



Australian Government  
Department of Social Services

# Carer Gateway Advisory Group

## Terms of Reference

DSS1678.10.15



## Background

The Australian Government is developing an Integrated Plan for Carer Support Services that will drive practical actions to recognise, support and sustain the vital work of unpaid carers. As part of the Plan, existing carer programs have been brought together into one stream in the Department of Social Services (DSS) to enable a single line of focus on carer supports. As a first step, the Government has committed \$33.7 million over four years to deliver a new national carer gateway to enable better outcomes for carers. Further elements of the Plan will be co-designed with the sector to ensure there is good alignment between the design of the service system and the needs of carers.

## Purpose

The Carer Gateway Advisory Group has been established to provide advice to the DSS Project Board on:

- the development and implementation of the national carer gateway (national contact centre and website), including the current state report, service design principles, service concept, and consumer research report;
- the transitional activities, marketing and communication materials (including the brand book, web design mock-up and engagement strategy), and post-project evaluation;
- the roadmap and design for integration of DSS carer support services
- any other activity as requested by the Project Board; and
- overseeing a collaborative approach with key parties, including carers themselves, to co-design future integrated carer support services.

## 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 representative – *Dr Ron Sinclair*
- Consumer representative – *Jauhari Wright*
- COTA on behalf of National Aged Care Alliance – *Corey Irlam*
- National Disability Insurance Agency – *David Bowen*
- Networking Health Victoria – *John Rasa*
- Ex-Officio – *Anthony Honeyman* (APIS Group) - Technical Specialist

- Ex-Officio – *Fiona Buffinton* – Department of Social Services – My Aged Care Gateway

## 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 term is from June 2015 to April 2016 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 Carer Gateway.

## 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.

Where a Member is required to disclose the Confidential Information received, the Member must notify the Department's 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.