

## SUMMARY REPORT

### Carer Support Planning Process Pilot Evaluation

#### Background

Between 27 August and 28 September 2018, the Department of Social Services undertook a pilot of the Carer Support Planning Process in collaboration with two current carer support organisations. The purpose of the pilot was to test and refine the process that Carer Gateway regional delivery partners (RDPs) will use to support carers from 2019 onwards. The pilot organisations were existing Commonwealth Respite & Carelink Centres (CRCCs), one based in **NSW**, the second in **Queensland**. In total, the process was piloted with **56 carers** across the two organisations.

#### Conducting the pilot

The pilot used the Carer Support Planning Process, in the ICSS Carer Support Framework to guide *Intake*, *Registration*, *Needs Assessment* and *Support Planning* for a mix of new carers and carers who already had an established relationship with their organisation. The Carer Support Planning Process utilised the [Carers Star™](#) as the integrated tool for supporting carer needs assessment, support planning and measurement of wellbeing.

#### Pilot Participants – Carer cohorts represented

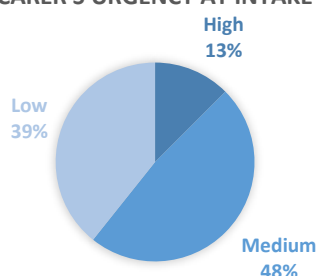
	Total	
	#	%
Aboriginal and Torres Strait Islander	1	2%
Culturally and Linguistically Diverse (CALD)	5	9%
Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ)	0	0%
Young Carer (aged 25 or below)	1	2%
Experienced Carer (>1 year)	22	39%
Older Carer (aged 65 plus)	29	52%
Carer of multiple people	6	11%

Note: carers may be represented in multiple cohorts.

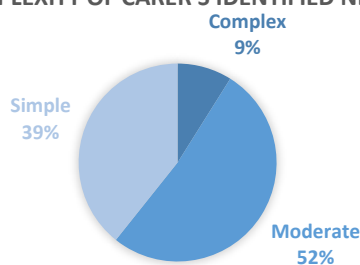
#### Pilot Participants – Carer urgency and case complexity

The graphs below show characteristics of the sample group of carers who participated in this pilot.

CARER'S URGENCY AT INTAKE



COMPLEXITY OF CARER'S IDENTIFIED NEEDS



In the pilot, interactions with carers were typically undertaken over the phone. Completion of the Carers Star™ was facilitated by a Carer Support Worker in each case. Following assessment and support planning discussions, carers received an Action Plan that described actions that would help them establish better supports in their caring role, in line with their identified goals and priorities. In almost all cases in the pilot, carers were not provided with the *Star Chart* prior to their assessment, so the Carers Star™ was explained by the Carer Support Worker over the phone. Where the Carers Star™ identified support requirements that fell outside the scope of current CRCC services, but within the broader scope of the future ICSS services, was noted by the Carer Support Worker.

The time taken to complete *Intake*, *Registration* and *Coordination* stages of the Carer Support Planning Process was not measured in the pilot. Re-assessment and *Monitoring* also fell outside the scope of the pilot due to its short timeframe.

## Key data and outcomes

- For **98%** of carers, the Carer Support Worker believed the stages in the process were appropriately sequenced.

*This is strong evidence that the overall process is logical and should be further developed for RDPs to use.*

- For **95%** of carers, the Carer Support Worker considered all information that was collected to be relevant.

*This is strong evidence that the design principle of 'Collect only what's relevant' has been applied to the design of the Carer Support Planning Process.*

- The Carer Support Worker believed in **98%** of assessments that the Carers Star™:
  - covered all aspects of the carer's circumstances
  - captured the carer's aims for their caring role.

*This presents strong evidence that the Carers Star™ reading is able to effectively facilitate identification of a carer's goals as an input to their Action Plan.*

- In **88%** of assessments the Carer Support Worker believed that they successfully completed the Carers Star™ through a conversation with the carer.

*Carer Support Workers involved in the pilot advised that use of the Carers Star™ during needs assessment enabled them to gain a holistic understanding of each carer's circumstances through a conversation.*

- The average time investment for a Carer Support Worker to complete a carer's Needs Assessment and create their Action Plan ready to send to the carer was **85 minutes**.

*Feedback was received from the pilot organisations that reducing and prioritising the guiding questions used during the Carers Star™ 'reading' was effective, while still capturing the information relevant and necessary for assessment.*

## Recommendations

1. The Carer Support Planning Process be adopted for use by the RDPs from implementation and that it incorporate the Carers Star™ to facilitate needs assessment, support planning and measurement of carer wellbeing.
2. Guidance needs to be developed to assist RDPs in identifying approaches that facilitate appropriate Action Plan recommendations when some supports are not within the scope of the ICSS.
3. Further consideration and testing should be planned to address the small sample size of specific cohorts in this pilot, including: Aboriginal and Torres Strait Islander carers; Culturally and Linguistically Diverse (CALD) carers; LGBTIQ carers and young carers (aged 25 or below).

## Next steps

### Refine and share the ICSS Carer Support Framework

- Update the ICSS Carer Support Framework to reflect design improvements resulting from the pilot.
- Consultation with sector stakeholders to agree on the Carer Support Planning Process with Carers Star™ integrated.

### Finalise ICSS Carer Support Framework:

- Test next iteration of the ICSS Carer Support Framework with users through an additional pilot and finalise the Framework based on learnings from this pilot.
- Agree final version of the ICSS Carer Support Framework with sector stakeholders.
- Develop guidance materials, including RDP operating processes to support implementation.

### Prepare for Implementation:

- Release further updated guidance materials to sector.
- Support implementation through sector engagement activity.