

A background image showing several spotlights on a stage, with beams of light illuminating the center. The colors of the light are a mix of blue, purple, and yellow.

Caring Youth Spotlight

AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS

A YOUNG CARER MODEL DESIGN & PILOT PROGRAM

NOV 2017

Resource Title:	<p>Caring Youth Spotlight Model Design – Pilot - Resources</p> <p>This project was supported by a community grant, provided by the Government of South Australia – Department of Communities and Social Inclusion</p>
Date:	Nov 2017
Author:	<p>Marianne Lewis Senior Policy, Projects and Carer Engagement Officer</p>
For Information Contact:	<p>David Militz Chief Executive Officer Carers SA Tel: (08) 8291 5600 Email: david.militz@carers-sa.asn.au Fax: (08) 8271 6388 Web: www.carers-sa.asn.au 66 Greenhill Road, WAYVILLE, SA, 5034 PO Box 410, Unley SA 506</p> <p>© Carers Association of South Australia Inc. (Carers SA) 2017</p>

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Executive Summary

Carers SA was interested in researching the **extent of impact** that a caring role has on young carers.

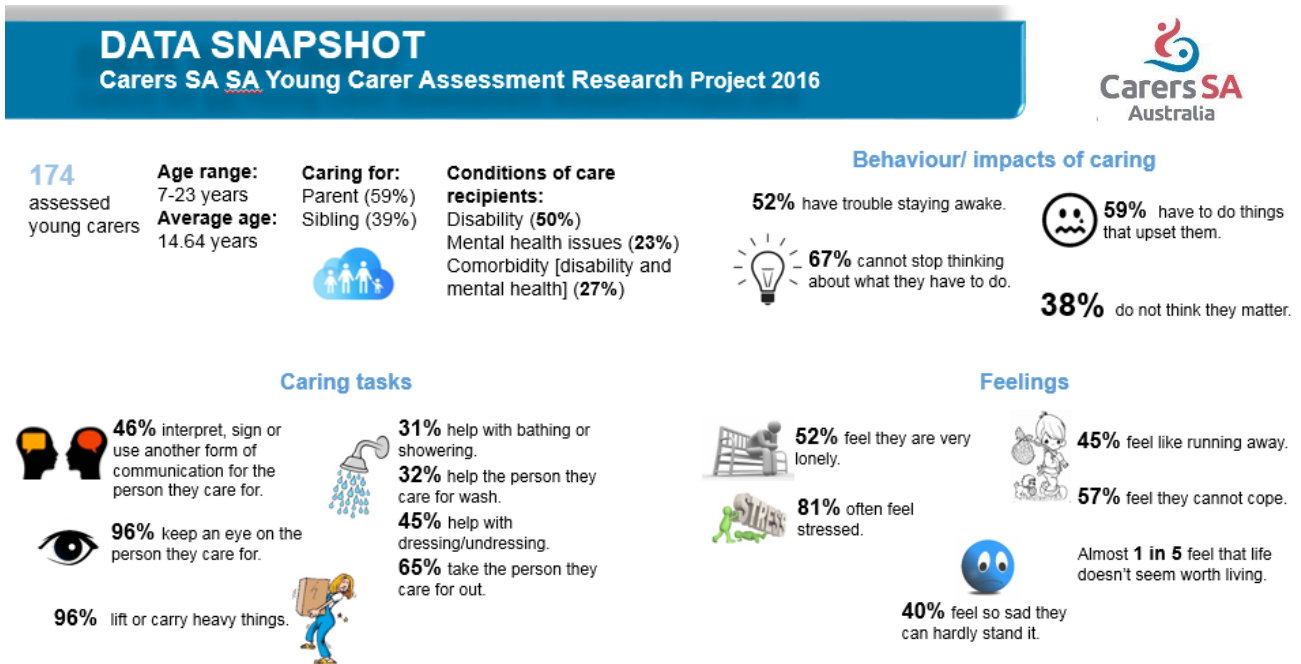
In 2016 [Carers SA](#) initiated a Young Carers Assessment Research Project and evaluated individual, age appropriate young carer assessments that investigated caring tasks, roles and the impact of caring on young carers based on Joseph, S., Becker, F. and Becker, S. (2009) 'Manual for Measures of Caring Activities and Outcomes for Children and Young People'. Young carers from across metropolitan Adelaide and regional areas in South Australia participated in these assessments.

Carers SA evaluated **174** individual, young carer assessments - predominantly from young carers aged between **7 and 23 years**, who accessed our carer support programs as a first time participant.

Based on the Joseph and Becker *Young Carer Assessment Tool – Manual for Measures of Caring Activities and Outcomes for Children and Young People*, the assessments collected data around:

- caring tasks,
- roles and
- the impact of caring on young carers

The summary results of the research gave a valuable and at times confronting insight into the life experience of young carers in South Australia.



The results prompted Carers SA to investigate options for improvements to service strategies. The South Australian Department for Communities and Social Inclusion provided 12 months of supporting funding (\$48,340.00) to October 2017 for the development and testing of a results based Young Carer Service Model.

In order to provide effective support for young carers Carer SA has developed an adaptable and flexible model based on sustainable outcome oriented intervention principles, with the young carer's individual circumstances and stages of development in mind' and. The "Caring Youth Spotlight" program, piloting this model rolled out for young carers in three metropolitan (Western Metro

Region) and country regions (Riverland Murray Mallee and Mount Gambier Regions) of South Australia in early 2017.

The rationale and model design, the developed pilot resources and outcomes of this pilot were published in an one hour presentation at the 7th International Carers Conference, Adelaide, 4-6th October 2017. The Presentation slides are available from the [Conference website](#).

An abridged version of this report will be made available as a sector resource via open access on Carers SA's website.

Pilot Outcomes

Results data

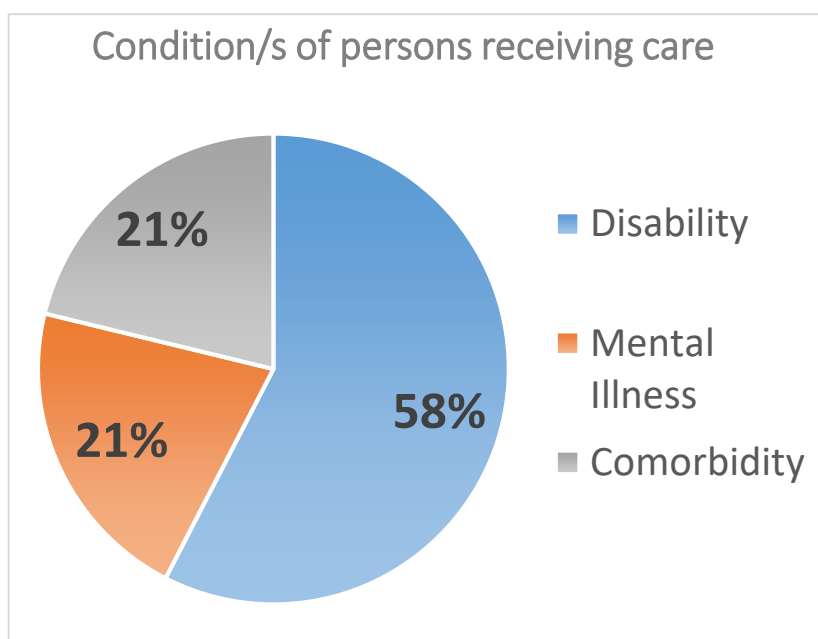
Participants:

Total number of participants: 44 young carers

- Western metropolitan Adelaide - 17
- Riverland Murray Mallee - 18
- Mount Gambier Region - 9
- Age range (Oct 2017): 9-20 main cohort: 10-16
- Average age: 14.29 years

Caring Role:

- 26% of YC caring for more than one person
- 43% of YC had very high (18+hr/week), or high amount (14+hrs/week) of caring activity
- About 30% YC provided 20+ hours of care related activities per week
- 58% of people receiving care from young carers were persons with disability, 21% had a mental illness and 21% presented with comorbidity (multiple conditions).



What worked well

- Focus programs on early intervention rather than only on crisis interventions eligibility.
- PERMA based Wellbeing and Resilience training for young carers was certainly of key importance.
- The program changed lives for the better.
- Commitment from staff to better the lives of young carers was solid.

What we learned

- Initial recruitment, sign up and assessment phases took a lot longer than anticipated.
- Although assessments were quite comprehensive, disclosure of some key issues occurred mainly some time 'down the track' once trust and rapport was build with the young carer and the family.
- With hindsight it would have been better run the pilot over 18 months rather than 12 months. This would have given opportunity to split the developmental, resourcing and staff training component from the actual delivery component and would have reduced time and staff resource pressures.

What we recommend for the future

General:

- Maintain brief intervention strategy 3-6 months.
- Allow coming in and out around transition points rather than ongoing 'in the program'
- Build in post program re-contact option.
- There are no simple one fits all solutions for human beings. – prepare for ongoing disclosures.
- Staff training and support specifically to manage brief intervention strategies and effective resourcing for young carers – especially in resource poor funding environments.
- Engagement of schools, education providers and employers as well as close collaboration between service and community networks are vital young carers.

Service access and inclusion advocacy:

- Remote and regional young carers face specific disadvantages in accessing necessary support and access to needs based interventions within necessary timeframes.
- As a community we need to lobby for and address gaps in (available) services that address basic needs for YC and for disadvantaged families.
- As young carer service provider(s), we must inform funders of a strong need for flexible funding options that allow for innovation to address individual needs.

Model Design

A consolidated Carers SA Young Carer Services Model was designed to include a cyclical Assessment / Planning / Implementation and Re-Assessment approach that operates strategically along the individual young carer's child development and carer life timeline.

Resource and information consistency and staff training assured a common approach and service principle for young carer services for the pilot, whilst assuring an opportunity to embed innovation and referral network that are uniquely tailored to the individual young carer's needs within the context of his/her circumstances.

A holistic approach accepts that the young carer is embedded within a much broader environment and his/her caring role places a young carer within quite unique relationship dynamics and stressors. Subsequently, service principles require cognisance of these special dynamics involved in the young carer's interactions within his/her broader environment.



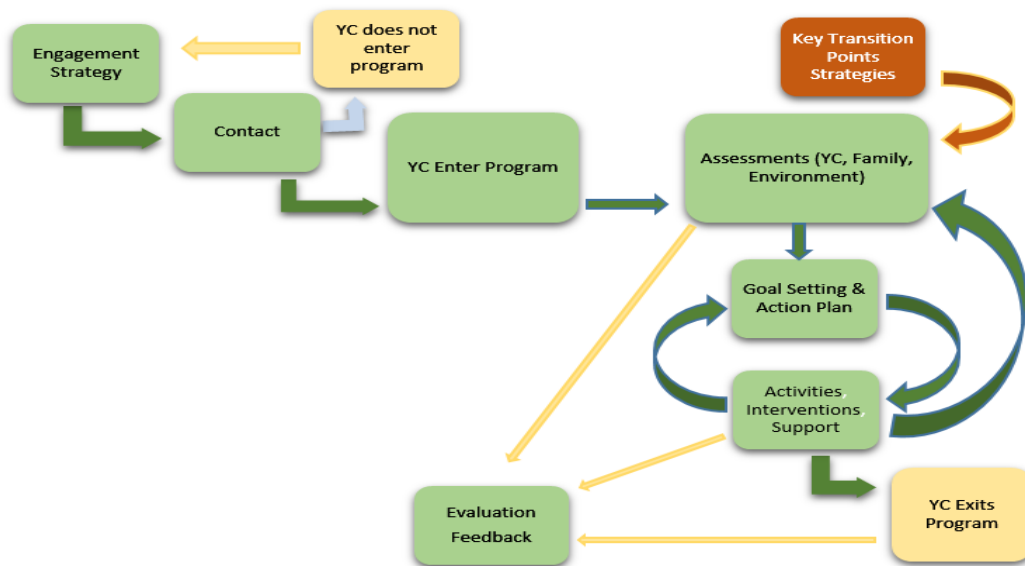
The Young Carer Service Model

The designed model involved engaging strong network across available local community and health service providers, education providers and others. It involves strategically planned and timed assessment, strategic goal setting, interventions and activities, followed by a re-assessment and outcome and service evaluations.

The 7 Step Young Carer Services Model:

1. Contact
2. Initial Assessment(s)
3. Goal Setting and Action Plan (Pilot: along a 4-6 months intensive support period)
Incorporating Transition Point strategies, for example:
 - a. From one key developmental age group to another (ie: primary school age to high school transition, school to tertiary education / work)
 - b. From young carer support to adult carer supports.
 - c. Carer role exit strategies and supports
4. Implementation and monitoring of Action Plan outcomes (incl Action Plan updates)
 - a. Monitor progress of Action/Goal Plan(s)
 - b. Update Action Plan where required
 - c. Implementations as per plan (including external referral to best suited services)
 - d. Repeat Step 5 as required.
 - e. Acknowledge / celebrate young carer's key achievements
5. Formal Re-Assessment (in our case towards the end of the pilot)
6. Customer feedback survey (Young carers in the Caring Youth Spotlight pilot program)
7. Overall program evaluation.

This **Model Flow Chart** provides a visual representation of the Caring Youth Spotlight pilot process:



Participants:

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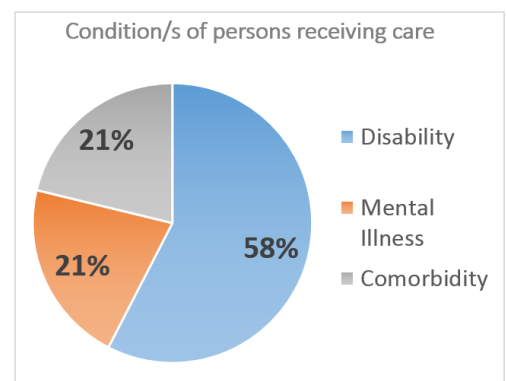
Total number of participating young carers 44:

- Western metropolitan Adelaide - 17
- Riverland Murray Mallee - 18
- Mount Gambier Region - 9
- Age range (Oct 2017): 9-20 main cohort: 10-16
- Average age: 14.29 years

One young carer moved interstate about half way through his active participation period; and 43 young carers provided written customer outcome and service satisfaction feedback.

Caring Role:

- 26% of YC caring for more than one person
- 43% of YC had very high (18+hr/week), or high amount (14+hrs/week) of caring activity
- 58% of people receiving care from young carers were persons with disability,
 - 21% had a mental illness and
 - 21% presented with multiple conditions.
- About 30% YC provided 20+ hours of care related activities per week. **Outcome:** this number reduced by 9% based on post pilot assessments.



Process and Resources

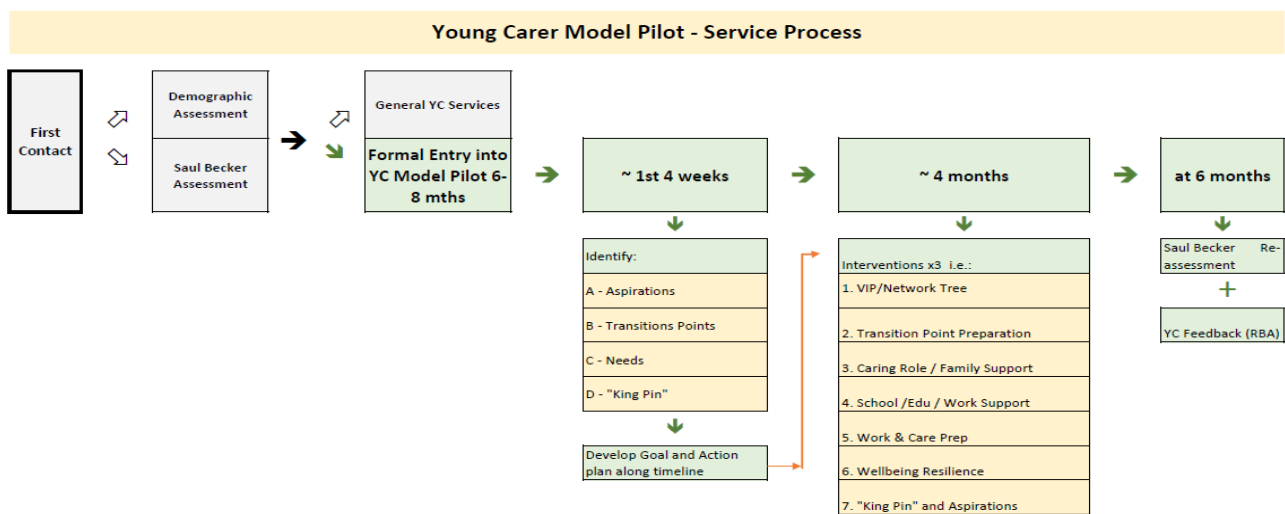
Process

Process timeline

During the model development phase of the project, young carer workers were recruited to participate in the project and were inducted into the pilot requirements and the models service process.

Recruitment and intake of young carers into the program commenced in February/March 2016. It was anticipated that young carers would engage intensively in the activities of the program for a period of 4-6 month following their initial assessment.

The flow chart below provides a visual representation or the service process:



Intake

For the purpose of the pilot, young carers could self-refer to the program and were also actively recruited via published flyers and information made available via established young carer referral pathways and youth services networks.

Young carers who contact Carers SA are undergoing a general carers demographic assessment (used for all carers) followed by a relevant Saul Becker Assessment. During the duration of the pilot, the outcomes of the Saul Becker assessment supports the decision which service would be the most appropriate for the young carers' circumstances and needs. A young carer would either commence in the general Carers SA young carer services or would be informed about the pilot and where suitable and with parental permissions, were appropriate, would gain entry into the Caring Young Spotlight pilot program.

The program's design includes tight contact intervals and timelines, allowing for brief intervention strategies and an intensive activity regime to make change and support happen.

Identifying issues, needs, strength and aspirations

With the outcome of the Saul Becker assessments available the young carer worker would meet with the young carer as soon as possible, but within a prescribed 4 week maximum period to discuss

- identified needs from the assessment,
- aspirations / life goals

- potential transition points arising while participating in the pilot,
- extraneous items of importance for the young carer which could serve as key motivators – what was termed as ‘King Pins’.

Young Carer’s Goal/Action Plan(s)

From the above discussions, the young carer and the young carer worker would develop a Goal or Action Plan which contains actions, timeframes and who would be responsible for the follow through.

Larger goals are broken down into step by step actions and completion of these actions are noted. This plan is designed to become the ongoing working document for the young carer worker and the young carer as it provides a record of achievements, changes, and strategies – which puts the young carer ‘into the driver seat’.

The key element of the Goal/Action Plans is to provide the young carer with ample opportunity:

- to learn how to set a goal and
- identify sub goals
- how to determine sub steps
- how to identify when help is needed and
- opportunity to celebrate achievement along the way
- develop the young carer’s sense of self-efficacy and agency.

The Goal/Action plan are reviewed, adjusted or updated as often as possible – at least at each face to face meeting, depending on the needs and levels of achievements for the young carer’s goals.

Demonstrating Progress – Contacts and Casenoting

Young carer worker also maintained regular face to face contact, follow up phone calls and/or email contact as well as detailed casenotes (linked to the goal/action plan). Contacts were registered in the Carers SA CRM system “Maisie”.

Interventions – Activities

Interventions, support and other activities were based on:

- Identified issues from the Saul Becker assessments as well as on
- additional and case noted disclosures by the young carers and/or their family and
- their discussions with, or observations made by the young carer worker (Social work practice).

Activities and Interventions were designed either as a one on one interventions, referrals and associated follow ups to external services (which included the monitoring of outcomes), or group activities.

Generally young carers attended a mix of one on one support and group activities.

All activities / interventions and their step by step plan items were part of the goal and action plans.

Young carers who participated in the program experienced several activities and benefitted from a number of support interventions – depending on their individual circumstances and identified needs.

Evaluation

Evaluation strategies included:

- Pre and Post Assessments (Saul Becker)
- Participant feedback based on Results Based Accountability practice.
- Testimonials
- Outcome evaluation from external intervention providers (ie: SAHMRI)
- Feedback from young carer workers, including feedback on quality and outcome of externally provided interventions for young carers.
- Online report to funder (DCSI – Department of Communities and Social Inclusion)
- Continuous Improvement Report – future strategies and learnings

For the purpose of this pilot's outcome data collection, young carers were required to participate for a minimum period of 3 months in the pilot and attend/participate in at least 3 activities or interventions linked to their assessed needs and who have participated in the pre and post assessments and participant feedback evaluation.

Resources

Staff across the three operational regions of the pilot had direct access to the centrally produced resources. In addition to the general governance and operational service practices and procedures developed for specialist services to disadvantaged populations which were used, some resources required specific design for the purpose of this model and the pilot.

Young carer workers were trained in the use of the Joseph & Becker¹ Assessments, the use of the monitoring spreadsheets and the Navigator. Casenoting and a privacy secure electronic Customer Relationship Management (CRM) system input is operational standard to service delivery staff across Carers SA.

A young carer worker who took on the role as the pilot coordinator received additional model and pilot specific training, who in turn trained and supported and supervised other workers / staff members associated with the pilot.

Additional supervision, support and debriefing opportunities were provided by line managers across sites.

Resources developed for this pilot included:

General resources:

- A document outlining the rationale for the pilot
- Training materials detailing the use and interpretation of the Saul Becker monitoring/assessment tool.

¹ Joseph, S., Becker, F. and Becker, S. (2009) Manual for Measures of Caring Activities and Outcomes for Children and Young People. London: The Princess Royal Trust for Carers.

- Pilot participation timeline monitoring spreadsheet which automatically calculated due-dates and was designed to accommodate individual participants case notes and e-files via hyperlink for quick and efficient access
- Marketing materials
- A specific [Goal / Action Plan Template](#)
- Participation [Certificate Template](#)

Young carer workers had access to pre-existing resources for young carers from across other young carer and carer and mental health programs and services.

Key Transition Point Resource

In addition to their caring role, young carers face all the issues that other children and young adults are going through as part of their growing up. They are developing skills and are maturing socially as well as physically from children to independent adults with all the trials and tribulations associated along the way. Often when young carers are taking on a caring role for a parent or guardian this will further complicate relationships and expectations requiring additional supports throughout the stages of childhood and adolescent development.

The issue of matching young carers' developmental stages and associated needs and competencies with care related and other expectations is vital. They are performing, or are expected to perform, tasks beyond the capacity and/or skills that can be expected of other children or youth at a similar stage of development. Taking on an extensive caring role and its associated responsibilities may influence the natural 'growing up' and progression towards the young carer's individual life goals and aspirations.

We have examined and considered aspects of childhood development research and produced a timeline which demonstrates key transition points for children and youth. Our suggestions for pre transition event intervention are based on the theoretical research, lived experience, knowledge and feedback from young carers and Young Carer Workers.



Carers SA produced a resource paper which focusses in particular on the special needs and transition points for young carers as they grow up. Content is informed by theories and recommendations based on the work of the following early childhood development experts:

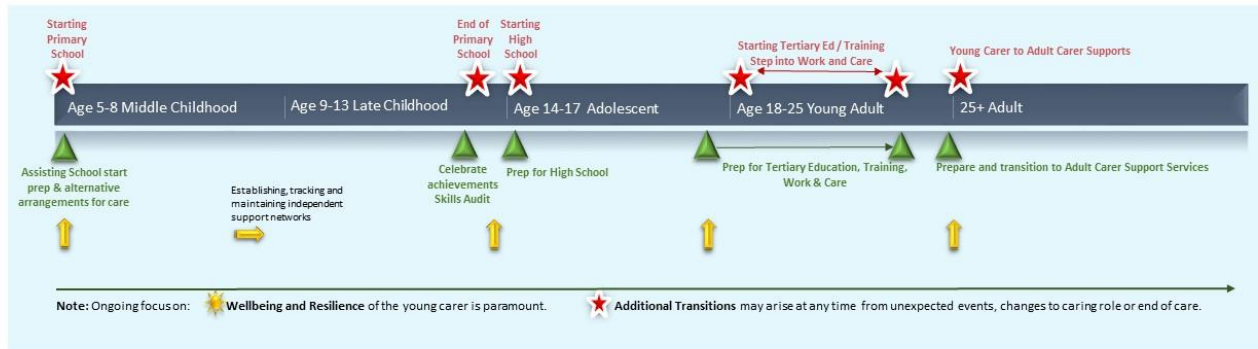
- Eric Erikson - Theory of Psycho-Social Development
- Jean Piaget – Stages of Cognitive Development
- Abraham Maslow - Educational implications

Taking the experiences and the feedback from young carers, Young Carer Workers and others with subject matter knowledge into account, we added potential early support intervention periods for young carers to this timeline. This paper contains discussions of Childhood Development Key Transitions Events for young carers and considerations for the timing of brief interventions and supports along a childhood and early adult timeline

This resource was a key resources for this pilot has been made available to forum participants, carer sector organisations, to youth services networks, schools, governments participants at the 7th International Carers Conference (Oct 2017), and is available as a free e-resource document on request via Carers SA.

The following timeline gives an overview of the key transition points which provide strategic early intervention prompts for young carer workers:

Childhood Development - Key Transition Events Supporting Young Carers



Young Carer Assessments

Carers SA opted to use the Joseph & Becker² Assessments based on their Manual of Assessing Caring Activities – especially as these assessments have a focus on young carers. It is a manual that is intended to provide young carer workers with relevant and accessible instruments for the assessment of caring activities and caring outcomes. It assesses the extent and nature of caring and its impact on the emotional and social well-being of a young person. The instruments listed in the manual (available online) have flexible applications, as they can be used as a one-off assessment, or as pre- and post-intervention measures to assess change and the impact of support. Carers SA has provided two versions of the assessments for young carers under 15 and for young carers over 15 years of age for the purpose of this pilot.

Young carer worker had received training in the use of these assessments as pre- and post pilot measures, as well as in their interpretation of outcomes. Written guidelines on how to use and interpret the assessments were also available post-training.

Excerpts from the extensive Joseph & Becker Assessments which were adapted for this pilot for participants under and over 15 years of age are shown below:

² Joseph, S., Becker, F. and Becker, S. (2009) Manual for Measures of Caring Activities and Outcomes for Children and Young People. London: The Princess Royal Trust for Carers.

Design – under 15

Carers SA Young Carer: Monitoring tool

		Never	Sometimes	A lot of the time
1	I feel I am doing something good	☆	☆	☆
2	I feel that I am helping	☆	☆	☆
3	I feel closer to my family	☆	☆	☆
4	I feel good about myself	☆	☆	☆
5	I have to do things that make me upset	☆	☆	☆
6	I often feel stressed	☆	☆	☆
7	I feel that I am learning useful things	☆	☆	☆

Design – over 15

How caring affects me				
Please tick <input checked="" type="checkbox"/> how you feel about your caring role :				
	Never	Sometimes	A lot of the time	
1	I feel I am doing something good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	I feel that I am helping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	I feel closer to my family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I feel good about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	I have to do things that make me upset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	I often feel stressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	I feel that I am learning useful things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Navigator

For the purpose of this pilot, Carers SA produced a one-stop resource for young carer workers to access all information, forms, processes and governance documentation. This resources was designed along the previously mentioned timeline for the pilot, so the young carer workers in metropolitan as well as country and regional areas could access up to date information and all pilot resources via one, centrally supported electronic pilot point entry document – the Navigator. This document listed all process, resources and general documents that a staff member will require for their work and administrative requirements of the pilot and provided instant access via hyperlinks.

This Navigator has proven to be a valuable, convenient and a time saving tool for staff and supervisors. Navigators are now being adapted for use in other Carers SA programs and services.

An in-principle version of the Navigator is shown below as an example:

Program Resource Navigator														
one-stop-shop resource for staff														
Young Carer Pilot - "Caring Youth Spotlight"														
Governance	Engagement Strategy	Initial Actions / Assessments to be completed within 4 weeks of contact					Activities Interventions Support		Key Transition Point Strategy Resources	Re-Assessments				Other
Policies and Procedures	Engagement Strategy	Initial Action check list	YC Assessments	Family	Others / Community	Support Actions Goals	Events	Support Network		YC Assessments	Family	Others / Community	update Actions Goals	Evaluation
Young Carer Program Model	Procedure	Send YC info Pack	YC Assessments under 15	Resources	Resources	Resources	Planning tools	Schools	Becoming a carer	YC Assessments under 15	Resources	Resources	Resources	Service Feedback Form
Child Safe Environment Policy	Internal Data Base link	Schedule apptmt for assessment	YC Assessments 15+	Forms	Forms	Forms	Risk Mgmt	Medical	Child Development Stages Info & Resource	YC Assessments 15+	Forms	Forms	Forms	Annual Summary report Saul Becker
Young Carer - Applicable Policies		file management	Guidelines	Guidelines	Guidelines	Guidelines	Guidelines	Other	Primary to High School	Guidelines	Guidelines	Guidelines	Guidelines	Goal outcome achieved report
Young Carer - Applicable Policies			Home visits				Permissions	Services Available	High school to Tertiary Ed	Home visits				Trends and Issues Register
Minutes of Meetings		Spreadsheet	Spreadsheet				Forms	Minutes of Meetings	Transition to work or employment	Spreadsheet				Event evaluation
Forms Central folder			Analysis of Saul Becker Assessment						Moving out	Analysis of Saul Becker Assessment				
Operations manual			Guide to the analysis tool						YC to Adult Carer transition	Guide to the analysis tool				
			Interpreting monitoring tool scores						Exiting Caring role	Interpreting monitoring tool scores				



Examples of Activities

Contact Regime

Generally, young carers actively participated in assessments, goal setting, planning, activities and support strategies in the CYS Pilot for about 5-7 months – depending on individual needs and circumstances.

During their time of participation in the pilot program, a young carer would have an ongoing close face to face, telephone and e-contact with the young carer worker (Carers SA staff) based on goal/action plans, identified support needs and agreed schedules.

My VIP Tree

Importance of a visual overview of existing and developing support networks:

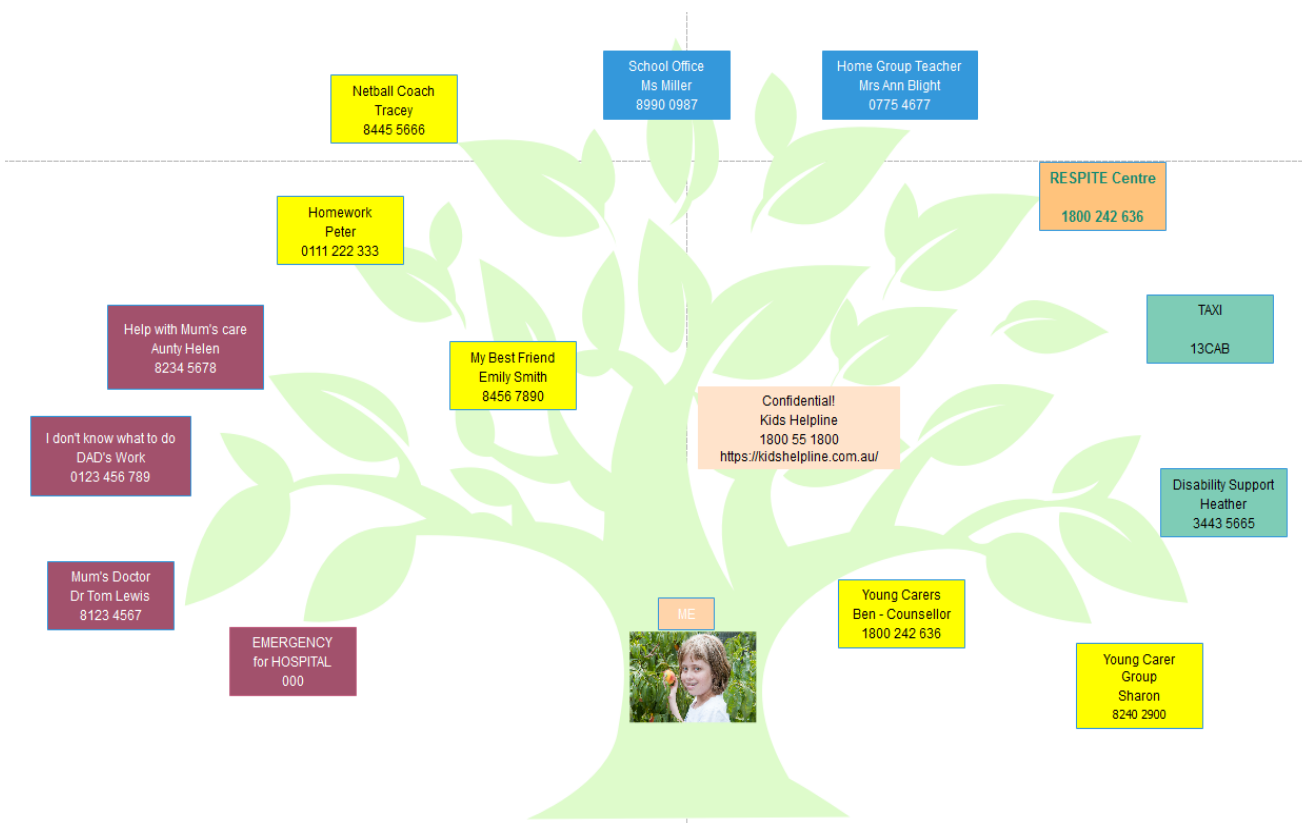
Setting up a pictorial representation of supports and trusted helpers to contact could be designed for and with the child in Middle to Late Primary Years. Such charts have proven a valuable resource and a re-assuring strategy for the young child which demonstrate at one glance that the young carer is not alone - especially during periods of change and negotiating complex environments.

This is particularly important for children moving into secondary school where peer groups and/or school locations and existing support networks may change.

Although some young children may already have access to digital devices with electronic contact and address book functions. Having this visual representation right in front of you of who can be called upon when needed or required is much more powerful than potential access or search options in a dark vault of an electronic data base.

Visual representations can purvey a sense of community and demonstrate a support network. It can however also highlight any gaps in supports to cover particular needs or wants – which can then be addressed / sourced and added to the visual representation.

Example of a Young Carer Contacts Resource produced³ in the shape of a tree:



Wellbeing and Resilience Training

Young Carer Wellbeing and Resilience Training

- SAHMRI designed for young carers
- Based on Positive Psychology - PERMA model (Prof. Martin Seligman^{**})
- ~ 80% of young carers reported positive, sustainable outcomes from this intervention.



^{*)} PERMA – Positive emotion, Engagement, +ive Relationships, Meaning, Achievement,
^{**)} see Bibliography

Carers SA decided that because of high stress scores, one of our major interventions should be a formal and research based YC Wellbeing and Resilience Training.

We contracted the South Australian Health and Medical Research Institute SAHMRI - to design a specific PERMA based Wellbeing and Resilience Training for those young carers in our group and deliver a workshop by SAHMRI staff with Carers SA young carer workers present to support the activities.

³ Produced using: <https://www.edrawsoft.com/download-edrawmax.php>

PERMA is based on Professor Seligman's theoretical model of positive psychology – see bibliography.

SAHMRI provided an assessment of feedback of that training which showed that **80%** of young carers who attended responded positively to skills learned for their personal life, as a carer, and that young carers could recommend this training to other carers.

Research based Wellbeing and Resilience training for Young Carers can have an exceptionally positive impact on their life. It would be fantastic if all young people would have a chance to attend such training as part of their school curriculum.

Some schools have embedded wellbeing and resilience strategies – which also helps with supporting the large number of young carers who are 'hidden carers' and do not have access to young carer programs.

Developing Self-Advocacy and Citizenship

Citizenship – Inclusion - Self Advocacy

- Young Carers' breakfast with the Premier of South Australia: Jay Weatherill
- Meeting with the recently appointed South Australian Commissioner for Children and Young People - Helen Connolly
- Opportunities for young carers to have their voices heard by politicians – State Election March 2018
- Young Carers' sense of self-efficacy and agency

Breakfast with the Premier of South Australia - Jay Weatherill



The apparent lack of self-worth and the need for better inclusion of young carers and their voices within the community was of concern. We wanted to provide an intervention to instil in young carers the knowledge that they have a right and the capacity for self-advocacy. Therefore we made arrangements and supported young carers to engage with the Premier of South Australia: Jay Weatherill who voiced a strong interest in what young carers had to share with him.

As we also have a state election early next year, we also asked young carers whether they wanted to let politicians know what they wanted them to do for young carers.

We designed opportunities for young carers to participate in this strategy and we are currently continuing to collect the input from young carers. Carers SA will make that input available to candidates and Members of Parliament early next year.

Meeting with the South Australian Commissioner for Children and Young People - Helen Connolly

Young carers often mention 'in conversation' that their voices don't count. The apparent lack of self-worth and the need for better inclusion of young carers and their voices within the community was of concern. We wanted to provide an intervention to instil in young carers the knowledge that they have a right and the capacity for self-advocacy.

Therefore we made arrangements and supported young carers to meet with the Commissioner for Children and Young People here in South Australia on two occasions to have their voices heard.

The experience had a profound effect on the young carers and motivated one young carer to engage in further advocacy for young carers in SA.



Life Skills Development

“Master Chefs” in the making



In one regional area (Mount Gambier), a lack of core life skills was identified as putting financial and health pressures on some caring families.

Ian Perry, who is actually a chef with International identity and is working for one of our regional TAFE SA sites (TAFE is our official Training and Further Education provider and also runs cookery training).

Ian has delivered a training for young carers to learn core cooking and nutritional skills and a set of basic, nutritious and also cost effective recipes. I heard that the pumpkin soup that the students cooked was particularly good.

Due to Ian’s celebrity status, this course was particularly special for the young students. It promoted cheaper and nutritious home cooking rather than take away meals for families.

One young carer is now working towards entering professional cookery training next year.

Examples: Individual Achievements of Young Carers

Individual Action Plan Outcomes for Young Carer

Young carers achieved while accommodating their caring role:

- ... young carer received strategic support to address unsustainable caring work loads for young carers
- ... liaison with schools and education providers to support special needs to balance education and caring
- ... support the developing of action plans (including exploring aspirations)
- ... in a regional town YC developed employment skills and achieved a work experience placement.
- ... gained places and successfully completed vocational training while continuing their caring role.



Young carers worked on plans of action with their young carer workers to tackle caring work loads, support at schools, enter education, employment skills and work opportunities.

These activities and successes motivated the young carers to explore, pursue and achieve the goals they have set for themselves.

One of the YC from Berri had his prized work experience extended (see [case study](#)).

At times, a simple but powerful self-motivating statement the young carer in one of the picture above made on her aspirational vision board: 'I think you should just go for it!' is a realisation which is usually the first step to much greater things.

Jordan, another young carers from the metropolitan area had gained employment after achieving his certificate.

Wherever possible, young carer workers assisted young carers to access additional financial support.

For example several young carers in the program have entered applications for educational support funding via the Young Carer Bursary program (up to \$3000).

The Young Carer Bursary Program is funded by the Australian Government Department of Social Services and facilitated by Carers Australia.

Jordan is a 20 year old young carer, who helps to look after two younger brothers who have Autism.

Some of the tasks Jordan does at home to care for his brothers is supervising, preparing meals and helping with daily tasks like changing clothes and nappies.

It was Jordan's mother, who recommended Carers SA's Caring Youth Program to Jordan.

One of the assessed 'king pins' issues (key difficulty / key item of concern) for Jordan was that he found it impossible to find a career.

Carers SA sourced an opportunity for Jordan to apply for a fully funded training course and Jordan achieves a Certificate II in Civil Construction. Jordan said: *'I signed up to and loved every minute of it'*.

Jordan continued his success and has now gained a job in the Civil Construction industry and *'enjoys every day of it'*.

Participant Feedback

My name is Jordan Fitzgerald, I am 20 years old and I'm a young carer, I help assist my family to look after my two younger brothers who have autism, Some of the tasks I do at home to help care for my brothers is supervising preparing meals, helping with daily tasks eg: changing clothes, nappies. I would like to thank Carers SA for these opportunities and I would love to see Carers SA grow as a community.

(Aug 2017)

Formal participant feedback based on Results Based Accountability measures told us:

- 86% of young carers were more connected to each other and their community
- 86% of participants reported experiencing positive change with 49% reporting significant positive change
- 84% found participating in the pilot has been useful on a personal level
- 84% agreed, or strongly agreed that they would tell other young carers to join the Caring Youth Spotlight program
- 83.72% satisfaction with the program reported by participant
- 83% felt more supported as a young carer because of the program
- 81% reported that taking part in the program helped them feel better about themselves
- 81% improvement of wellbeing and resilience
- 81% feel better able to deal with the daily needs of their caring role



Here are some of the additional responses participants gave when asked what they would tell other young carers about the program:

- *It's very amazing and run by amazing people. We get to do things we normally wouldn't do.*
- *Real, fun, lots of nice people. Good in general*
- *Its a great experience, lots of fun, helpful and great people*

- *really great program to make new friends and to understand your caring role*
- *how great cooking with Ian Perry was*
- *that it is actually really helpful and it does stuff that is good for you, it's fun and you get to learn*
- *it is a great way to understand what you do as a young carer does not go unnoticed and unappreciated You are not alone*
- *Being a young carer is challenging and sometimes it involves making sacrifices but this program has supported me and made life easy for me as a young carer.*
- *Averagely enjoyable*
- *Yes it's a great program because we have Sharon!*
- *to do it because it's a good program to do as it can be helpful in many ways*
- *That it helps you understand what some of the emotions that you feel are and how to deal with them as well as let you know you are not alone.*
- *I would tell them it is some time away*
- *That it's a good experience*
- *it's a fantastic way to get support and meet new people.*
- *I will tell them about the program I was getting help from. They helped me a lot for everything but in some things if they can't help you they will find the way for you to get help.*

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Appendix 1 – SA Resources for Young Carers

Specialist support for young carers, including information, referral, counselling, young carer groups and retreats, are provided by local carer support organisations. For contact details of your local provider please refer to the table on page 12. Alternatively, call **Carers SA's Carer Advisory and Counselling Service on 1800 242 636** and our staff will help you find services in your area.

Respite for young carers

Respite for carers is available through Commonwealth Respite and Carelink Centres. So if you are a young carer looking for respite, call **Carers SA's Carer Advisory and Counselling Service on 1800 242 636**. Our staff can help you find out what is available for you in your area.

Useful phone numbers

Carer Advisory and Counselling Service: 1800 242 636 Information and advice to carers and their families about carer supports and services in their local area.

National Carer Gateway: 1800 422 737 Information and referrals for carers nationally.

Kids' Helpline: 1800 551 800 Confidential counselling for young people up to age 25, available 24/7. An online chat option is available from 8am to 12am (midnight) 7 days a week:
<https://kidshelpline.com.au/kids/get-help/webchat-counselling>

Lifeline: 13 11 14 Confidential assistance for people struggling with a personal crisis or suicidal thoughts, available 24/7. An online chat option is available from 7pm to 4am 7 nights a week:
<https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat>

Beyondblue: 1300 224 636 Information and support for people suffering from depression, available 24/7. An online chat option is available 3pm to 12am (midnight) 7 days a week.

Healthdirect: 1800 022 222 A 24/7 telephone health advice line staffed by nurses to provide expert health advice and information.

Emergency services: 000 For police, fire and ambulance services.

Useful websites

Carers Australia young carers website: www.youngcarers.net.au Information and support for young carers. Includes a comprehensive resources and links section.

Carers NSW Young Carers website – Links section: www.youngcarersnsw.org.au/helpful-info
Lots of useful information for young carers, including phone numbers, links to other websites, apps, videos, brochures and articles. Some of the information is NSW specific, however, the majority isn't. The Carers NSW website also has an excellent resource section on the NDIS.

Carers SA website: <http://carers-sa.asn.au> Information about supports available in SA. Includes a section for young carers.

Children of Parents with a Mental Illness (COPMI) website: www.copmi.net.au Information and videos for children and teenagers who have a parent with a mental illness.

National Carer Gateway website <https://www.carergateway.gov.au> A national online and phone service that provides information and referrals for carers. It includes an **online service finder** to connect carers with local support services. There is also a section on **Centrelink payments** for carers including young carers.

National Disability Insurance Scheme website: www.ndis.gov.au Information about the NDIS. Includes a section for families and carers.

ReachOut website: www.reachout.com Information for young people on a range of topics

SA Government Carers Website: www.sa.gov.au/carers Information for carers. Features a “Carer Support Finder” online search map covering SA.

SA Government Crisis Helplines website: www.sa.gov.au/topics/emergencies-and-safety/safety-at-home-and-in-the-community/crisis-helplines A comprehensive list of crisis helplines available in SA.

Young Carer Bursary Programme Website: <http://bursaries.youngcarers.net.au> Some young carers are missing out on education or training because of the pressures they face. Bursaries are available to reduce these pressures and support young carers to complete or return to education or training.

Carer Support Organisations in South Australia:

Region	Organisation
Adelaide Hills	Carers and Disability Link; ph: 8389 7383; www.carerwellness.org.au
Barossa	Carers and Disability Link; ph: 8562 4000; www.carerslinkbv.org
Eastern Metro & CBD	Carer Support; ph: 8379 5777; www.carersupport.org.au
Eyre Peninsula	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
Fleurieu and Kangaroo Island	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
Mid-North	SA Country Carers; ph: 1300 686 405; www.sacountrycarers.org.au
Northern Country	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
Northern Metro	Northern Carers Network; ph: 8284 0388; www.ncnw.org.au
River Murray Mallee	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
South-East Country	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
Southern Metro	Carer Support; ph: 8379 5777; www.carersupport.org.au
Western Metro	Carers SA; ph: 1800 242 636; www.carers-sa.asn.au
Yorke Peninsula	Carers and Disability Link; ph: 8821 2444; www.carerslinkyp.org

Appendix 2 – The Navigator

Program Resource Navigator

one-stop-shop resource for staff



Young Carer Pilot - "Caring Youth Spotlight"

Governance	Engagement Strategy	Initial Actions / Assessments to be completed within 4 weeks of contact					Activities Interventions Support		Key Transition Point Strategy Resources	Re-Assessments				Other
	Engagement Strategy	Initial Action check list	YC Assessments	Family	Others / Community	Support Actions Goals	Events	Support Network		YC Assessments	Family	Others / Community	update Actions Goals	Evaluation
Young Carer Program Model	Procedure	Send YC info Pack	YC Assessments under 15	Resources	Resources	Resources	Planning tools	Schools	Becoming a carer	YC Assessments under 15	Resources	Resources	Resources	Service Feedback Form
Child Safe Environment Policy	Internal Data Base link	Schedule apptmt for assessment	YC Assessments 15+	Forms	Forms	Forms	Risk Mgmt	Medical	Child Development Stages Info & Resource	YC Assessments 15+	Forms	Forms	Forms	Annual Summary report Saul Becker
Young Carer - Applicable Policies		file management	Guidelines	Guidelines	Guidelines	Guidelines	Guidelines	Other	Primary to High School	Guidelines	Guidelines	Guidelines	Guidelines	Goal outcome achieved report
Young Carer - Applicable Policies			Home visits				Permissions	Services Available	High school to Tertiary Ed	Home visits				Trends and Issues Register
Minutes of Meetings		Spreadsheet	Spreadsheet				Forms	Minutes of Meetings	Transition to work or employment	Spreadsheet				Event evaluation
Forms Central folder			Analysis of Saul Becker Assessment						Moving out	Analysis of Saul Becker Assessment				
Operations manual			Guide to the analysis tool						YC to Adult Carer transition	Guide to the analysis tool				
			Interpreting monitoring tool scores						Exiting Caring role	Interpreting monitoring tool scores				

Appendix 3 – Goal / Action Plan Template

Goal Action Plan / Notes: Start date:					
Time <i>By when will it be done?</i>	Action <i>State clearly what it is that needs to happen to reach the goal</i>	Priority <i>1. absolutely necessary 2. important 3. helpful / bonus</i>	VIPs <i>... who could know about it, or could help</i>	Who <i>is responsible to do it</i>	Done <i>Yes, No, changed</i>

Young Carer Name / Signature: _____

Young Carer Worker Name and Signature: _____

Appendix 4 – Participant Certificate Template

Caring Youth Spotlight Program 2017

**Carers SA
Australia**

Awards this Certificate of Completion
To
«Name Surname»

For successfully completing the Caring Youth Spotlight Pilot Program by participating in activities that further the following special and valued skills that young carers have and which young carers demonstrate in their support and care for others:

Self-Care, Wellbeing and Resilience	Goalsetting and Action Planning
Building Social and Supportive Networks	Self-Advocacy and Citizenship
Managing Multiple Tasks	Communication Skills
Providing Care for Others	Building Lifeskills

Date: _____ Signature: _____ «Young Carer Worker's Name»

Appendix 5 – Case Studies

Important notice:

Carers SA is very grateful to the young carers and their families for giving us permission to share their experience in case studies. These case studies should not be viewed as a complete and detailed casenote file of the young carer circumstances.

These case studies are celebrations of the achievement of young carers as they provide a strategic insight into the life of a young carer and into the type of services and supports required to achieve sustainable outcomes for young carers. Hence, they serve a particular purpose: They are intended as an awareness raising tool, for training purposes and as an advocacy instrument on behalf of all young carers to funding bodies and supporting service providers,

The following case studies showcase the most major achievements as identified by the individual young carer and the steps that were taken to reach individual goals as agreed to by the young carers.

Carers SA therefore encourages the reader to treat any disclosed sensitive or personal information - which young carers allowed us to share in trust - with particular care and a strong focus on the protection of the privacy and the dignity of young carers and their families.