



NSW CARERS STRATEGY 2014-2019 PROGRESS REPORT

FOCUS AREA 1: EMPLOYMENT AND EDUCATION



OCTOBER 2016

Focus area 1: Employment and education

Expected outcomes in the Strategy

Carers have choices and opportunities to participate in paid work

Young carers complete school and transition to further education and employment

Summary of progress

Carers have said that combining caring and paid work is one of their highest priorities, but that being out of the workforce made it hard for them to understand how the skills they developed as a carer could be valuable to an employer. Young carers have said finishing school is critical to them attaining higher education and/or employment opportunities.

There are five Strategy projects in this focus area:

- 1.1 Network of employers to champion carer friendly workplaces
- 1.2 Recognising carers' skills
- 1.3 Carers working in the NSW Government sector
- 1.4 Support for carers at school
- 1.5 Young carer mentoring.

Strong progress has been made in improving outcomes for carers in this focus area. All projects have commenced and together they will support carers to combine paid work and caring and support more young carers to remain at school.



Highlight project 1.2 Recognising carers' skills

Lead agency

NSW Community Services and Health Industry Training Advisory Body (NSW CSH ITAB) with the Department of Family and Community Services (FACS).

Identified need

It can be hard for carers to explain to potential employers how the time they spent caring (sometimes many years) translates into employable skills, especially in professions outside paid caring roles.

Project description

This project aimed to develop an interactive online resource to assist carers to understand how the skills, knowledge and experience they have acquired as carers can be translated into 'employable' skills.

Progress to date

A partnership was formed with the Commonwealth Department of Social Services to support employment projects for carers. The NSW Community Services and Health Industry Training Advisory Body worked in a co-design approach with carers, FACS, the Department of Social Services, Carers NSW and Disability & Aged Information Service Inc (DAISI) Ballina NSW.

Extensive consultation occurred with carers across NSW who helped develop the website's list of skills and test the website. Sixty carers attended five focus groups during May 2015 in Dubbo, Ballina, Kanwal, Sutherland and Wollongong.

SkillsLink2Work, an interactive online resource to match carer skills to employment, was jointly launched on 29 April 2016 by the Hon. John Ajaka MLC, NSW Minister for Disability Services and Minister for Ageing and the Hon. Jane Prentice MP, Commonwealth Assistant Minister for Disability Services.

Key achievements

- Developed the *SkillsLink2Work* website, a free resource available at www.skillslink2work.com.au and a Communications Toolkit to support the promotion of the website.
- A partnership with the Australian Government was formed, which resulted in the development of a new interactive website that helps carers to apply for paid work and training.



Next steps

- Ongoing monitoring of carers’ use of *SkillsLink2Work* will continue as well as contacting carers for feedback about their experience using the site.
- During development of the website, some carers advised that they needed help to develop a resume. The website has potential to be further developed to help carers with this and other aspects of looking for employment.

“A good confidence booster. I CAN do all that!”

“It is a tool that will empower their self esteem.”

Feedback from *SkillsLink2Work* user testers



SkillsLink2Work

A Carer’s toolkit
to match skills
to employment



START HERE



TOUR



MY SKILLS



MY REPORTS



MY SETTINGS



SkillsLink2Work



Australian Government



NSW
GOVERNMENT

SkillsLink2Work is funded by the NSW Department of Family and Community Services and the Commonwealth Government Department of Social Services.

SkillsLink2Work Case story: Meet Dolly, a proud Dungutti woman from the far north coast

As one of 16 children I'm from a big family where caring happens naturally in my immediate family and throughout my community.



I care for my grown up daughter who has a disability but I'm also naturally linked to my community. When I was working I had a supportive manager but I was having difficulty accessing services for my daughter so I thought about my options and decided to become her full time carer. I've now been a full time carer for several years. By being there for her she has built up some strength and confidence so it's the right time to start thinking about me to be employed again.

When I heard about *SkillsLink2Work* I saw it as a stepping stone to create a place for myself to get back into the workforce. The skills lists are easy to understand and help me think about everything I do as a carer. The website took me through in a positive way. There's no real age barrier in getting employment and *SkillsLink2Work* shows me I can achieve. I can get a job.

