

Careers

news

Winter 2017

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Message from Glenn

Welcome to the Winter 2017 Edition of Carers News.

At a time of continuing major change and transformation within the social services sector, I feel privileged to have been selected by the Board at Carers Victoria as your new CEO.

I would like to take this opportunity to formally acknowledge the significant commitment of former CEO, Caroline Mulcahy, who we farewelled in May after nearly seven years of service.

Caroline left Carers Victoria in a sound position; we are respected as the peak organisation for all carers in Victoria and have been entrusted with developing a Victorian Carer Statement (see page 4) in partnership with the Victorian Government. We wish Caroline all the best for the future in her position at the Heart Foundation.

In May we wrote to our members to inform them of our decision to explore a merger with Carers Tasmania. You may be aware that due to the significant reforms occurring in aged care, mental health and with the roll out of the National Disability Insurance Scheme, funding and service delivery models are changing and therefore organisations such as Carers Victoria need to change the way they operate.

As Carers Associations, we are working to ensure that carer supports are not only maintained into the future but expanded to meet future demands and carer needs. Joining Carers Victoria and Carers Tasmania together will give us a stronger voice, build capacity to develop new services and develop innovative solutions and to create a more powerful platform from which to advocate on behalf of carers for much-needed supports.

This month, Members will receive an invitation to a Special General Meeting on Wednesday 20 September to vote on the changes required to Carers Victoria's constitution to allow us to merge with



Carers Tasmania. Your invitation will also outline opportunities to hear more about what the merger will mean for Members and for you to ask questions. It will also include information about how to appoint a proxy if you are unable to attend the Special General Meeting. The Board of Carers Victoria and Carers Tasmania firmly believe that this will provide the strongest position for both organisations for the future and urge you to vote in favour of the merger.

We are conducting a number of Member Information Sessions. These will include a mix of face-to-face meetings, a webinar and a dedicated email address (merger@carersvictoria.org.au) to ensure we can consult with all Members and in turn, every Member has the opportunity to learn more and have any questions answered. Members can also call Carers Victoria on **1800 242 636** to talk to me regarding any questions or concerns you have, and see the frequently asked questions section on our web site: www.carersvictoria.org.au/news-events/mergerexploration.

I hope you enjoy this edition of Carers News magazine which focuses on Diversity. We recognise all individuals and caring situations are unique. We welcome people of diverse ages, abilities, ethnicities, races, cultures, religious and/or political beliefs, socioeconomic status, sexualities and gender identities.

Thank you for the crucial work you perform as a carer and I look forward to meeting as many of you as I can at future carer events.

Kindest regards,

Glenn Campbell
CEO, Carers Victoria

Caroline's Farewell Party

On 30 May, Carers Victoria said farewell to Chief Executive Officer Caroline Mulcahy after 6.5 years of exceptional service to unpaid family and friend carers, the organisation and the sector.

This special occasion was celebrated at the Barkers Café overlooking Whitten Oval, home of the Western Bulldogs, in Footscray.

Speeches were made by Gabrielle Williams MP, Parliamentary Secretary for Carers and Volunteers, Sue Peden, Carers Victoria's President of the Board and Annie Hayward, General Manager of Policy, Strategy & Public Affairs.

Members of the Carers Victoria Board, staff, and Carer Advisory Group participants were in attendance along with Colleen Pearce, Public Advocate, representatives from the Department of Health and Human Services (DHSS), Michael Casha, Carers Victoria's Young Carer Ambassador and CEOs and representatives from RMIT University, National Disability Services, Bank Australia, KPMG, VCOSS, Australian Multicultural Community Services Inc., Scope, annecto and State Trustees. Caroline's husband Chris and their children Coran and Elli were also present.

Caroline addressed everyone at the event giving her heartfelt thanks.

"Without your effort, contribution and support, Carers Victoria would not be the great organisation it is today."

"We've more than doubled our membership, supporting Victorian carers between the ages of 5 and 95. I could not be more proud to



Above // L to R: Charles Hardman, former Carers Victoria Board member, Mary Anne Noone, Board member, Caroline Mulcahy and Helen Johnson, Vice President of the Board.

have been a part of this journey and growth transformation – I thank you all for the experience."

Caroline joined Carers Victoria in November 2010 and her appointment coincided with a complex national reform agenda, making it extremely challenging to understand, let alone predict the extent and impact on unpaid carers.

Under Caroline's outstanding leadership, the organisation has made numerous achievements. Notably, Carers Victoria has been pivotal in providing input to the ongoing development of the NDIS and has worked collaboratively with other organisations within the community and health sectors, with businesses, philanthropic groups and the Victorian and Australian Governments responding to Parliamentary and Senate enquiries, hearings and commissions.

Carers Victoria has also made inroads with hidden groups of carers, leading a national LGBTI Carer Roundtable, expanding work with culturally and linguistically diverse groups, fostering relationships with carers in regional Victoria and enhancing supports for Young Carers. Under

Caroline's direction, numerous policy submissions have been made on everything from gender equality to the Tenancy Act to the costs of the NDIS.

We wish Caroline the very best in her future endeavours.

"Caroline has always demonstrated her commitment to carers and caring families and has advocated widely for carers to both the Victorian and Australian Governments and has taken a leadership role within the sector to raise awareness and build services and supports relevant to carers."



Above // L to R: Caroline Mulcahy being presented with her leaving gifts by Keri Whitehead, Executive Assistant and other staff members.

Victorian Carer Statement Update

Carers Victoria and the Andrews Government have been working in partnership since October last year to research and develop the Victorian Carer Statement, a vital project which will outline how the Government can best support and recognise carers into the future. This research will also help to develop Carers Victoria's upcoming three-year Strategic Plan.

Carers Victoria campaigned tirelessly for this significant and far-reaching project, and as the service sector is currently undergoing reform to better respond to 'consumer' needs, the research findings from the Victorian Carer Statement consultation and survey are critical.

From March through to July, face-to-face consultations and special interest focus groups were held across the state and each provided an opportunity for carers and service providers to discuss their concerns and have their say about broad policy design and development based on their lived experience of caring.

Wanting to ensure adequate representation of carer issues throughout the state, regional and rural consultations were held in Woodend, Mildura, Sale, Wodonga, Bendigo, Warrnambool, Mt Evelyn, Mornington, Geelong, Horsham, Shepparton and Traralgon. Excellent feedback was received at each regional and rural consultation confirming the need to represent the voice of carers everywhere. Consultations were also held in metropolitan areas including Footscray, Melbourne, Frankston, Doncaster, Sunbury, Werribee,



Above // Celeste and Kobe, carers at the Frankston face-to-face consultation.

Abbotsford, Melton, Oakleigh, Dandenong and Ferntree Gully.

Carers Victoria acknowledges each carer is an individual and their care experience is unique to them so to ensure the consultative process was inclusive, special interest focus groups were held for lesbian, gay, bisexual, transgender, intersex, queer (LGBTIQ) carers and carers from Aboriginal and Torres Strait Islander (ATSI) communities, as well as carers from culturally and linguistically diverse (CALD) backgrounds. Focus groups for carers of people with dementia, autism, and mental health issues were held respectively as well as two focus groups for young carers between the ages of 16 and 25. A session was also held to address the specific concerns of ageing parents who are carers for their children.

In conjunction with the consultations, we asked carers to complete an online or hard copy survey to give us a picture of their day-to-day lives.

The survey was designed to collect demographic information – the 'who, what and where' of caring in Victoria as a way of complementing the information we heard during the consultations. Over 1,300 carers responded to the survey and the initial feedback directly raised by carers and service providers covers issues that address two main themes; service gaps and carers' lived experience.

Carers' lived experience relates to topics such as carer recognition and support in formal and informal settings and overcoming the lack of acknowledgement. Themes related to service gaps include things like professional emotional support, carer education, transport, information and meeting hubs.

Carers Victoria's final report has been submitted to the Government. The Victorian Government will develop and launch the Victorian Carer Statement later this year.

Interview

with Sue Elderton

Sue Elderton is the National Policy Manager for Carers Australia. She explains how the policy team at Carers Australia and the Carer State and Territory Associations advocate and work on the behalf of unpaid carers.



Above // Sue Elderton, National Policy Manager, Carers Australia.

How do you make the policy recommendations on behalf of carers?

For the most part, we are focussed on national policy issues which we know are of continuing major concern to carers – the policy and programs which relate to carer supports and services and the services and supports of those they care for. So developments in aged care and disability support are always on the radar for us, as are any changes to social welfare payments which may affect carers.

Over 50% of primary carers are dependent on a government pension or allowance. Of these, over 280,000 receive the Carer Payment and over 611,000 receive the Carer Allowance. With the government focussed on reducing its welfare spend, we frequently make submissions on social services legislation which would adversely affect carers; whether that is changes to eligibility requirements, the removal of special allowances, or problems with Centrelink access.

Our advocacy role also includes any policy issue which is likely to have a significant impact on carers such as employment conditions, educational support, retirement incomes and health services. For example, just recently, an important focus has been on the proposal to restrict Medicare subsidised access to after-hours home doctor services.

We use multiple channels to influence policy. We hold regular meetings with politicians who can influence the outcomes of decisions and we interact frequently with the key public servants who advise them, sometimes through special advisory committees. We have relationships with other organisations in the disability, aged care, health and social welfare sectors so we can cross-advocate

for one another. We make many submissions to government bodies convened to make recommendations on matters which may impact on carers. We use opportunities such as the Federal Budget and elections to mount campaigns.

What is the consultation process with Government for Federal Budgets?

We keep key politicians and their advisors who are responsible for carers, disability, aged care and social welfare aware of concerns we have in relation to the Budget and areas where we recommend further investment is needed.

The key process for input into Federal Budget consultations is via Pre-Budget Submissions to Treasury. These are usually due about the end of January, but it is useful to get them in earlier because Government committees and ministers begin to consider funding proposals in relation to their own portfolios of responsibility and establishes the Government's Budget priorities. They consider these proposals up to shortly before the Budget is announced, which is the second Tuesday in May.

How do you gather feedback from carers for input into consultations and key submission documents?

Feedback from carers is an ongoing process.

We get feedback from the State and Territory Associations based on their feedback from carers they come into contact with at various forums, and from carers who seek their services.

The National Policy Working Group of the Carers Network convenes monthly.

In some cases, the Carer State and Territory Associations and Carers Australia conduct surveys. These may be general or issue-specific surveys. For example, in the past year, a number of our Associations have distributed surveys to carers about how they are faring under the NDIS.

In addition, the Government commissions a number of surveys which are either carer inclusive or carer specific in relation to particular issues and we mine these for information. In the past year, the Department of Social Services has surveyed carers on a proposal to change and hopefully improve the way they fund and service the carer services they provide. The Department

of Health also conducts surveys in relation to changes to aged care which includes responses from carers.

We also meet carers at special events days held by State and Territory Associations.

Carers Australia has produced a Federal Budget 2017 document - 'What it means for Carers'. What are the key points of this document for carers?

Each Budget night, Carers Australia analyses the range of Budget measures which might impact on carers and writes up a brief for distribution.

There were no major carer announcements in the last Budget, but there was a mixture of changes which will affect some carers.

What do you think are the emerging issues for carers over the last six months?

From a national policy perspective, the key issues are:

New ways of funding and delivering carer support services such as respite, counselling, peer support, education and training, counselling and financial supports.

A review of aged care which highlights gaps in services and the way they are delivered. We have a special concern in relation to the accessibility of respite and the extent to which carers are included in processes which determine the level of care for those they care for. Also, improved access to home support is in the scope.

The outcomes of a National Disability Insurance Scheme review. This has acknowledged that carers are having a harder time in getting access to support in their own right under the NDIS. It is highly critical of planning processes and the arrangements in place for assisting people with a disability who are not, or will not be eligible for a package of supports designed especially to meet their needs under the NDIS.

A new Government initiative to pilot a program to ensure that young carers don't become long-term welfare dependent.

There may also be issues arising from a Medicare Government review which is designed to contain the costs to Government.

Emerging policy issues relating to the neglect and abuse of people with a disability, or the aged.



Above // Carers providing feedback at a forum event.

One off energy security payment

A one off energy security payment will be made to people who receive Age Pension, Disability Support Pension and Parenting Payment

(Single).

The payment of \$75 for singles and \$125 for couples recognises the impact of recent increases in energy costs on low income households. The payment will not be extended to Carer Payment or Carer Allowance.

Pension education supplement stays

The measure to cease the Pensioner Education Supplement, announced in the 2014 Budget has been withdrawn.

Instead, PES payments will be made based on study loads that align with the Education Entry Payment. There may be some changes to the amount a person receives, based on their study load.

Changes to residency requirements for older people and people with a disability

People who claim Age Pension or Disability Support Pension will need to have 15 years of continuous Australian residence OR 10 years of continuous residence, with 5 years during their working life OR 10 years of continuous residence, without receiving an activity tested income support payment for a cumulative period of 5 years.

Reinstate Pensioner Concession Card

The Pensioner Concession Card will be reinstated for people who were no longer entitled to the pension following changes to the pension assets test from 1 January 2017.

Reinstating the Pensioner Concession Card will enable pensioners to access Commonwealth subsidised hearing services, among the other benefits the card offers.

Better home care supports for aged people with moderate needs

Funding will be extended to continue to assess the needs and provide aged care supports for people with moderate support needs living at home.

These supports include such things as meals, assistance with personal care, nursing care, domestic assistance, home maintenance, social activities in a community-based group setting, transport assistance, respite, and allied health services.

Reduce centrelink call wait times and improve processes

The Government will increase funding to the Department of Human Services to reduce call waiting times and improve processing times.

This funding is intended to improve services, including wait times and processing claims and other documentation, for Centrelink customers.

Above // Infographic summarising Federal Budget 2017 - 'What it means for Carers'.

The full report can be read at www.carersaustralia.com.au



Above // Michael in his studio.

Creativity and Connection – how one carer is living his life

An avid coffee drinker, visual artist and community development expert living the most creative and connected life he can. Michael tells us about his life as a rainbow* carer.

Have you been an artist from a young age?

I have been going through my archives and I have stuff from pretty much forever. There is a drawing there from when I was about eight or ten. I had designed a church. I have always drawn and been creative. I also like to think I am creative with people, which is just as important to me. So it's a mixture of visual and people skills.

My first job was as a social worker. I realised I could either focus on people's problems, or I could get them together and help them to strengthen each other. I changed my approach to strengthening bonds between people and I think that is at the core of my work.

What have been your experiences of the complexities of caring for your mother and being a rainbow carer?

It changes constantly, but we reached a crisis point about 18 months ago. I had hip surgery and it has only been partially successful. I have a degree of on-going disability which I am trying to cope with.

I found it quite confronting as after the surgery, I needed care myself, despite having lived a life of caring for my extended family.

I was in the middle of that when my mum had a fall at home. My brother rang me and said, "Well you are

going to have to stay overnight." There was an assumption that being single (my brothers are both married with families), I would just drop everything and go and stay with mum (which I did).

I went overseas on an art study trip after that and I did a lot of recovery in that time away. Before I left, I decided to just get everything ready and I sent a kit to my brothers. We organised Power of Attorney and financial arrangements for mum. It could have made or broken the relationship with my brothers, but I am actually getting on better with my brothers than I ever have. They are both now doing more than me caring for my mother and I did a lot of recovery in that time away.



Above // Michael in the grounds near his studio.

"It is really important to be assertive. With many of us who are ageing carers, it is a balance between doing what you can do for your parent and what you can do for yourself. If you are not functioning, you are no good to anyone."

"I am in a strange situation being a carer and needing caring now. I'm coming to grips with asking for what I need and being clear about what I can and what I can't do for other people."

When I 'Came Out', my parents were so annoyed that I had broken the mould. I wasn't the ideal son with the ideal wife and children.

Families are like any other institution. Sometimes we deliver for each other, and sometimes we don't. Sometimes we put unrealistic pressures on each other.

"The skills you learn in 'Coming Out' are quite valuable to the skills in becoming a carer. You have a clear idea what is not convenient for others, but what is right for you. It would be far more convenient if I stayed in the closet, but once you have that sense of self-determination it can be quite helpful. You have broken the mould. You are able to make decisions."

When you are a carer, you have a number of complex decisions to make about how involved you are going to be. I have friends who are dealing with their parents who feel, guilty that they are not doing more. I say, "Stop that... look at what you are doing for them. You are balancing a career, children and multiple responsibilities and you are looking after a parent."

*A rainbow carer identifies themselves as being queer/questioning, pansexual, asexual or other and has caring responsibilities. Many lesbian, gay, bisexual, transgender and intersex (LGBTI) people care for a partner, friend or family member. They maybe someone living with a disability, mental health challenge, chronic or terminal illness or an older person.

"I do think it is important to celebrate what you can do, rather than what you can't. I think that is a key survival mechanism."

What has the process been of moving your mum into a home?

It was quite sad in the family home without her. Mum had been in the house for 53 years. I think we have all had our tears in different ways.

When I saw her the day after she moved in to the aged care home, she looked so relaxed and I had the best night's sleep in a long while knowing that she was OK. At home, she had incidents where she had for example had a fall and not wanted to contact anyone, even though she had a buzzer around her neck.

Mum was a top PA and was incredibly competent. In another era, she would have been a high flying successful business woman. She was always very well organised. She can manage most of the interpersonal skills quite well, but all of the maths of household bills and things like getting a gardener in is beyond her as her cognition has declined.

I think she will live longer now without all that stress. She is quite gregarious and likes being around people. She now has 24 hour care and she will have a bit of security and ease in her life.

More Information

Michael's artwork can be seen on:

www.eurekamichael.blogspot.com.au

www.instagram.com/eurekaartist

Interview

with Flo Williams

The Early Intervention Indigenous Liaison Officer Program EI ILO is hosted by Autism Queensland who employ Flo Williams as an Indigenous Liaison Officer to deliver community workshops to Aboriginal and Torres Strait families of young children (0 - 6 years) with a disability across Australia. Flo also provides workshops to service providers like child care and health staff. Flo is a Gunggari, Kamilaroi descendant. Since the early 1970s she has been involved in Aboriginal and Torres Strait Islander health. After spending time in New Zealand and working for the Department of Housing and Education, she returned to Ipswich, Queensland where she was the CEO of Kambu Medical Centre for ten years. She held various positions on State and National Boards during this time.

In the last 10 years Flo has worked on workforce development with Queensland Health and the Health and Community Services Workforce Council, and the Closing the Gap program with the Greater Metro South Brisbane Medicare Local.



Above // Flo Williams.

How did you come to be working in this area?

I was helping a colleague look for a new position and I saw this position advertised as the Indigenous Liaison Officer Program for Autism Queensland. I thought, 'Wow, there is a call for an Indigenous workforce around Autism!' Whilst I was in Aboriginal Health, it was never on

the agenda. Most of the strategies and policies were aligned with mental health, youth suicide, drug and alcohol and chronic disease. I thought 'How are our little ones coming into mainstream services with development delays going to progress into any future work force?' My colleague declined to apply for the role. I went home that day thinking I was going to retire at the end of my contract. I had a chat to my partner and decided to apply for the position myself. I said it was only for one year and three years on, I am still here.

Do you find that the service provision varies depending on the area where you are working?

Yes. Access to remote and rural areas is quite expensive. Then you are dealing with community barriers, 'sorry' business and the like, transition of the workers on the ground and inconsistent provision of Allied Health services staff. Sometimes you are behind the ball creating relationships in that community. It's not just the funding, but the job roles may change and the funding can impact on service provision.

Our role is to build capacity and awareness. What we try to do is engage the community members, the families and the workers to understand what disability and Autism is, and who the service providers are that can support them. We try to build

the knowledge and hopefully capacity into those communities. When we work with Allied Health services and possibly a visiting Allied Health service provider, it is about connecting those services with health workers on the ground. When the Allied Health provider leaves, those health workers can play a part in continuing supports for the family.

We have had successes in Ceduna, Port Lincoln (SA) where community run workshops organised by those parents who have become supported by the community health professionals.

"They yarn about what the little ones have done and how they are struggling with something; someone will say how they did something, or give this a try. They are supporting each other."

I think it is about that positive peer support and positive reflection about what they are doing in some very difficult times with very limited resources. It is crucial in those remote and regional areas.

How do the health workers work with them?

In this sector, the health workers are at the forefront of your service, so they will be the first point of contact. They will do some case history, have discussions with the client about the community member who comes in about why they are there and how are things going. They will do a pre-health assessment and would be working with the doctor and the registered nurse on these assessments. Once there is a plan in place and service provision for the child, they can also support the family at appointments and just check-in with the family to make sure they understand what is being said and what they need to do.

With the National Disability Insurance Scheme (NDIS), it is going to be a whole different ball game. Choosing a goal, what you want to achieve and what you think you might need to get there. So the health workers will play a strong role in that and then again once the NDIS plan is activated. I often get asked why do we have such a high rate of Autism in our community and what has happened here? I think it has always been there and is a silent issue in the communities. It is possibly not diagnosed early enough and often early intervention has been missed.

"It is our role in this program to talk to our communities about the need of early intervention and the processes to go through to get early intervention and then how to access those services from those assessments and to make life for our little ones achievable. They can be part of their community and not be isolated like in the past."

You cover a couple of states in your role?

Yes. Tasmania, Victoria and South Australia. We have got some great work going on around Adelaide. Adelaide medical services requested for me to come and do community sessions with their new Early Years program in some of their Indigenous communities.

In Victoria, we have worked with AMAZE in Gippsland and have opened the door for their Early Days facilitator who now goes into those communities by herself and gives workshops, providing Autism information around the transition to the NDIS.

I do support and engagement work with the Carer Associations across the States. Sarah Clarke from Carers Tasmania, Liz Burtnek from Carers South Australia and Veronica Hughes from Carers Victoria.

We have worked with Carers Victoria, community engagement and connection in the western suburbs of Melbourne around Werribee and Melton. We have workers there looking at early intervention, what is happening in the schools and giving that one-on-one support for kids in the schools.

"It is about building the relationships and linking those mainstream services with those Indigenous communities to work more collaboratively, coordinate services better and provide inclusion support."

The EI ILO program is provided across the nation and is implemented by a small team of Indigenous Liaison Officers and Teresa Pilbeam who is the National Coordinator of Early Days and EI ILO.

More Information

Early Days and Early Intervention Indigenous Liaison Programs are an Australian Government initiative under the Helping Children With Autism (HCWA) package. The programs, hosted by Autism Queensland and delivered by Autism Associations, aim to improve the diagnosis, understanding, care and development of young children with Autism (0-6 years) in Australia.

www.eiilo.com.au

National Reconciliation Week 2017

27 May to 3 June



National Reconciliation Week (27 May – 3 June 2017)

The theme for National Reconciliation Week #NRW 2017 was 'Let's Take the Next Steps' and this year celebrates two milestones in Australia's reconciliation journey. It's now been 50 years since the 1967 referendum and it's also the 25th anniversary of the historic Mabo decision. National Sorry Day (26 May) commemorates the 19th Anniversary of the 'Bringing Them Home Report', that acknowledged and raised awareness of the history and continued effect of the forced removal of Aboriginal people from their families, communities and culture.

NAIDOC Week (2–9 July 2017)

NAIDOC Week celebrates Aboriginal and Torres Strait Islander peoples, cultures and communities and recognises the valuable contributions that Aboriginal and Torres Strait Islander people make to our country. NAIDOC originally stood for 'National Aborigines and Islanders Day Observance Committee' which formed in 1957 when Aboriginal organisations, church groups and State and Federal Governments came together in support of establishing the group. The committee was once responsible for organising national activities to mark this occasion, and the acronym has since been adopted.

The theme of NAIDOC week this year was 'Our Languages Matter'. It celebrated the role that Indigenous languages have played in cultural identity, linking people to their land and water, and in the transmission of Aboriginal and Torres Strait Islander history, spirituality and rites, through story and song.

All attended or held their own NAIDOC events. In South Australia, Carers SA representatives attended the NAIDOC family fun days at Victor Harbor and Tarntanyangga (Victoria Square) as well as the NAIDOC March, flag raising and awards ceremony at River Murray Mallee. At Carers Victoria, a NAIDOC morning tea was held along with a NAIDOC week quiz to mark the event theme.



Technology being used to conserve Indigenous languages

The Miromaa Aboriginal Language and Technology Centre has developed a software program which conserves over 150 languages in Australia. The software database uses text, photos, video and audio elements to help educate users in Indigenous words and definitions.

The software was developed to empower Indigenous people and is also being used by Indigenous communities in North America, Central America and South America.

The Australian National University (ANU) and ARC Centre of Excellence for the Dynamics of Language (CoEDL), have created a video game called 'Tjinari', meaning 'someone always on the go' in the Western Desert language Ngaanyatjarra. Children are playing mobile phone games but in English, so the endless runner video game provides a fun way for them to use their indigenous language.

The game features the student voices from the Warakuma Campus of Ngaanyatjarra. The narrative of the game is to find the correct plant to give to a traditional healer to save the life of a young girl, whilst facing many obstacles and giant animals along the way.

For more information

see www.miromaa.org.au and www.dynamicsoflanguage.edu.au

My Parents ...are like Gods to me

In early 1987 ethnic tensions were rising over political and religious issues in Bhutan. The Government was placing great pressure on Nepalese people, and my parents left.

In 1990 my family gained refugee status. They spent the next 23 years in a refugee camp in Nepal, where I was born. Life was hard and painful. There was no money, we were struggling for food, and there was no health care or opportunities for education.

In 2013 we were given the golden opportunity of coming to Australia and settled in Hobart. My family and I feel very grateful and want to thank the Australian Government and the Australian community. My parents and I are very happy and joyful, and I am doing whatever I can to make our future good.

My mother has epilepsy and seizures. Afterwards she can be very sleepy and has problems with her memory. For the last two years, she has also

had trouble with her left arm and leg, and is having physiotherapy.

My father has a problem with his neck and has liver cancer. Recently he had a major operation. The doctors aren't quite sure whether the operation has been successful yet. He didn't like hospital and was calling me all the time saying he wanted to come home. He speaks no English.

Because of these problems, I do most of the care for my siblings. My sister has a health problem too, and has to go to hospital twice a month. I support my brother and sister making breakfast, washing their clothes, helping them with any problems they might have at school and supporting them financially.

My grandmother lives with us, and she has cancer too. She has had four operations and they have not been successful.

I am so busy; I have no time for friends. They get angry with me because I can't go out with them, and many of them have stopped calling.

My biggest challenges are my education, my financial situation and my social life. All are compromised by my caring situation. It is difficult to work, study and care all at once. I have a lot of pressure on me; sometimes I cry and I often feel angry.

"My biggest reward I get from caring is the experience. I have problems and pressure now, so I know I can easily solve problems in my future."

My parents; they are like Gods to me. I am very grateful that God chose them as my parents and they are more important than my friends.

They say their daughter is everything. I am encouraged to study, and they give me freedom. While they are happy for me to be with my friends, I know they need me and I am happy to help.

The support I have had from the Migrant Resource Centre and Carers Tasmania has been very important to me in my caring role. My relatives are my back up and I know they are there for us if we need them.

The one thing I would change as a young carer is for those from other cultures to get training and information on what is available. We need to make sure information flows through to newly arrived people because I know lots of young people in situations like mine.

Young carer, 18 years of age.

7th International carersconference

ADELAIDE CONVENTION CENTRE, SOUTH AUSTRALIA
04-06 OCTOBER 2017



Above // Dr Jordan Nguyen, guest speaker at the 7th International Carers Conference.

Acclaimed Thought Leader Confirmed for Conference

Dr Jordan Nguyen

An acclaimed thought leader on the intersection between technology and humanity will connect with and inspire delegates at the 7th International Carers Conference in Adelaide in October.

Dr Nguyen is a young man on a mission to change the world. By re-imagining and redefining the boundaries between human and technological evolution, Jordan is at the forefront of bringing about positive, sustainable and life-altering change.

Dr Nguyen has a natural ability to translate highly technical concepts and future trends into insightful, entertaining, clear and concise content. In the process, he inspires to 'throw away the box' and collaborate universally on the potential of technology for humanity, purpose and positive global impact.

Other keynote speakers include:

Garry and Christopher Hills

Garry's years as a carer, home-schooler and parent have been life-shaping. He has dedicated himself to developing the skills and attitudes needed when caring for a person with profound physical disabilities.

Christopher Hills is a 20-year-old video editor, and owner of Switched-On Video Editing. He was born with athetoid cerebral palsy and is quadriplegic, which limits his ability to control muscle function and speech.

Tim Kelsey – CEO, Australian Digital Health Agency

Tim is an internationally regarded expert in thinking differently about how digital and social media can transform the customer experience in public services. Tim was the first National Director for Patients and Information in the National Health Service in England.

Sylvana Mahmic

Sylvana is an advocate for early childhood intervention and CEO of Plumtree. Plumtree is a not-for-profit organisation that provides support for young children ages birth to eight years old with a developmental delay or disability, and their families.

She has served on more than 15 reference and advisory groups and five Ministerial appointments.

Vickie Cammack and Al Etmanski

Vickie and Al have been activists, teachers, innovators, entrepreneurs and writers in the world of caregiving and disability for more than three decades. Vickie was the founding director of Canada's first Family Support Institute.

Al, in his role as Executive Director of British Columbians for Mentally Handicapped People (now Inclusion BC) led the closure of Inclusion BC's major institutions, segregated schools and sheltered workshops.

Paul and Christine Bryden

A former science and technology advisor to an Australian Prime Minister, Christine Bryden was diagnosed with dementia in 1995. Three years after her diagnosis, Christine met Paul Bryden, a former diplomat. With his help, support and encouragement, Christine has been an active advocate for people with dementia.

More Information

[www.carersaustralia.com.au/
international-conference](http://www.carersaustralia.com.au/international-conference)

Why Diversity Matters

The 2016 census¹ shows a diverse Australia and this presents a challenge for carer support services and support groups when we say 'we are here for all carers'.

'Diversity' can be interpreted in many ways but a common theme is difference: from each other, from the mainstream, from the dominant culture etc. We can either embrace diversity and the challenges it presents, or resist.

Hearing from those who have experienced something new to us is the first step to becoming more inclusive. 'Inclusion' in this context means reflecting on, learning from and changing our ways to include others in all their difference. This may mean adapting our thoughts, attitudes, assumptions and behaviours in response to new ideas, methods and challenges.

How language affects inclusion

Language is an effective tool for creating inclusion. Words can be used to produce a feeling of being respected, valued and 'part of the team' or alternatively disrespected, under-valued and an 'outsider'. Using inclusive language enables a broader range of people to feel valued and encouraged to contribute their talents to the community.²

Why 'treating everyone the same' is not enough

Some groups and individuals are sometimes treated unfairly because of their race/ethnicity, gender, age, ability, gender identity, sexuality and/or intersex status. If people are not treated fairly, it can affect their lives. Most of us would say this is wrong.³

Carer support services believe all carers have the right to good quality, accessible support. We believe all staff have a right to work in a respectful and supportive environment that allows them to work effectively and safely and bring their whole self to work.

Our values support inclusion and we welcome people of diverse backgrounds and experiences.

We also follow State and Commonwealth laws to make sure policies and services are inclusive, accessible and don't discriminate.

Inclusion means more than treating everyone 'the same'. Different people have different needs. Equality is not the same as equity. True inclusion and accessibility means actively removing the barriers that cause inequity so that no accommodations or supports are necessary.

What can I do?

- Acknowledge and respect the traditional owners of the land on which you live.⁴
- Join Diversity Council Australia (www.dca.org.au) and local community networks.
- Understand inclusion is about respecting the human rights of everyone.
- Attend community events in your area to learn and challenge your assumptions, beliefs and work practices.
- Invite diverse groups to help you design inclusive services, policies, workplaces, clubs.
- Challenge discrimination wherever it occurs.

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.

Above // Source: www.culturalorganizing.org/the-problem-with-that-equity-vs-equality-graphic

¹Census 2016 consolidates the business case for D&I programs (News article, 6 July 2017, Members version), Diversity Council of Australia. <https://www.dca.org.au/news-articles/census-2016-consolidates-business-case-di-programs>

²Words At Work: Building inclusion through the power of language (Campaign page, 2017), Diversity Council of Australia. <https://www.dca.org.au/research/project/wordsatwork-building-inclusion-through-power-language>

³Equality and Diversity Policy in a plain English format for i2i staff (2008), Inspire Independence, UK.

⁴www.vic.gov.au/aboriginalvictoria/heritage/welcome-to-country-and-acknowledgement-of-traditional-owners.html
www.vic.gov.au/aboriginalvictoria/victorian-aboriginal-heritage-council.html

Carers Australia
NATIONAL CARERS WEEK
2017
15-21 OCTOBER

**National Carers Week
2017 (15-21 October)
– Save the Date!**

National Carers Week is a time for all Australians to recognise and celebrate the 2.6 million carers in our community and the vital role caring families play. Celebrations take place across Australia from 15 to 21 October this year.

Every Carer Counts

Anyone at any time can become a carer and National Carers Week is an opportunity to raise community awareness among all Australians about the diversity of carers and their caring roles.

For more information on events near you and how you can get involved, contact your local Carer Association or see their website.
www.carersweek.com.au

National Carers Week is an initiative of Carers Australia, with primary activities funded by the Australian Government Department of Social Services (DSS). Carers Australia organises and coordinates National Carers Week with the assistance and participation of the State and Territory Carers Associations.

30 Day Healthy Living Challenge

Healthy living is the first step towards lowering the risk of developing chronic health conditions. Follow our 30 Day Healthy Living Challenge and begin to improve your health today!

| | | | | | |
|--|--|---|---|--|--|
| 1 Set your GOALS for HEALTHY LIVING | 2 Drink your coffee WITHOUT SUGAR | 3 Go for a 15 min WALK in the park | 4 Have 2 servings of FRUITS | 5 Walk 10,000 STEPS | 6 Drink 8 CUPS of WATER |
| 7 Have 2 servings of VEGETABLES | 8 Have at least 8 HOURS of SLEEP | 9 Choose REDUCED FAT for your dairy products | 10 Try some STRETCHING exercises at home | 11 Include MUSHROOMS in your cooking | 12 CYCLE through the BIKE TRAILS in your area |
| 13 Take the STAIRS instead of the lifts | 14 Try 2 FRUITS you've never tried before | 15 Try some WEIGHTS EXERCISES at home | 16 Go ALCOHOL FREE | 17 Join a WALKING GROUP in your community | 18 Snack on FRUITS to reduce your sugar cravings |
| 19 Choose a new variety of VEGETABLE that you've never tried before | 20 EXPLORE a new area around your neighbourhood | 21 Go MEAT-FREE in your cooking | 22 Go for a 15 mins RUN around your neighbourhood | 23 Cook from scratch: ZERO PROCESSED FOOD | 24 Include simple STRETCHING EXERCISES throughout the day |
| 25 Try a new ACTIVITY with a friend | 26 Try a different SALAD MIX and dressing | 27 ZERO SCREEN TIME at home | 28 Make yourself a GREEN SMOOTHIE: Spinach, Low-fat milk, Banana | 29 Try doing some SKIPPING ROPE exercises | 30 Keep these HEALTHY HABITS in mind and continue practising them |

**Reprint permission by the
Northern Health Network.**

The Northern Health Network is a primary care service provider based in the northern region of Adelaide. To find out more about their services, or to obtain more healthy living tips see www.northernhealth.net



National Carer Counselling Conference 2017



"Diverse work in a specialised field – Counselling carers in Practice"

The only conference of its kind where psychologists, counsellors and social workers from across Australia will come together to focus on the therapeutic and counselling approaches demonstrated to be effective with unpaid family and friend carers.

The program is dynamic and varied. Plenary sessions, keynote speakers, workshops, case studies and panel discussions will showcase best practice and high standards of carer counselling.

Both keynote and workshop presentations will be delivered by leaders in the field, including Ms Susan Beaton, Psychologist, Suicide Prevention Expert Consultant and Mindfulness Coach.

Workshop sessions will be interactive and practice based, delivered by counsellors with experience working with carers.

All sessions will reflect the conference theme "Diverse work in a specialised field – Counselling carers in Practice".

From the carers who come for counselling, to the issues they present, to the ways in which they are helped, to the outcomes achieved – counselling carers is a broad field of practice.

Counsellors work with individuals, couples and in group settings treating in person, via telephone and via video. All these situations present opportunities to find creative ways to open conversations that support change.

The diversity involved in this field of counselling practice will be explored at the conference. Carers routinely tell us 'You get it'. What is the 'it'?

Presentations that describe what counsellors working with carers do along with rich stories of practice will be the focus. Sharing ideas, struggles, outcomes and hopes will draw together new and different ideas for ways of working with this diverse client group.

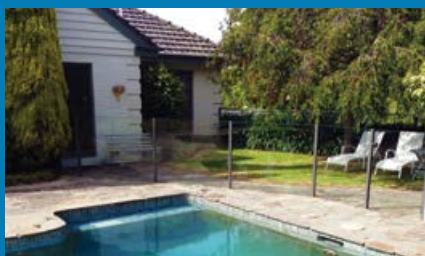
To register visit:

www.ncccconference2017.eventbrite.com.au or for more information see www.carersvictoria.org.au/events/ncccconference2017

Approved by the Australian Counselling Association (ACA)



Principal Partner



Need a break?

Book your stay at Carers Cottage

Caring for yourself is just as important as the person for whom you are caring. Book now and enjoy a safe and comfortable stay.

Like Carers Victoria's Facebook page to learn about special offers:



To book, call **1800 242 636** or visit carersvictoria.org.au/how-we-help/cottage



Daal

Ingredients

- 1 cup split red lentils or whole lentils.
- 1 bay leaf (fresh or dry).
- 1 teaspoon powdered turmeric.
- 2 dry chillies (optional).
- 1 tablespoon garlic paste.
- 1 tablespoon ginger paste.
- 2 tablespoons vegetable oil.
- 2 cups vegetable stock.
- Salt to taste.

Method

1. In a saucepan place the lentils, bay leaf, dry chillies, turmeric, garlic, ginger and oil and stir until all ingredients combine and the oil coats all the ingredients. Add salt to your liking.
2. Pour the vegetable stock over your lentil mixture. It should cover the lentils by at least a centimetre. Add more stock if needed and turn the stove on to medium heat.

3. Cook the lentils until they become tender and the broth becomes a nice bright yellow colour. Allow up to 25-30 minutes.
4. For a smooth consistency use a stick mixer to blend the Daal. Before blending remove bay leaf and dry chillies.
5. Serve over rice or you can eat it as a soup.

Tips

- You may need to add more stock or water depending on the thickness you would like the daal to be.
- You may not want to add salt at all as the stock adds a lot of flavour. As the lentils are becoming tender taste the broth as you go to see if there is enough flavour.
- If you are preparing Daal in advance to re-heat on the stovetop or in the microwave you may need to add a little stock or boiling water to loosen it, as the oil and stock makes the Daal jellylike.

By Lisa Prowling, Carers Victoria

Take a Break

Sudoku

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 4 | | 3 | 1 | 7 | 6 | | 5 | |
| | 7 | 5 | 3 | | 2 | | 6 | 1 |
| | | 2 | 8 | | | 9 | 7 | |
| | | 1 | | 5 | 8 | 7 | 4 | 9 |
| | | | 9 | | | 2 | 8 | |
| 9 | | 8 | | | | | | |
| 1 | 3 | | 5 | | | | | |
| | 5 | 4 | | | | | | |
| | 8 | | 4 | | | | 9 | 7 |

Sudoku Answers:

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 7 | 6 | 9 | 1 | 3 | 4 | 9 | 8 | 2 |
| 8 | 3 | 1 | 6 | 9 | 2 | 5 | 4 | 7 |
| 4 | 2 | 9 | 7 | 8 | 5 | 1 | 3 | 6 |
| 5 | 1 | 3 | 4 | 2 | 7 | 8 | 6 | 9 |
| 6 | 8 | 2 | 3 | 1 | 9 | 4 | 7 | 5 |
| 9 | 4 | 7 | 8 | 5 | 6 | 2 | 1 | 3 |
| 3 | 7 | 3 | 9 | 4 | 5 | 8 | 2 | 1 |
| 8 | 7 | 5 | 3 | 9 | 2 | 4 | 6 | 1 |
| 4 | 9 | 3 | 1 | 7 | 6 | 8 | 5 | 2 |

Young Carers

Scholarship Award Ceremony 2017



Above // Michael Casha speaking at the Young Carers Scholarship Award Ceremony.



Above // L to R: Maryanne Lagana, Bank Australia. Kylee, a young carer and Kate Topp, Carers Victoria.



Above // Band FD3 performing at the Young Carers Scholarship Award Ceremony.



Above // Ava and her family at the Young Carers Scholarship Award Ceremony.

In the words of Young Carer Scholarship recipient Ava, "I was overwhelmed with happiness to receive a Young Carers Scholarship and wish to thank Carers Victoria for this wonderful, generous award. It meant the world to me and also has taken a lot of stress away from my mum to come up with money for my school program. It will be an honour to attend the awards ceremony. My mum, brother and I are excited to come and meet other young carers."

We would like to thank all young carers for their contributions to their family and community and congratulate the 144 Young Carer Scholarship Award recipients for 2017.

The Young Carer Scholarship Program would not be possible without the generous support of philanthropic and community donors. Thank you to The Barr Family Foundation, Collier Charitable Fund, Bank Australia, Sue Fincham, Stephen Alomes and generous Carers Victoria members and donors for supporting the Young Carer Scholarship Program.



On Wednesday 12 July, we celebrated the achievements of 144 very special young carers with our inaugural Carers Victoria Young Carer Scholarship Award Ceremony. Over 60 people including 19 young carers and their families attended the celebration.

Special Guests included Carers Victoria's Australian Young Carer Action Team representative, Shaan D'Rosario, Carers Victoria's Carer Advisory Group member Lloyd Knight, Carers Victoria Board member and Vice President Helen Johnson and Bank Australia representatives Maryanne Lagana and Tarryn Beardmore who assisted in awarding certificates to the recipients.

The event included a delicious morning tea and spectacular entertainment from the very talented singing and dance group FD3.

Carers Victoria's Interim CEO Scott Walker spoke of the history of the awards and we were also fortunate enough to have former Scholarship

recipient Michael Casha join us and speak about the benefits of the program. Michael was also recently awarded 'Outstanding Achievement by a Young Volunteer' at the 2017 Minister for Health Awards.

This year the Young Carer Scholarship Program awarded a total of \$80,500. Demand for the Program continues to grow and young carer recipients are empowered to dream big and achieve their goals. Young carers use their Scholarships in a variety of ways which have positive impacts on their life whether that be socially, emotionally or scholastically. Many of these community-based activities provide respite, peer networking and support opportunities and can be crucial in sustaining the mental health of young carers.

Young carers are often remarkable young people with excellent resilience and leadership skills. The Young Carer Scholarship Program is a crucial program supporting, recognising and raising awareness of these amazing young people.



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Sign up for Voice, the Carers Victoria ebulletin, via our website:
www.carersvictoria.org.au/Voice

Front Cover // Peter Clarke

Big thank you

- Young Carer Scholarship Program Tax Appeal!

We would like to say thank you to everyone who has contributed generously to our Young Carer Scholarship Program Tax Appeal. So far we have raised over \$12,000.

Your donations have provided a significant break to young carers struggling to achieve a dream of their own. A scholarship makes all the difference between something being too hard or being a possibility. Many young carers find staying in school, getting into and staying at university, taking up training, or even getting a job very difficult.

Young carers are young people aged 12-25 years. They care for someone living with a disability, chronic illness, mental illness, alcohol or other drug related problem. On average, for two children in every Victorian classroom, childhood is far from being a fun and carefree experience. Most young carers are busy doing housework: cooking, cleaning, washing, dispensing medication and helping maintain the personal care of people they support (toileting, showering, dressing). Other responsibilities include paying the bills, shopping and taking the people they care for to medical appointments.

The Young Carer Scholarship Program helps young carers by providing life experiences they would otherwise miss out on, and can include school camps, sporting activities, music, art and culture. These experiences contribute to furthering their education, developing life skills and building support networks.

Thank you once again for your support.

More information see: www.carersvictoria.org.au/how-we-help/young-carers/young-carers-scholarship

YOUNG CARERS



Carers Victoria acknowledges the traditional owners of this land and pays respect to elders both past and present