



**Australian Government**  
**Department of Social Services**

# Carer Gateway Advisory Group

Terms of Reference - 2016

DSS1678.10  
May 2016



# Carer Gateway Advisory Group

## Purpose

The Carer Gateway Advisory Group will provide advice to the Department of Social Services through a co-design process on the design and development of a new integrated carer support service. The co-design process forms the central part of Stage Two of the Integrated Plan for Carer Support Services (the Plan). This includes advice and subject matter expertise on:

- the collaborative approach for co-design of a new integrated carer support service (based on evidence and working knowledge);
- the development of a service concept;
- the development of service architecture, including opportunities for service integration within the new model and across service systems;
- the proposed service delivery model; and
- the development of a carer record, carer needs identification and information design.

## Membership

- Carers Australia (Co-Chair) – *Ara Cresswell*
- Department of Social Services (Co-Chair) – *James Christian*
- Mental Health Australia – *Frank Quinlan*
- South Australian Carer Support Network – *Peter Sparrow*
- First Peoples Disability Network – *Damian Griffis*
- Co.As.It – *Lorenzo Fazzini*
- National Lesbian, Gay, Bisexual, Transgender and Intersex Health Alliance – *Rebecca Reynolds*
- Consumer advocate – *Dr Ron Sinclair*
- Consumer advocate – *Jauhari Wright*
- Council on the Ageing – *Corey Irlam*
- National Disability Insurance Agency – *David Bowen*
- Networking Health Victoria – *John Rasa*
- Ex-Officio – *Karen Pickering – Department of Health, Aged Care*
- Ex-Officio – *Anthony Honeyman (APIS Group) - Technical Specialist*

## Review and Longevity

The Terms of Reference may be reviewed following any significant changes to policy direction or new government decisions.

The Carer Gateway Advisory Group's revised term is from June 2015 to March 2017 or until cessation of the Group.

## Frequency of Meetings

Meetings will be conducted monthly or as required. Meetings will be convened face to face or as teleconferences/videoconferences. Teleconferences may be held for out-of-session items.

## Working Groups

Working groups may be established by the Carer Gateway Advisory Group to progress specific areas of work in the development of the Plan.

In August 2015 a Subject Matter Expert (SME) Working Group was established to inform the design of Stage Two of the Plan. Membership of the SME Working Group was agreed in consultation with the Carer Gateway Advisory Group. Membership consists of representatives that have operational level expertise and knowledge of working with carers and carers themselves.

The SME Working Group will be consulted as part of the co-design activities to develop a service delivery model for the new integrated carer support service.

### SME Working Group Membership

<b><u>Organisation</u></b>
ACT Commonwealth Respite and Carelink Centre - Carers ACT
ACT Aged Care Assessment Team (ACAT)
Carers NSW
Mid North Coast Commonwealth Carelink and Respite Centre - United Protestant Association of NSW Ltd
Northern Sydney Commonwealth Respite and Carelink Centre - Northside Community Forum Inc
Loddon Mallee Commonwealth Respite and Carelink Centre - Bendigo Health
West Metro Commonwealth Respite and Carelink Centre - Carers Victoria
Barwon South West Commonwealth Respite and Carelink Centre - Barwon Health
Carers Queensland
South Brisbane Commonwealth Respite and Carelink Centre - FSG Australia
Northern Commonwealth Respite & Carelink Centre - The Uniting Church in Australia Property Trust (QLD)
Carers Tasmania
North Western Commonwealth Respite and Carelink Centre - Family Based Care Association North West Inc
South West Metropolitan Commonwealth Respite and Carelink Centre - Silverchain
Pilbara Commonwealth Respite and Carelink Centre - WA Health
Northern Region Commonwealth Respite and Carelink Centre - Carers NT Inc
South East Country Commonwealth Respite and Carelink Centre – Carers Association of SA Inc
Carerslink
South East Metro Commonwealth Respite and Carelink Centre - Carer Support and Respite Centre Inc
Federation of Ethnic Communities' Councils of Australia
Glenn Rees - Consumer Advocate
Multicultural Aged Care South Australia
Jauhari Wright - Young carer
Helen Johnson - Carer representative
UnitingCare Wesley Adelaide
Lesbian Gay Bisexual Transgender and Intersex Health Alliance
Carers Australia
Joan Jackman - Consumer Advocate
National Disability Insurance Agency

## Confidential Information

For purposes of business associated with their role as a Member of the Carer Gateway Advisory Group, Members may receive confidential information that they are to preserve and maintain.

Members will be provided with advice on the classification of documents received in their role as a Member of the Carer Gateway Advisory Group. Additionally, Members will be advised at each meeting to whether it is permitted to discuss/distribute 'In-Confidence'/'Committee-in-Confidence' documents with key personnel within their organisation for the purpose of the work of the Carer Gateway Advisory Group.

Where a Member is required to disclose the Confidential Information received, the Member must notify the Department of Social Services Contact Officer of its intention to disclose the Confidential Information prior to its disclosure and to whom within their organisation it will be disclosed to.

## Secretariat

Secretariat support for the Carer Gateway Advisory Group will be provided by the Department of Social Services, Disability and Carers Policy Branch.

The Meeting Record will be provided to the Carer Gateway Advisory Group 7 working days following the meeting.

## Background

In the May 2015 Budget, the Australian Government announced the development an Integrated Plan for Carer Support Services (Plan) that will drive practical actions to recognise, support and sustain the vital work of unpaid carers.

As part of the Budget announcement, the Government committed \$33.7 million over four years to deliver a new national carer gateway to enable better outcomes for carers (Stage One of the Plan).

The Carer Gateway Advisory Group was established in June 2015 to provide advice to the Department of Social Services on the development and implementation of the first stage of the Plan, the national carer gateway (national contact centre and website).

Carer Gateway commenced on 14 December 2015 and guides carers to the support and resources they need through a website, phone service and interactive service finder.

Stage Two of the Plan is focused on designing and implementing a fully integrated carer support service that will streamline and better coordinate the delivery of services for carers, irrespective of the age of the people/person for whom they care.

A key component of Stage Two is a co-design process with stakeholders to develop a proposed service delivery model for the new integrated carer support service. The co-design process will take place throughout 2016 to ensure that the proposed model aligns with the needs of carers, sector participants and stakeholders of the future service.

To support the co-design activities, a draft Service Concept has been developed that describes, at a high level, the proposed services aimed at providing improved outcomes for carers through an integrated carer support service. Once finalised, the Service Concept will be provided for broader consultation, including with the sector and the public.

A proposed service delivery model will then be co-designed. The service delivery model will define a proposed new integrated carer support service is designed in such a way to sustain carers in their role by providing supports that reduce strain on carers and ultimately improve their wellbeing.

Once the Service Concept and proposed service delivery model are finalised in late 2016, they will form the basis of a submission to be provided to Government for a decision on implementing a new integrated carer support service.

To reflect the purpose of stakeholder advice for Stage Two in the development of the Plan, the Terms of Reference for the Carer Gateway Advisory Group have been revised.