



**Carers Advisory Council**  
Appointed by the Minister for Community Services

# **Carers Advisory Council**

## **Compliance Report 2020-21**

**Addendum 1:  
Clarification for noting -  
Mental Health Commission**

## Overview:

This addendum provides replacement text to better clarify the relationship between the Mental Health Commission (the Commission) and its funded Non-Government Organisations (NGOs) providing mental health services for the community in relation to their compliance with the *Carers Recognition Act 2004* as they interact with carers and care recipients.

The summary published in the previously tabled report may have been confusing in that the reported work done and work planned for the coming year was not clearly attributed as efforts undertaken by the de-identified NGOs funded by the Commission, it was not intended to imply the Commission had done the work itself.

The opening paragraph and the list of initiatives that was published attributed the efforts to the Commission. This addendum is to clarify that the listed initiatives were reported to the Commission by its funded NGOs as part of their online reporting on the initiatives they have implemented to support unpaid carers in 2020-21.

The same applies to the published references to future planned initiatives - which were initiatives funded NGOs indicated they will implement.

Finally, the statement referring to re-accreditation against the Quality Improvement Council (QIC) Health and Community Services Standards and the National Standards for Mental Health Services is an achievement of an NGO, not the Commission.

The role of the Commission in the reporting of Carers Recognition Act compliance evidence is to collate and de-identify the NGO responses regarding their carer initiatives and then submit that collated information to the Carers Advisory Council for the overall compliance reporting.

## Addendum 1

The following text replaces the Carers Advisory Council Compliance Report Summary for the Mental Health Commission's compliance evidence for the 2020-21 period, on pages 75 and 76 as tabled:

### **Mental Health Commission – voluntary submission of collated NGO service providers' compliance evidence**

The Council notes that the Commission has provided significant quantitative data demonstrating their contracted NGO service providers' compliance with the Act and engagement with Carers. This is a continuation of the high quality of their reporting from 2018-19. The Council would also like to acknowledge the improvements made by the Commission's contracted NGO service providers in inclusion of the Carers Charter and the role of carers in staff training and induction, as well as inclusion of carers in the strategic planning process. Both were identified by the Council in 2018-29 as suggested areas for future improvement.

The Council would like to highlight various initiatives undertaken by the Commission's contracted NGO service providers to engage with and demonstrate respect for carers through the following initiatives:

- The introduction of the Friend and Family peer support worker to provide post discharge support to carers, family, and friends.
- The provision of indirect support to carers from the Mental Health Program and relief of their caring role through providing activities and overnight respite to the people they care for.
- The Carers Charter is widely accessible online on individual NGO service provider websites, displayed in their reception and service rooms as well as explained to clients as part of the initial assessment and carer's intake package.
- Carers are frequently consulted and engaged in the process of policy submissions to government agencies as well as in the design of services. This is done directly and through evaluation forms and through including carers on various representative bodies including the NGO Service provider Boards of Directors and other strategic operational and program planning committees.
- Implementing the Co-Resident Carers Rent Policy in July 2020 which is focused on avoiding the financial burden on carers or tenants so they can maintain the co-resident arrangement. This policy recognises the financial burden that carers may experience.
- Maintaining a register of identified carers and including them in various activities.
- NGO service providers deliver appropriate staff training and provide information about the Carers Charter, and new staff induction training includes informing staff about their obligations under the Carers Act.

Further to this, the Council is encouraged by one NGO contracted service provider's future planned initiative to review and update programs for children aged under 18 years directly or indirectly impacted by torture and trauma. It is anticipated that engagement and involvement of carers in this process will be strengthened across 2021 and 2022.

It is understood that other contracted NGO service providers intend to explore the introduction of Carers Reference Groups.

Finally, the Council would like to extend their congratulations to the unnamed contracted NGO service provider who reported they were re-accredited against the Quality Improvement Council (QIC) Health and Community Services Standards and National Standards for Mental Health Services.

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