

Tristate Carers Vocational Outcomes (also known as Your Caring Way) evaluation findings

Feedback for Carers and Stakeholders

Overview

Thank you for being part of the evaluation of the Your Caring Way program. Your feedback will help us make Your Caring Way better.

This document shows what we learned about the Your Caring Way program from carers and other stakeholders.

Findings

Overall, the majority of carers and stakeholders considered Your Caring Way an appropriate program model for carers who wished to increase their participation in the workforce, volunteer, or study.

Key success factors

- Tailored packages of support, including individualised vocational plans, and access to other relevant services, such as peer support through Carer Gateway, were considered key factors in the program's appropriateness.
- In contrast to most other Registered Training Organisations (RTOs), Your Caring Way provided support through the whole process of upskilling and job seeking, and engaged with employers to facilitate the conditions for carers to sustain employment. This support enabled carers to make choices and achieve objectives which they otherwise would not have achieved.
- The quality of staff, particularly competent support workers, and their ability to engage with carers contributed to effectiveness of the program.
- Links to other services, in particular Carer Gateway and RTOs, and more regular communication between the employer partners was considered a key factor.
- Engagement and support of employers through one-one meetings to link them directly with the program was important. This included educating employers to be carer friendly, identify carers in the workplace and understand the benefits of employing carers.
- There is room for improvement in developing community connections with employers. According to stakeholders, longer-term engagement with employers would result in increasing opportunities for carers.

Client demographics

- Most clients were from Queensland, but the two other states, South Australia and Tasmania, were also represented.
- Culturally and linguistically diverse (CALD) carers were under-represented as a demographic group accessing the program
- Most clients were mature working age females, which reflects the profile of the majority of carers in Australia.

Conclusion

The evaluation highlighted the need for a specialist service to support carers who wish to re-enter the workforce, and the Your Caring Way pilot is one example of how this can be successfully achieved.

Evaluation approach

The evaluation used different methods including review of Your Caring way previous evaluation report, analysis of program data, interviews with pilot clients and stakeholders.

The Social Policy Research Centre (SPRC), UNSW Sydney, UNSW Canberra, the Social Research Centre (SRC), and Ipsos Aboriginal and Torres Strait Islander Research Unit conducted the evaluation.