



Brimbank
City Council



Brimbank Carer Support Plan 2022 – 2025

Contents

Introduction	1
Scope and Purpose	2
Funding Context	3
Funding to support carers in their unpaid carer roles	3
Funding available to care recipients	3
Council Position Statement	4
Our Work So Far	4
Principles	4
Brimbank Policy Context	5
State Legislation and Policy Context	6
Who are Carers?	7
Carers in Brimbank	7
How does caring affect people's lives?	7
What Have Carers Told Us?	9
Key outcomes and themes of carer consultations	9
Supporting Council Plans and Strategies	10
Priorities	10
Implementation and Monitoring	11
Implementation	11
Monitoring and Review	11
Carer Support Plan Actions	11
Appendices	13
Appendix One: Brimbank Disability Hub Feasibility Study 2018 Recommendations	13

Acknowledgement

Brimbank City Council respectfully acknowledges the Wurundjeri and Bunurong people as the Traditional Custodians of the land and pays respects to their Elders past, present and emerging.

Council acknowledges that Aboriginal Victorians are more likely to provide care to a friend or family member than non-Aboriginal Victorians, and recognises the importance of kinship structures in care relationships and prioritising culturally appropriate services when working with Aboriginal carers.

Council recognises and respects the longstanding care Aboriginal people have provided to the land and waters on which the Brimbank municipality sits.

Introduction

Carers play an invaluable role in the Brimbank community, providing unpaid care and support to family members and friends who have a disability, mental illness, chronic or terminal illness, an alcohol or drug related problem, or who are frail-aged.

Carers come from all life stages and cultural backgrounds, and take on a range of different caring responsibilities, from assistance with daily tasks to social support, interpreting and advocacy for those they care for.

While caring can be incredibly rewarding, it can also have impacts on carers' social lives, financial prospects and their own health and wellbeing. Carers face competing demands in their caring role and daily lives, and there can be challenges ensuring they get access to the services available to support them.

Over recent years there have been major changes within the disability and aged care sectors, led by the introduction of the National Disability Insurance Scheme (NDIS) and My Aged Care. Systems of supporting carers in their caring role have similarly been changing at a state and federal level.

Access to these government initiatives vary amongst community members, due to a range of local cultural and socio-economic factors and the availability of local specialised support services. Data and feedback from local networks in Brimbank signify that there are gaps in service delivery and a significant cohort of unseen carers in the community who are not accessing supports available to them.

Carers of all ages and background were impacted significantly by the COVID-19 pandemic. Restrictions not only saw the loss of jobs and social opportunities, but the suspension of many support programs and respite opportunities for carers, exacerbating the pressure of caring responsibilities and increasing experiences of loneliness and isolation. The impacts of the pandemic will be both short and long-term, and consideration for carers in the longer-term COVID-19 recovery process is vital.

Brimbank City Council's (Council) first Carer Support Plan 2022-2025 has been developed to acknowledge the significant role of carers in the community, and to position Council to respond to the diverse range of carer support needs and interests within an evolving funding and service delivery environment.

The Plan will build stronger service partnerships with key agencies, through which Council can broaden the range of supports available, and improve accessibility of programs for Brimbank residents, regardless of their age, socio-economic context, and English language proficiency.





Scope and Purpose

The Brimbank Carer Support Plan 2022-2025 (Plan) is a Council-wide plan putting carers at the centre of short and medium-term actions to be implemented over the next three years.

All actions have been developed to align with the five priorities of the Victorian Carer Strategy 2018-2022, to support Council to contribute to the Strategy's state-wide vision that all carers *'have the ability to make choices about their care role, to participate socially and economically and to have the best health and wellbeing possible.'*

The five priorities are that carers:

1. are **healthy and well**
2. are supported in **school, study and work** environments
3. can **access** support and services that meet their needs
4. have **less financial stress**
5. are **recognised, acknowledged and respected.**¹

¹ Victorian Carer Strategy 2018-2022, p 23

Council plays a range of roles in providing support for carers in Brimbank, and all actions set out in the Plan include those activities that Council can **Plan, Deliver, Partner** and **Advocate** for to achieve this state-wide vision.

Council develops **plans** and strategies to drive to guide its work with carers and care recipients, and to ensure a coordinated approach to service planning.

Council is funded to **deliver** a range of supports to carers from all life stages through its Community Care services, which provide a range of in-home, centre and community based programs to enhance carer wellbeing and assist with service navigation. Leisure Centres, Libraries and Neighbourhood Houses provide community facilities and deliver health, wellbeing and social programs and access to information and technology.

Council facilitates a range of **partnerships** and networks to strengthen service connections and improve accessibility for carers. Many Council programs are delivered in partnership with key agencies such as Carers Victoria, Carer Gateway and the National Disability Insurance Scheme (NDIS) local area coordination provider the Brotherhood of St Laurence.

Council can **advocate** and work with state government funding bodies, and apply for funding opportunities to build the suite of services and programs for carers in Brimbank.

Funding Context

Funding to support carers in their unpaid carer roles

Carer Gateway

The Carer Gateway is a federal government initiative providing a single point of entry for carers to access information, advice and support through a national helpline and website. Support can include coaching, counselling, social programs, courses and emergency and planned respite.

The Carer Gateway is available to all unpaid Australian carers in ongoing caring roles for six months or over, and eligibility is not affected by other government programs, such as the NDIS or Support for Carers Program. Merri Health is the Carer Gateway provider in the Brimbank municipality.

Support for Carers Program

The Support for Carers Program (SCP) is a state government initiative, intended to supplement gaps that are one-off and not met by other programs. Support can include person-centred respite, and one-off or short-term supports including goods and equipment.

The SCP is available to all unpaid Victorian carers, and eligibility is not affected by other government programs such as the NDIS and the Carer Gateway. The SCP Guidelines were updated in 2019 to include carers of all ages, including young carers. Council is a SCP provider in the Brimbank municipality, alongside Carers Victoria and other not-for-profit providers.

Funding available to care recipients

Home and Community Care Program for Younger People

The Home and Community Care Program for Younger People (HACC-PYP) is a state government initiative providing support for younger people with disabilities and their unpaid carers, to assist people to live as independently as possible. Support can include home maintenance and housework, personal care, respite and group activities.

The HACC-PYP is for people aged under 65, or Aboriginal and Torres Strait Islander people aged under 50, who need assistance with daily activities. It is not an entitlement program and carers of NDIS participants are not eligible for the program. Council is a HACC-PYP provider in the Brimbank municipality, alongside other not-for-profit providers.

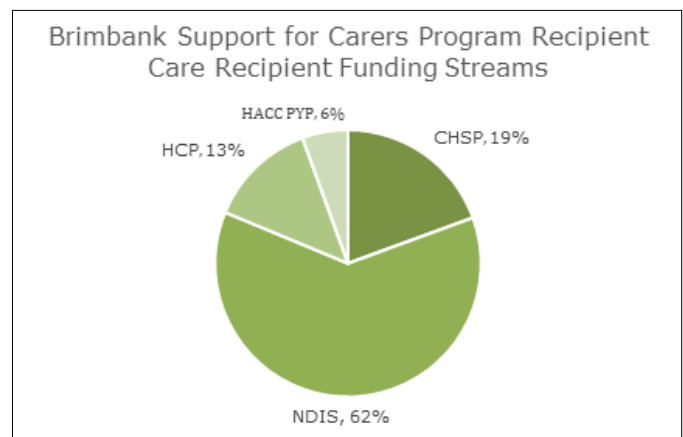
My Aged Care

My Aged Care is a federal government initiative comprising of the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP), providing support for older people who require help to stay at home and maintain their independence. Support can include assistance with daily tasks, home modifications, transport, social support and nursing care.

My Aged Care is for people aged 65 or over (50 or over for Aboriginal and Torres Strait Islander people), or 50 years or over and on a low income, homeless or at risk of being homeless (45 years or over for Aboriginal and Torres Strait Islander people). Council is a CHSP provider in the Brimbank municipality, alongside other private providers.

National Disability Insurance Scheme

The NDIS is federal government initiative funding costs associated with disability, through which individuals or their guardians select providers to supply goods and services. NDIS funding is eligible to people under the age of 65 living with a 'permanent and significant' disability. The Brotherhood of St Laurence is the Local Area Coordination agency for the NDIS in the Brimbank municipality.



Council Position Statement

The Brimbank Social Justice Charter 2018 identifies carers as *'more vulnerable to experiencing inequality in Brimbank, and require specific consideration to ensure Council meets its social justice commitments'*.² The Charter drives Council to reduce barriers faced by carers through the provision of equitable services and programs.

While carer support has traditionally had a one-size-fits-all approach, Council is committed to establishing a practice of working closely with carers and carer support agencies, towards a model of flexible and carer-centred service provision.

Our Work So Far

Across recent funding and service delivery changes, Council has sought to improve its reach and engagement of carers and prioritise programs and funding targeted to individual carer needs through the following recent initiatives:

1. A **dedicated Council position** to design and deliver carer programs and to act as a liaison for carers in the community.
2. A **Carer Assessment Tool** developed to better determine the level of supports available to carers and prioritise support to those carers with the greatest need.
3. A centralised Council **service access** process to better match carers with services.
4. Expanded **service navigation and outreach support** for individual carers and service users.

Principles

The Plan's principles will follow those of the Victorian Carer Strategy 2018-2022, which will underpin all actions of the Plan:

- 'Carers are **recognised and respected** as individuals, with equal rights to achieve their unique health, social, education, employment and financial goals as other Victorians.
- 'Carers are involved and their **needs, preferences and voices** are reflected in the design and delivery of services.
- 'Services **measure and report** on how well carer needs are met using feedback from carers to improve support.
- 'Carers are recognised as being from **diverse backgrounds, ages, stages and places**, and for providing support to a variety of people with a variety of unique needs.
- 'Information for carers is **easy to understand and available** in places where carers go.'³



² Brimbank Social Justice Charter 2018, p 5

³ Victorian Carer Strategy 2018-2022, p 23

Brimbank Policy Context

The Plan has been developed to be implemented alongside key interlinking Council plans and initiatives, which provide complementary actions relating to the interests of carers.

Together We Are Brimbank

Together We Are Brimbank incorporates the Community Vision 2040, the Council Plan 2021-2025 and the Municipal Health and Wellbeing Plan. The documents sets out the Brimbank community's twenty year vision, captured by Council's four year vision of *'A transformed Brimbank that is beautiful, thriving, healthy and connected'*. This vision is supported by four key Strategic Directions: People and Community; Places and Spaces; Opportunity and Prosperity; and Leadership and Governance.⁴

Brimbank Age Friendly City Plan 2018-2022

The Brimbank Age Friendly City Plan aims to ensure services for older people in Brimbank are coordinated, accessible and responsive. Based on the World Health Organisation's (WHO) Age Friendly Cities framework, it focuses on eight domains including safe and accessible public spaces, built environments and transportation-related infrastructure to create opportunities for ageing people to live active and fulfilling lives.⁵

Brimbank Disability Action Plan 2022-2026

The new Brimbank Disability Action Plan (DAP) builds upon Council's previous three plans and incorporates the needs and aspirations of people with disability and their carers identified through extensive community consultation. As a result, shared themes sit across the DAP and Carer Support Plan, which will work together to represent and implement the unique and shared interests of carers and their care recipients. Monitoring of the DAP is overseen by the Brimbank Disability Advisory Committee (DAC).⁶

Brimbank Disability Hub Feasibility Study 2018

The 2017-2020 DAP included the action: *'Assist local disability organisations develop models for improved service including the feasibility of a Disability Hub that would result in improved access and inclusion for people with disability'*, consistent with a Year One action of the 2017-2021 Council Plan. In response, Council undertook a Disability Hub Feasibility Study to examine models of disability hubs and what a 'hub' meant to key stakeholders, through consultations with the Brimbank Disability Network Group (BDNG) and the DAC.

Due to the diverse and complex needs and issues identified, the Feasibility Study found that the allocation of a physical space or an information focal point alone would not adequately respond to this range of needs. In June 2018, Council endorsed a suite recommendations prioritised in consultation with the BDNG and the DAC, whose implementation sit across Council departments. The Carer Support Plan plays a role in the continued implementation of the Feasibility Study across four key recommendations, which can found in Appendix One.⁷

Brimbank Aquatic and Wellness Centre: Promoting Access, Inclusion and Engagement Report 2021

The Brimbank Aquatic and Wellness Centre: Promoting Access, Inclusion and Engagement Report outlines how the Brimbank Aquatic and Wellness Centre (BAWC) will provide support and engagement to carers and people with a disability through programs, services and use of the spaces and facilities. The Report:

- Provides an overview of related Council policy, plans and strategies
- Summarises Council's existing Community Wellbeing Directorate programs and services for people with disability and carers
- Outlines how a space for carers that is safe, private and low sensory can be provided at the Centre.⁸

Whilst Council will continue to develop our existing facilities, programs and services to better support and welcome carers, we will also continue to explore opportunities for dedicated spaces.

⁴ [Together we are Brimbank: Council Plan 2021-2025](#)

⁵ [Brimbank Age Friendly City Plan 2018-2022](#)

⁶ [Brimbank Disability Action Plan 2022-2026](#)

⁷ [Brimbank Disability Hub Feasibility Study](#), presented at 11 December 2018 Council Meeting 12.11

⁸ [Brimbank Aquatic and Wellness Centre: Promoting Access, Inclusion and Engagement Report](#), presented at 14 December 2021 Council Meeting 12.7



State Legislation and Policy Context

Victorian Local Government Act 2020

The Act guides the operation of local government and seeks to improve democracy, accountability and service delivery for all Victorians. The Act states that all Council services should be delivered equitably, and accessible and responsive to the diverse needs of the community.⁹

The Charter of Human Rights and Responsibilities Act 2006

The Act ensures that human rights are valued and protected within government and the community across Victoria, and that all arms of government should contribute to the protection and promotion of human rights in Victoria. Public officials, including Council officers, are required to respect and promote human rights by making decisions and providing advice consistent with human rights and by actively implementing, promoting and supporting human rights.¹⁰

Victorian Carers Recognition Act 2012

The Act promotes and values the role of carers and formally acknowledges the important contribution that people in care relationships make to the community. The Act is supported by The Victorian Charter Supporting People in Care Relationships.

The Act applies to organisations that are responsible for developing or providing policies, programs or services that affect people in care relationships, including local government authorities. Under the Act, local government is required to take all practical measures to reflect the Act principles in developing, providing and evaluating support for people in care relationships.¹¹

Victorian Carer Strategy 2018-2022

The Strategy is the state's first whole-of-government framework specifically targeting carers.

The Strategy draws upon consultation with 1,500 carers and members of carer support organisations to set the direction for government in addressing the key needs, interests and challenges of carers across five key priorities.¹²

⁹ [Victorian Local Government Act 2020](#)

¹⁰ [The Charter of Human Rights and Responsibilities Act 2006](#)

¹¹ [Victorian Carers Recognition Act 2012](#)

¹² [Victorian Carer Strategy 2018-2022](#)

Who are Carers?

The definition for carer under the Victorian *Carers Recognition Act 2012* is someone who gives unpaid care and support to a relative, partner or friend who:

- has a disability
- is older
- has a mental illness
- has an ongoing medical condition (terminal or chronic illness).

The Act also includes situations where someone is being cared for in a foster, kinship or permanent care arrangement, under the *Children, Youth and Families Act 2005*.¹³

According to the Australian Bureau of Statistics (ABS) Census, there are approximately 703,000 carers in Victoria, including 221,300 primary carers.¹⁴ Seventy percent of primary carers are female, with an average age of 55 years.

Carers in Brimbank

In the 2016 Census 18,395 Brimbank residents reported as providing unpaid assistance to a person with a disability, long-term illness or old age that year, or 11.6% of the population aged 15 years and over. The chart below displays the breakdown of sex and age group of carers in Brimbank.¹⁵

Chart one: Brimbank carers by sex and age group, ABS Census 2016

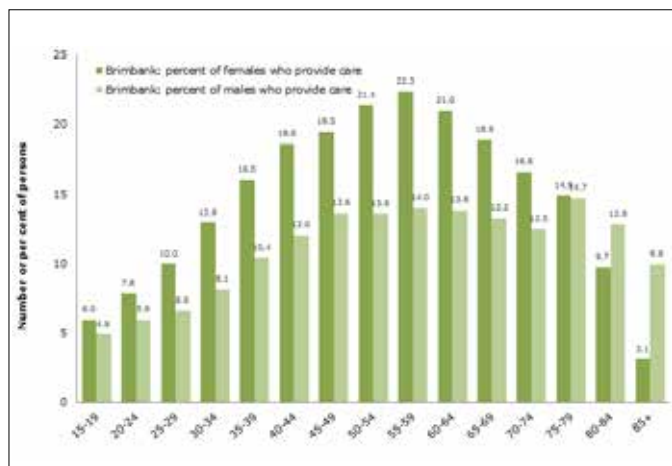
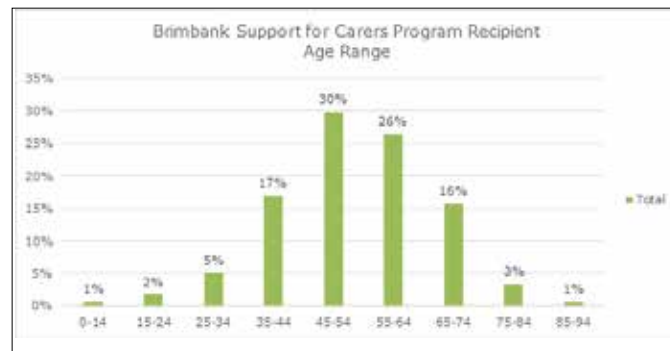
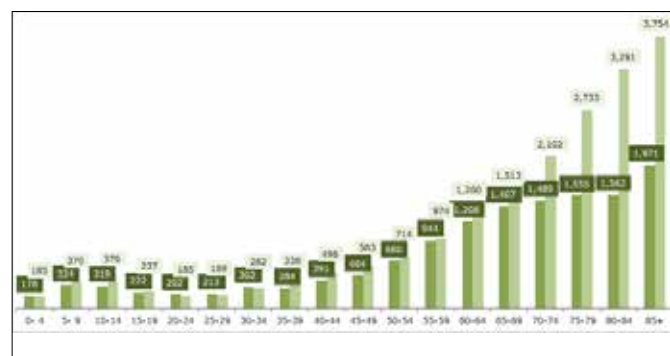


Chart two: Brimbank SCP recipients by age range



Local data indicates there will be an increase of over 6,000 people in Brimbank requiring assistance by 2031, likely leading to a significant increase in the number of local carers and the demand for carer support services. Chart two summarises the projected growth in the number of people with disability in Brimbank across all age cohorts from to 2031 (from 2016).

Chart three: Projected growth of people with disability in Brimbank 2016-2031



How does caring affect people's lives?

Carers come from all age groups, walks of life and varieties of caring relationships. Age, gender, sexuality, cultural background, socio-economic status and geographic location can impact on the caring role and carers' access to services and government support.

Nearly one in ten carers in Victoria are aged under 25. Caring can significantly impact children and young people's social lives and educational prospects. **Young carers** miss, on average, fifty school days each year due to their carer role, and may struggle with or fall behind in their studies.

The average age of primary carers in Victoria is 54 years. More than 168,000 **older carers** are aged 65 years or older, and can face significant health and wellbeing issues themselves while looking after others.

Parents who are carers can experience a lack of recognition in their ongoing role supporting their children as they become adults.

¹³ [Victorian Carers Recognition Act 2012](#), p 3

¹⁴ [Australian Bureau of Statistics 2016 Census](#), updated February 2020

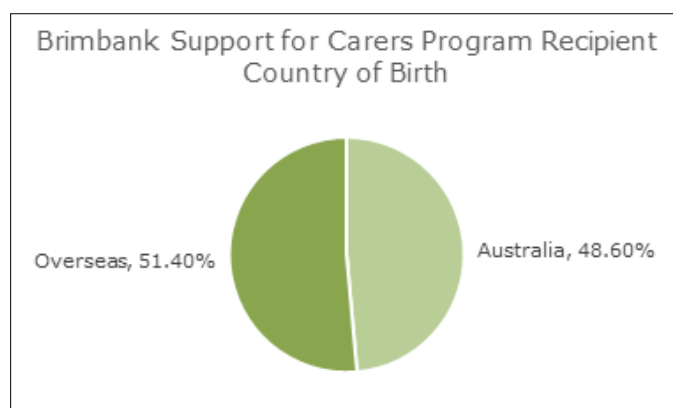
¹⁵ Ibid.

Aboriginal and Torres Strait Islander people are more likely to be carers compared to the non-Indigenous Australian population, and can face cultural barriers and discrimination accessing health and welfare services.¹⁶

LGBTIQ carers can experience discrimination based on their gender and/or sexuality. With higher rates of mental ill health, LGBTIQ people often take on peer-support caring roles for fellow members of the community.¹⁷

Culturally and linguistically diverse (CALD) carers may require information in languages other than English, or take on English interpreting support for their care recipients. Services do not always have bilingual staff or an understanding of different cultural, religious and spiritual contexts that may impact on caring relationships.¹⁸ These factors can create additional barriers for CALD carers accessing support.

Chart four: Brimbank SCP recipients by country of birth, Australia and overseas



While caring can be a rewarding and personally enriching experience, it can impact significantly upon the health and wellbeing, financial and social realms of carers' lives.

Health and Wellbeing

According to recent national carer consultations, carer wellbeing is considerably lower than that of the general population. The Carers Australia National Carer Survey 2020 found that nearly half of the carers who responded reported high or very high psychological distress.¹⁹ The Caring for Others and Yourself Carer Wellbeing Survey 2021 found 50% of carers surveyed reported they regularly felt they had lost control of their life and their health was negatively impacted by their caring duties.²⁰

¹⁶ [Victorian Carer Strategy 2018-2022](#), p 13

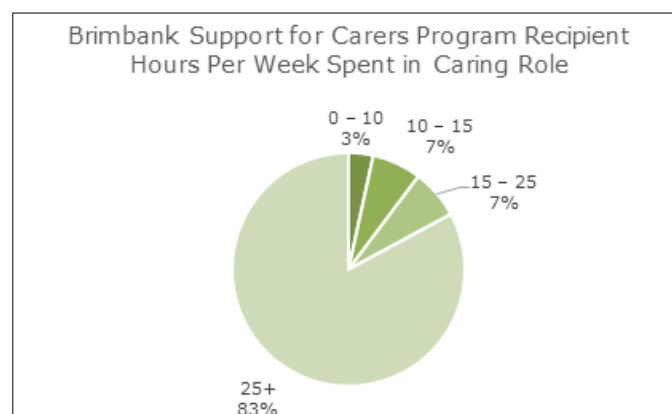
¹⁷ [Learn on Me: Exploring Suicide Prevention and Mental Health-Related Peer Support in Melbourne's LGBTQ Communities](#), La Trobe University, August 2021

¹⁸ [Young Carer Advocacy Project Report](#), Little Dreamers, October 2021

¹⁹ [2020 National Carer Survey Summary Report](#), Carers Australia Network, October 2020

²⁰ [2021 Caring for Others and Yourself Carer Wellbeing Survey](#), Carers Australia Network, August 2021

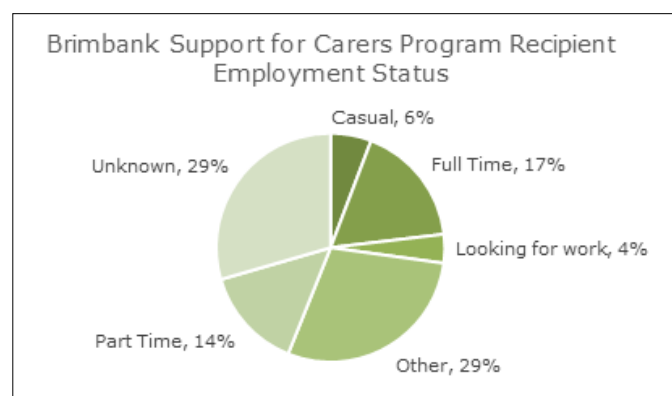
Chart five: Brimbank SCP recipients by hours spent per week in their caring role



Workforce and Financial

Balancing the demands of work and caring is challenging, and one in five carers will eventually give up work to focus on the carer role. The Caring for Yourself and Others Carer Wellbeing Survey 2021 found that 52.8% of carers surveyed reported that their household financial wellbeing was either very poor, poor or just getting along financially, compared to just 33.8% of Australians; and 52.1% feared they may not be able to continue caring for the people they care for.

Chart six: Brimbank SCP recipients by employment status



Social

The Brimbank Loneliness and Isolation Framework identifies carers as a key cohort at risk of loneliness and isolation, caused by the competing demands of caregiving. The Framework is proposed to be integrated into the Brimbank Mental Health and Wellbeing Plan 2022-2024 in development. The Caring for Yourself and Others Carer Wellbeing Survey 2021 found that 35.1% of carers surveyed reported often or always feeling lonely, compared to 11.1% of Australians; and that up to 57% regularly experienced negative impacts on their social life, fear of not having enough money, overload of responsibilities, and concern about whether they could continue providing care.

What Have Carers Told Us?

Council has drawn upon the voices of over 100 carers and carer service providers in developing the Plan, across three key consultations:

1.	Community Support Carer Consultation 📅 August 2020 96 participants
2.	Disability Action Plan Carer Workshop 📅 30 April 2021 10 participants (eight carers, two service providers)
3.	Disability Action Plan Community Workshop 📅 27 July 2021 21 participants (six people living with disability, three carers, seven service providers, five Council/state government staff)

Key outcomes and themes of carer consultations

1. Information provision, awareness and access

- Improve the Council website with updated information on programs, services and benefits available for carers.
- Improve the marketing and promotion of services for carers, including respite options.
- Improve CALD community awareness of and access to carer services and programs.
- Provide digital support for online services and offerings.
- Provide support for service system navigation.
- Provide a dedicated space for carers to gain information on services and to meet and support each other.
- Increase carer access to community transport for health appointments.

2. Programming and Partnerships

- Prioritise respite and personal supports across carer programming rather than groups and forums.
- Increase the number of playgroups for families to attend.
- Consider online programming benefits for carers.
- Prioritise mental health programming and support.
- Expand partnerships with carer service providers.

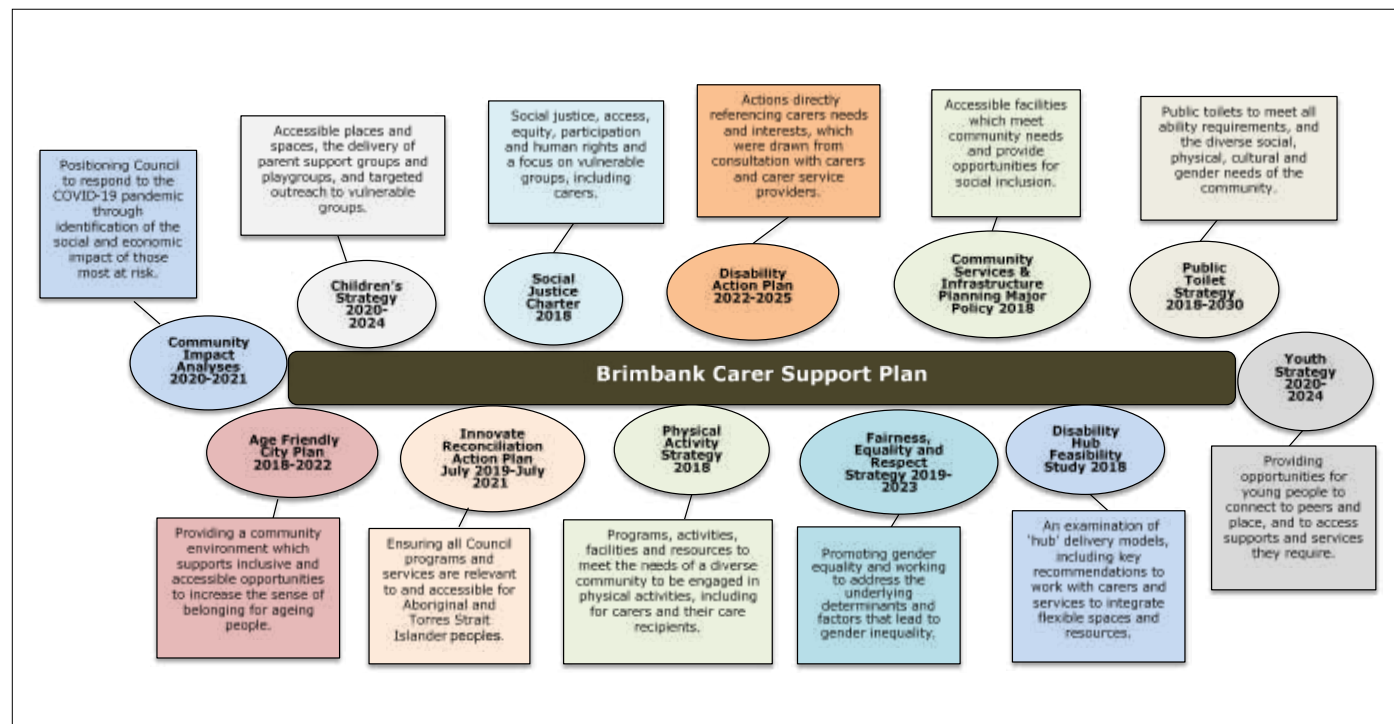
3. Council Recognition

- Increase Council's recognition of carers.



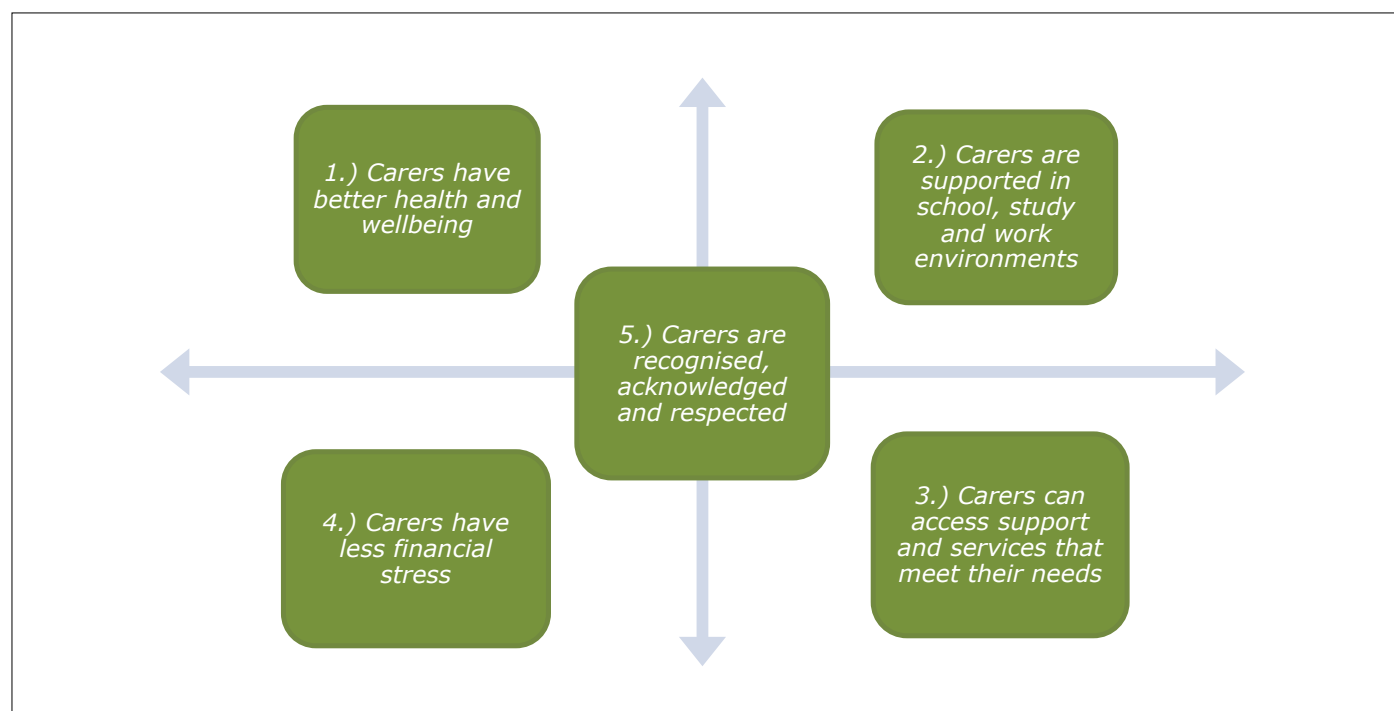
Supporting Council Plans and Strategies

Many Council plans and strategies provide linkages for building positive outcomes for carers in Brimbank.



Priorities

The priorities of the Plan follow those of the Victorian Carer Strategy 2018-2022, which sets out five key areas of focus.



Implementation and Monitoring

Implementation

The Plan's actions have been developed across various Council departments to ensure a whole-of-Council approach to carer support.

An Implementation Plans has been developed to identify specific Council activities that will be undertaken to meet the Plan's actions. Each action will have a nominated Council department that is responsible for the action, against clear timeframes.

An annual revision and update of the Implementation Plan will take place in consultation with each Council department involved in the Plan's development.

Monitoring and Review

The Plan will be reviewed and reported on annually through a Community Report Card and presented to Council and the public.

Carer Support Plan Actions

The list of actions below is in addition to those actions endorsed through Council's existing plans and strategies, such as the Disability Action Plan 2022-2025, the Disability Hub Feasibility Study 2018, and the Age Friendly City Plan 2018-2022.

Key:

(I) Immediate Year 1

(S) Short, Years 2-3 years

(O) Ongoing

****** Adapted from the Disability Hub Feasibility Study 2018

Priority One: Carers have better health and wellbeing			
Actions	Council Role	Timeframe	
1.1 Facilitate and/or support carer support groups across life stages, enabled by greater cross-departmental relationships and external partnerships	Deliver, Partner	I, O	
1.2 Integrate carer program planning with Leisure Services to encourage the participation of carers in local health and wellbeing programs	Deliver, Partner**	I	
1.3 Provide opportunities and supports to enable carers to prioritise their health and wellbeing	Deliver	I	
1.4 Investigate partnership and funding opportunities to continue building the suite of health and wellbeing programs for carers in Brimbank	Advocate	O	

(continued)

Priority Two: Carers are supported in school, study and work environments

Actions	Council Role	Timeframe
2.1 Work with local providers to provide supports to carers to remain engaged in or re-enter study, training and employment	Partner	O
2.2 Offer programs and resources to build carers' access to study and transition support opportunities	Deliver	S
2.3 Promote access to carer entitlements available to young people to assist them to remain engaged in school and study	Partner	S

Priority Three: Carers can access support and services that meet their needs

Actions	Council Role	Timeframe
3.1 Improve information provision and target the promotion of carer supports and programs.	Deliver	S
3.2 Support the improved access of First Nations, CALD and LGBTQIQ carers through targeted partnership development, programs and activities	Partner	S
3.3 Provide outreach to carers in locations and spaces accessible to them, and investigate service delivery in online formats where possible	Deliver	I
3.4 Enhance Council's community facilities through Carer Friendly certification to provide welcoming spaces for carers with access to information and services	Deliver**	I
3.5 Investigate opportunities to provide local carers with a dedicated space	Deliver**	I, S
3.6 Increase access to time-limited support for those who are no longer carers	Deliver	S

Priority Four: Carers have less financial stress

Actions	Council Role	Timeframe
4.1 Work alongside the Carer Gateway and ensure local carers are aware of the financial supports and subsidies available to them	Partner	I
4.2 Deliver financial management seminars targeted at carers and carer needs	Partner	I
4.3 Support carers to build their understanding of the role of the NDIS, and provide support where not covered by NDIS or other funding	Partner, Deliver	S

(continued)

Priority Five: Carers are recognised, acknowledged and respected

Actions	Council Role	Timeframe
5.1 Seek opportunities to celebrate and profile the achievements of local carers across Council	Deliver	I, S
5.2 Facilitate and participate in networks that strengthen Council's ability to identify and respond to current issues for carers	Plan	S
5.3 Participate in training that strengthens staff members' ability to identify and respond to carer issues in service delivery	Partner**	S
5.4 Build carer voices into Council service delivery and programming	Plan	S

Appendices

Appendix One: Brimbank Disability Hub Feasibility Study 2018 Recommendations

Recommendation	How the Carer Support Plan will action
v. Integrate flexible spaces for carers in community facilities, using the redevelopment of the St Albans Leisure Centre as a model	<ul style="list-style-type: none"> Council's new Carer Support Officer will be based at the new Brimbank Wellness and Aquatic Centre (BAWC), to provide information and support to carers. The Plan will integrate carer program planning with Leisure Services programming. The Brimbank Aquatic and Wellness Centre: Promoting Access, Inclusion and Engagement Report details the spaces and programs to support carers in the new Centre.
ix. Provide welcoming spaces and information for carers in community facilities	<ul style="list-style-type: none"> All Brimbank Neighbourhood Houses will gain Carer Friendly Hub certification through staff undertaking Carers Victoria training. Council will partner with Carers Victoria to trial Council-wide Carer Friendly training for community facility staff, across Libraries and Leisure Services.
x. Partner with Carers Victoria to support young carers	<ul style="list-style-type: none"> Since the endorsement of the Feasibility Study, there have been funding changes to Carers Victoria. Council will work directly with local schools to identify and support young carers.
xi. Investigate peer support program models for carers	<ul style="list-style-type: none"> Council will pilot a 'Pathways for Carers' peer support walking group. Council will investigate peer support program models in future service delivery.

Brimbank City Council

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Hearing or speech impaired?

- TTY dial 133 677
- Speak & Listen 1300 555 727
- www.relayservice.gov.au, then enter 03 9249 4000



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