



Government of
South Australia



human
services

Carers Recognition Act Review 2023 Recommendations

Part 2: the South Australian Carers Charter

Easy Read



How to use this report



This report comes from the SA Government Department of Human Services.

When you see the words 'we' or 'us', it means DHS.



We wrote this report in an easy to read way.

Bold

Not bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

You can find out what they mean in the Word List.

The Word List is on page 24.



This Easy Read report is a **summary** of our Carers Recognition Act Review.

This means it only includes the most important ideas.



You can find the other report on our website at <https://dhs.sa.gov.au/carers-act-review>



You can ask for help to read this report.

A friend, family member or support person may be able to help you.

What is in this report

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What this report is about



We had a **review** of the Carers Recognition Act.



When we review something, we check to see what:

- works well,
- needs to be better.



This was the second review.
The first review was in 2010.

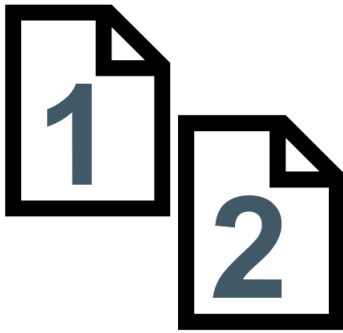


The Carers Recognition Act is a **law**.

A law is a rule that everyone must follow.

We call this law the Act.

The Act has 2 parts:



- Part 1 – The main points of the Act,
- Part 2 –The South Australian Carers Charter.



This report is about Part 2 – the South Australian Carers Charter.



There is another report that talks about Part 1 – the main points of the Act.

You can read Part 1 on our website.

<https://dhs.sa.gov.au/carers-act-review>

About carers



A **carer** regularly helps someone they know to do everyday tasks.



A carer does not get paid.



Carers work hard. They give a lot of support to other people.



Carers need to be looked after. For example, to have a rest when they need it.

Who did the review



We asked Richard Dennis AM PSM to review the Act.

He knows a lot about laws.



He asked questions about how well the Act is working.



A lot of people spoke up.

They said what they thought about the Act.



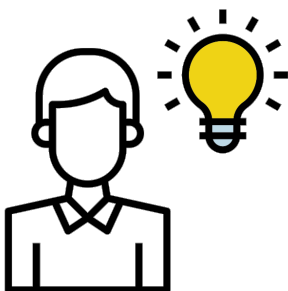
Richard listened to what people said.



He studied who carers are and what they do.



Richard wrote down some facts about carers.



He also made some **recommendations** about the Act.

A recommendation is an idea about how to make things better.

About the South Australian Carers Charter



The South Australian Carers Charter is a part of the Act.

We call this part the Charter.



The Charter says that all carers must be respected and supported.

Some carers need:



- extra support,



- a special kind of support.

What is in the Charter

The Charter has 7 parts:

Part 1 – Supporting choice



Carers can make choices about their lives.

Everyone should support carers to make their own choices.

Part 2 – Staying healthy



Carers deserve to be healthy and enjoy life in their community.

Everyone should support carers to have a rest when they need it.

Part 3 – Respect for carers



Carers work hard. They know a lot and they give a lot to the community.

Everyone should respect carers.

Part 4 – Talking together



Carers get services and support from businesses and government.

Everyone should talk to carers and the people they support before changing services for carers.

Part 5 - Aboriginal and Torres Strait Islander carers



Carers in Aboriginal and Torres Strait Islander communities need support that respects their culture and history.

Everyone working with these carers should think about the wellbeing of their whole community.

Part 6 – Young carers



Carers who are children or young people need extra support to help them manage their caring.

Everyone working with young carers should help them to be free to enjoy life, try new things and be successful.

Part 7 – Services that work for everyone



Carers should have access to many kinds of services to support them.

The services should be:



- helpful,



- affordable.



Carers from other cultures should get services that are right for them.



Carers in the country should get services too.

Recommendations about the Charter



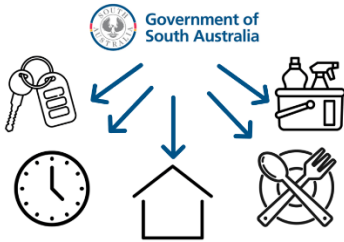
Richard Dennis made 24 recommendations about how to change the Act and the Charter to make them better.

These are some of the recommendations about the Charter.



You can read all the recommendations at <https://dhs.sa.gov.au/carers-act-review>

The Charter and the government



The government provides a lot of services to carers.



Only some government workers know about the Charter and how it talks about carers.



Richard Dennis said that it is important that all government workers know about the Charter.

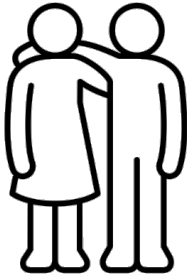


He recommended the Charter should change.

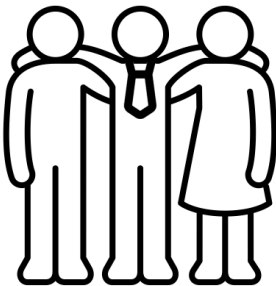
The Charter should say that all government agencies:



- tell their staff about the Charter,



- know how to support carers,



- support their staff who are carers.

Providing services on time and in a useful way



The Charter does not talk about how quickly carers can get help.



It does not talk about a service being right for the carer or **accessible**.

When something is accessible, everyone can use it.



Richard Dennis recommended the Charter should say that:

- carers should not have to wait too long to get a service,



- the service should be right for them,



- the service should be accessible.

Young carers



The Charter talks about children and young people who are carers.

Richard Dennis recommended the Charter should say more.

It should say that:



- children and young people need extra support and advice,



- children and young people have the right to fully take part in school and training.

Carers who come from other cultures



The Charter talks a little bit about Culturally and Linguistically Diverse people who come from other cultures.

Richard Dennis recommended the Charter should say more.

The Charter should say that:



- It is important for Culturally and Linguistically Diverse carers to feel part of their culture.



- Carers need support that respects their culture and history.

Carers who are older or living with disability



The Charter does not talk about carers who are:

- older,
- living with disability.

Richard Dennis recommended the Charter should talk about these carers and the supports they need.

Carers who are advocates



Sometimes the person a carer was helping moves into a **residential facility**.

A residential facility is a place where people live and get support from paid staff. For example, an aged care home.



People in residential facilities sometimes need an **advocate**. An advocate is someone who speaks up for you.

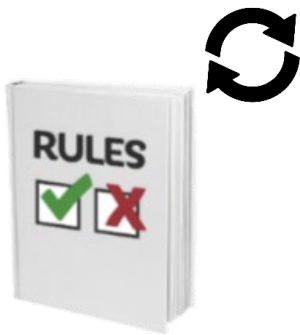
For example, a person may need help to make a complaint.



The Charter does not talk about this.



Richard Dennis recommended the Charter should talk about the ways we can support carers who are advocates for someone in a residential facility.



He recommended that other laws that talk about complaints are changed as well.

What happens next



The Government of Australia is writing a new law about carers.



We will wait to see what is in the new law.

It will help us to decide what we want to change in the Carers Recognition Act.



When it is finished, the Act will go to Parliament.

Members of Parliament will talk about the Act.

They will decide if the Act is changed.

Contact us



You can find out more about this report.

You can call us on 8429 7740



You can send us an email.

CarersActReview@sa.gov.au



You can send us a letter.

Inclusion Policy and Reform,

GPO Box 292,

Adelaide SA 5001



You can visit our website.

<https://dhs.sa.gov.au/carers-act-review>

Word List

Accessible



When something is accessible, everyone can use it.

Advocate



An advocate is someone who speaks up for you.

Carer



A carer regularly helps someone they know to do everyday tasks. A carer does not get paid.

Law



A law is a rule that everyone must follow.

Recommendation



A recommendation is an idea about how to make things better.

Residential facility



A residential facility is a place where people live and get support from paid staff.

For example, an aged care home.

Review



When we review something, we check to see what:

- works well,
- needs to be better.

Summary



A summary means it only includes the most important ideas.

Credits

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