

**Mahi Aroha**  
Caring for the Carers

# **Carers' Strategy Action Plan**

## 2019 – 2023

A summary of the draft action plan  
for community consultation

**Recognising, valuing and  
supporting our carers**

June 2019



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



NEW ZEALAND  
**carers**  
ALLIANCE

New Zealand Government

## Vision

New Zealand Aotearoa is a society that values individuals, families, whānau and aiga who support others who need help with their everyday living.

Aims of the draft Action Plan:

- To improve the wellbeing of carers
- To support families, whānau and aiga who provide care

## Summary of proposed actions

You have told us what you want to see in a new Action Plan.

We want to test that we have understood what you have told us matters to most to you as carers. We know that work will need to continue on in some action areas for longer than the life of this action plan. Actions signalled in these areas are the next steps, not the end of the action.

Based on what we have heard, we have grouped the proposed actions under four areas:

- Recognising
- Navigating
- Supporting
- Balancing





## Recognising

Actions in this area are intended to create better understanding and visibility of the work you do and the important contribution you make.

“Caregiving can be perceived by others as ‘not a real job’. I want to be valued by having my role recognised as real work...”

Proposed actions:

- 1. Make sure carers and their needs recognised.**
- 2. Make the work of carers more widely known and understood.**

Including through a national campaign or Carers Day.

- 3. and 4. Find out more about different people who are carers and what they need.**

We don't know much about Māori, Pacific, younger and older carers.

- 5. Making sure young carers have a say in what government agencies do for them.**

Set up a Young Carers Advisory Board.

# Navigating

Accessing available support can be complex.

For those families, whānau, aiga who don't think of themselves as carers it's even more challenging. Actions in this area aim to support you to navigate the system, and to find you to ensure you receive services you are entitled to.

“It has been a struggle to find our way through the system...”

Proposed actions:

6. **Work together to improve support for people managing continence**
7. **Make it easier for carers to find out about help available to them.**
8. **Improve communication between people needing care, their carers and service providers.**
9. **Learn about whānau-centred ways to help carers.**

Look at culturally appropriate approaches.

10. **Help carers to take breaks when needed.**

This includes looking at respite services across New Zealand.

## Supporting

Actions in this area aim to increase and introduce new supports, to help you to access information and training about caring, access financial supports, and to help care for your health and wellbeing.

“I think the carer’s benefit needs to be reviewed, especially when all other costs have increased.”

Proposed actions:

11. **Make information more helpful for carers.**  
For example make it available in different languages.
12. **Update *A Guide for Carers* so that there is more information to help carers in different circumstances.**
13. **Create new ways for young carers in schools and their family and whānau to reach support.**
14. **Make it easier for older carers to stay connected so that they can get the support they need.**
15. **Respond to the Mental Health and Addiction Inquiry recommendations for families and whānau carers of people requiring mental health and addiction support.**
16. **Change Funded Family Care policy. In September 2018, Government announced its intention to change this policy.**
17. **Find ways of making the financial supports for carers easier to access.**
18. **Look at ways of improving financial support for carers.**

## Balancing

Actions in this area aim to help you balance employment and/or study with caring.

“I am struggling to attend work for the required time and using all leave available to attend medical appointments for the person I care for. Having to take leave without pay is also affecting the family.”

Proposed actions:

19. **Launch CareWise, a Carers Alliance initiative to promote flexible working arrangements.**
20. **Develop carers' skills and learning through training and education.**

## Have your say

We would value your feedback on the draft Action Plan.

You can do this by:

- Attending a workshop:

Workshops will also be held around the country in July and August 2019.

For information about these and to register please go online to <https://careforcarers.nz/>

- Filling out the online survey at [www.msd.govt.nz/carers](http://www.msd.govt.nz/carers)
- Writing to us at:

Carers' Strategy Action Plan  
Ministry of Social Development  
P O Box 1556  
Wellington 6140  
New Zealand

- Emailing us: [carers.strategy@msd.govt.nz](mailto:carers.strategy@msd.govt.nz)

For more information, visit our website: [www.msd.govt.nz/carers](http://www.msd.govt.nz/carers)

Submissions close 16 August 2019



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