

15 September 2025

Productivity Commission
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Carers NSW thanks the Productivity Commission (the Commission) for the opportunity to respond to the Interim Report of the inquiry into delivering quality care more efficiently. Carers NSW supports the recommendations made by the Commission in the Interim Report, especially regarding the ongoing alignment of regulation across the care sector. However, Carers NSW believes that it is integral that all planning and delivery of services across the care and support sector is inclusive of carer support systems, notably Carer Gateway.

Carers NSW is the peak non-government organisation for carers in New South Wales (NSW). A carer is any individual who provides care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. Carers NSW is part of the National Carer Network and a member of Carers Australia. Our vision is an Australia that values and supports all carers, and our goals are to:

- Be a leading carer organisation in which carers have confidence
- Actively promote carer recognition and support
- Actively support carers to navigate a changing service landscape that will be characterised by ongoing policy reform
- Promote connected community experiences and opportunities for carers that are inclusive of diverse carer groups
- Lead and advocate for carer-specific and carer-inclusive policy making, research and service delivery
- Continue to be a quality-driven, responsive and carer-focused organisation.

As outlined in Carers NSW initial response to this inquiry, Carers NSW has long advocated for greater alignment of regulation across the care and support sector to increase awareness of and compliance with quality and safety measures. Minimising duplication and complexity in regulatory approaches also supports a strong and diverse marketplace, with less administrative costs associated with regulatory requirements, such as auditing. Carers NSW commends the Australian Government on the measures taken to date that aim to achieve greater alignment of regulation, such as the development of harmonised Codes of Conduct and Serious Incident Response Schemes (SIRS) across the aged care and disability sector.

However, Carers NSW has ongoing concerns that the alignment of regulation across the care and support sector often only considers or focuses on disability and aged care contexts, and is not inclusive of health, mental health, veterans or carer support systems in these discussions. Many of these service systems deliver similar services and supports such as personal care, domestic assistance, allied health, nursing, social support, and planned and emergency respite. Carers NSW believes that in order to achieve the greatest level of quality and safety of care services and supports, consideration must be given to regulation of the care and support sector more broadly. This will ensure that providers and users of services and supports, as well as their carers, are clear on the expected standards of care, processes and redress mechanisms. It will also enable greater

information sharing and integration of quality and safety information across systems within the care and support sector to minimise risks associated with care providers moving across systems to avoid punitive measures such as banning orders, suspensions or sanctions.

Thank you for accepting our submission. For further information, please contact Melissa Docker, Acting Executive Manager, Policy, Development and Research at [REDACTED] or on (02) 9280 4744.

Yours sincerely,

[REDACTED]

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