strategy for data and **evidence**.



A **framework** sets out a way of doing things.



**Reporting** is when you tell people how things are going.



**Evidence** is information you use to show how you know something is true.

## Governance and oversight



Here **governance** means making:

- big decisions
- sure things are being done right.

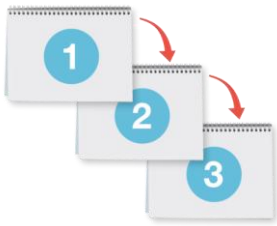


Here **oversight** means official ways of watching what is going on.

We are also setting up:



- different ideas for how governance will work
- reviews to check how the Action Plan is going.



The ideas for governance will include more information on how:

- the Action Plan will be made to happen
- work on the rolling Action Plan will be managed
- the Action Plan will fit in with other work
- actions will be:
  - added
  - changed.

#### Question 4:

Is there anything else agencies doing the actions should think about to make sure what happens meets the needs of carers?



### Question 5:

Many of these actions are meant to make things happen so we can do other actions in the future.



What should we think about as we come up with future actions?

## Have your say



You can tell us what you think about the Action Plan from:

- 17 November 2025
- to
- 12 March 2026.



You can tell us what you think by filling in an online survey here:

**<https://tinyurl.com/carers-survey>**



You can tell us what you think by sending an email to:

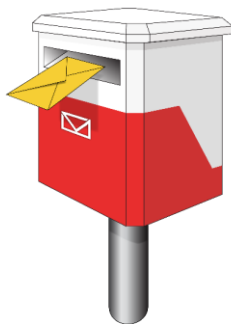
**CAPsubmissions@msd.govt.nz**





You can also send a scan / photo of your feedback to this email.

You can **post** your written feedback to this address:



**Carers Strategy Action Plan  
Consultation  
Ministry of Social Development  
PO Box 1556  
Wellington 6140  
New Zealand.**

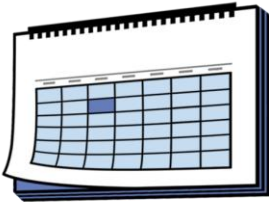


You can also choose to go to an **engagement session** to talk to us about what you think.



An **engagement session** is where people meet to talk about something important.

Our website has information on:



- when the engagement sessions will be



- how to sign up to go to an online engagement session.



You can find this information on our **website** here:

**<https://tinyurl.com/plan-carers>**

## What happens next



Once we have gone through all the feedback we will come up with the final Action Plan.



The final Action Plan should be put out so everyone can read it in 2026.



A summary of all the feedback will be available on our **website** here:

**<https://tinyurl.com/plan-carers>**



We will not include your name in the summary.



On our website there is more information on how we will use your information.



You can find this information at:

**<https://tinyurl.com/plan-carers>**

## How to contact us



You can find more information about the Action Plan on our **website** at:

**<https://tinyurl.com/plan-carers>**



This information is **not** in Easy Read.



You can also get in touch with us by email at:

**[CAPsubmissions@msd.govt.nz](mailto:CAPsubmissions@msd.govt.nz)**



WORK AND INCOME  
TE HIRANGA TANGATA

This information has been written by the Ministry of Social Development.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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