

# Questionnaire



## Free form questions

If you need assistance completing this questionnaire, or have questions, please email us at [NationalCarerStrategy@dss.gov.au](mailto:NationalCarerStrategy@dss.gov.au)

Please answer the following questions about your caring role by selecting the appropriate box.

### Type of Care

1. In the past 12 months, who have you been providing care to - please identify if you are the primary or secondary carer:

- |  |                                  |   |
|--|----------------------------------|---|
| <input type="checkbox"/> Your child                      | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Your children                   | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Your spouse                     | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Your parent                     | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Your parents                    | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Other relative younger than you | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Other relative older than you   | <input type="checkbox"/> Primary | <input type="checkbox"/> Secondary care support |
| <input type="checkbox"/> Other (please specify)          | _____                            |   |

2. Over the past 12 months, approximately how many hours of care are you providing each week?

- Up to 10 hours     10-20 hours     20-50 hours  
More than 50 hours (please specify) \_\_\_\_\_

3. What kind of care do you provide:

- |  |  |
|--|--|
| <input type="checkbox"/> Physical support  | <input type="checkbox"/> Practical support |
| <input type="checkbox"/> Emotional support | <input type="checkbox"/> Social support    |
| <input type="checkbox"/> Financial support |  |

Other (please specify) \_\_\_\_\_

### Details About Carer

4. Do you require care yourself?

- Yes     No

5. Does your caring role affect your ability to work?

- Yes     No

If yes, how many hours: \_\_\_\_\_

6. Do you have access to support services?

- Yes     No

7. Do you currently use support services?

- Yes     No

If **Yes**, what supports or services do you access, and how does it help you in your role?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Do you have access to respite care or a break from caring responsibilities?

- Yes     No

9. The Commonwealth Government uses the term 'carer' and the 'caring role' as umbrella terms for providing unpaid care, support and assistance for someone who has a disability, a medical condition, a mental illness or is frail due to age. We understand that this term may not be recognised, accepted or acknowledged by some people, particularly for First Nations people and in Culturally and Linguistically Diverse communities and that not everyone thinks of themselves as a carer. Do you use the term 'carer'?

- Yes     No

10. Is there another term that you prefer?

Yes, I prefer the term \_\_\_\_\_

11. What is your age group?

- |                                      |  |                                      |
|--------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> 18-25 years | <input type="checkbox"/> 26-35years    | <input type="checkbox"/> 36-50 years |
| <input type="checkbox"/> 51-65 years | <input type="checkbox"/> Over 65 years |                                      |

12. Which State / Territory do you live in:

\_\_\_\_\_

13. What is your postcode: \_\_\_\_\_

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### Diversity of Carers

14. Some carers experience additional barriers to engaging with government processes or services, such as language barriers, digital literacy, cultural sensitivities or location. Do you belong to one or more of the following diverse groups:

- First Nations people:
  - Aboriginal
  - Torres Strait Islander
  - Both Aboriginal and Torres Strait Islander
- Carers from Culturally and Linguistically Diverse communities – including those from multicultural, immigrant, and refugee backgrounds.
- Carers in rural and remote locations
- Carers of veterans
- Carers who identify as LGBTQIA+
- Young carers (under 25 years of age)
- Older carers (over 65 years of age)
- Other (please specify) \_\_\_\_\_

15. In the past 12 months, have you experienced challenges in accessing supports and/or information?

- Yes, often
- Yes, sometimes
- Yes, on rare occasions
- No

16. If you answered **yes** to question 15, what challenges have you experienced?

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17. Through a broad range of recent consultation opportunities, such as Royal Commissions, Inquiries, surveys and roundtables, carers have shared insights into the challenges they experience in their caring role.

Reflecting on your experience, which of the following opportunities are most important to you?

- Access to culturally appropriate information to help you in your caring role
- Being acknowledged or supported by your community
- Access to supports and services
- Communicating with care providers
- Finding a peer support group
- Finding time to support yourself and your well-being
- Accessing alternative care
- Support for workforce participation
- Culturally appropriate support services
- Support for financial education and advice
- Other (please specify) \_\_\_\_\_

### Carer Health and Wellbeing

18. Through a broad range of recent consultation opportunities, such as Royal Commissions, Inquiries, surveys and roundtables, carers across the country have shared insights into the challenges they experience in their caring role, their wellbeing and their communities.

From the following list, what areas of focus do you feel would have a significant impact on your wellbeing or could better support you in your caring role:

- Improved support for mental health
- Improved support for physical health
- Targeted support for social inclusion
- Support for workforce participation
- Improved access to alternative care services

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- Access to appropriate services and support for the person you care for
- Improved access to individualised support services for carers
- Simplifying or streamlining of government systems
- More information about services available
- Peer support groups
- Access to financial advice and guidance
- Other (please specify) \_\_\_\_\_

**19.** In your role as a carer, please select which of the following you find to be the most challenging in relation to supporting your own health and wellbeing?

- The availability of flexible workplace arrangements
- Overcoming social isolation
- Supporting your own physical wellbeing
- Supporting your own mental wellbeing
- Supporting your own emotional wellbeing
- Not being recognised as an individual outside of your caring role
- Access to alternative care
- Managing grief
- Financial impact of providing care
- Other (please specify) \_\_\_\_\_

**20.** The 2023 Carer Wellbeing Survey shows that respite care can reduce carer burnout. Which of the following alternative care arrangements would be of most benefit to you in your caring role?

- In-home respite care
- Centre-based day respite
- Overnight or weekend respite
- Residential respite care
- Social engagement activities with respite care

- Transition care
- Emergency respite care
- Cottage Respite
- Other (please specify) \_\_\_\_\_

**21.** Over recent years, Australia has experienced several disaster events such as storms, floods, fires and earthquakes leaving people displaced and in need of support. Have you ever required emergency assistance or emergency support/s during your caring role?

- Yes  No

**22.** If you did access emergency support/s, did they meet your and your care recipients' needs adequately (for example was there wheelchair access to emergency evacuation points, quiet rooms etc.)?

- Yes  No

**23.** Would you like to tell us more?

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### Services and Support for Carers

**24.** In the past 12 months, have you accessed any of the following government systems for services and/or support:

- NDIS
- Department of Veterans Affairs
- MyAgedCare
- MyHealth
- Centrelink, e.g. Carer Payment, Carer Allowance
- Carer Gateway
- Disability Gateway
- Other government systems – (please specify) \_\_\_\_\_

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25. In the past 12 months, have you accessed a state-based carer support organisation (e.g. Carers NSW)?

- Yes  No

26. In the past 12 months, have you experienced changes to how you receive these services?

- Yes  No

27. If **yes**, which changes have you experienced to how you receive services:

- Staffing changes
- Increase in wait times for service provision
- Decrease in wait times for service provision
- Increase in services offered
- Decrease in services offered
- Improved quality of service provided
- Decrease in quality of service provided
- Cultural appropriateness of services has improved
- Services are not culturally appropriate
- Other (please specify) \_\_\_\_\_

28. Some carers navigate a range of systems (such as those listed in Question 24) that requires interaction with multiple agencies and service providers simultaneously. Carers have indicated this process can be time consuming and complex.

In the past 12 months, how satisfied are you with the services you accessed?

- Yes, often
- Yes, sometimes
- Yes, on rare occasions
- No

29. If you answered 'No' or 'Yes, on rare occasions' to question 28, what challenges have you experienced?

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**The questionnaire is now complete.**

Email your response to [NationalCarerStrategy@dss.gov.au](mailto:NationalCarerStrategy@dss.gov.au)

*Thank you for your time and contribution to the new National Carer Strategy.*