

## Carers Advisory Council Meeting – 25 October 2021

The NSW Carers Advisory Council held its third meeting for 2021 via videoconference on Monday 25 October 2021.

The Council acknowledged the publication of the Carers Missing Out report on their website and discussed options to distribute the report and advocate for change as a result of its findings. Further work on communicating the report within government and the non-government sector will continue as a priority of the Council.

The Council received updates from Carers NSW and the Department of Communities and Justice on the activities conducted through National Carers Week and recognised the success of the Carers NSW conference “The Secret Life of Carers” with attendance by nearly 600 people. A highlight of the week was the launch of the Carers Knowledge Exchange on 13 October 2021. Another successful component of the week was a social media campaign that focused at the culturally and linguistically diverse (CALD) community.

The Council received an informative presentation from Service NSW regarding how Service NSW has developed since 2013 to improve access to NSW government services. A number of services that may help carers were noted, including:

- Mobile Service Centres are back on the road – available for 46 weeks a year. Visit each location every 7 weeks.
- Kiosks in Libraries allow people to access a range of transactions.
- Service Centres concierge service
- Cost of Living service – can help carers and care recipients find a range of rebates or concessions. Available by phone, online or an appointment.
- Carers Landing Page on Service NSW website – links to relevant services, programs, key contacts, concessions.

The next Council meeting will be held on 6 December 2021.

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