



Guidance for planning the transition of carers to Carer Gateway service providers

In recognition of the need to support and sustain the vital work of unpaid carers, the Australian Government is investing in the rollout of a range of new early intervention services for Australia's carers as part of the Integrated Carer Support Service.

The new Carer Gateway service providers have commenced establishment of their operations, with service delivery to start in the week commencing 6 April 2020.

To assist existing providers of Commonwealth funded carer programs in planning for the transition of services to Carer Gateway service providers, the department has engaged with representatives of the sector through the Sector Working Group (SWG) to produce the below guidance.

This guidance addresses common queries received by the department through the SWG, but may not be applicable for every provider.

General guidance

- New Carer Gateway service providers will commence services to carers in the week commencing 6 April 2020.
- Existing providers continue to provide supports to existing carers up to 31 May 2020, where it is practical to occur.
- Transition planning by existing providers will enable their organisation to wind down supports to carers in April and May 2020.
- Existing providers will support clients to transition to Carer Gateway service providers through appropriate planning and communication to carers.
- Department funded telephony will route calls from the previous carer 1800 numbers to the new Carer Gateway service providers in the week commencing 6 April 2020 ([how to access services by phone from April 2020](#)).
- Existing providers may elect to use their organisation's own telephone number(s) for carers in the period of April and May 2020. Carer Directed Respite Care

Current providers should book and are responsible for fees for services, up to 31 May 2020. If servicing with a package beyond 6 April 2020 but will cease by 31 May 2020, the provider should advise the carer to call that organisation's direct number (if available) to continue those support to 31 May 2020. For support beyond 31 May 2020, providers can

book and pay for supports in advance if appropriate. Alternatively, providers could inform carers to connect with Carer Gateway for future supports or warm transfer carer to Carer Gateway.

Residential respite booking service

Those current providers who offer this service, can book and pay any associated fees up to 31 May 2020. For support after 31 May 2020, providers should create a list of Residential Respite services with contact details so that the carer may be encouraged to make their booking, directly. This guidance also applies where a carer requires a pre-booking, for example in a post-surgery situation. Additionally, providers can advise carers to connect with Carer Gateway for information about supports and planning options.

Support to a carer of a person in palliative care

The Carer Gateway model has flexibility to support those caring for a person in need of palliative care. If support is needed beyond 31 May 2020, providers are to advise carers to connect with Carer Gateway for carer support planning and information about supports and options. Carers may be supported through other Commonwealth and State and Territory Government health and community services. For example, there are new medium term accommodation options for NDIS participants that may be applicable for carers: [click here to view the relevant media release](#)

Warm transfer of carers to new Carer Gateway service providers from week commencing 6 April 2020

Each Carer Gateway service provider will have a landline number ready to receive warm transferred calls from existing providers, from the week commencing 6 April 2020 until 31 May 2020.

These contact numbers will be available to existing providers via their Funding Arrangement Manager.

When warm transferring a carer to a Carer Gateway service provider, it may be useful to inform the carer that carer support planning will be undertaken by the Carer Gateway provider.

Arrangements for carers contacting existing providers directly after the 1800 telephony routes commence week 6 April 2020:

- For new clients, warm transfer to the Carer Gateway service provider; or referred to the Call Back form on the Carer Gateway website:
<https://www.carergateway.gov.au/request-call-back>
- For a carer seeking assistance regarding an emergency, providers are to ensure supports continue up to 31 May 2020. If support is needed beyond 31 May 2020 the provider should warm transfer the client to the Carer Gateway service provider.
- For existing clients, providers should consider best outcomes and ensure supports continue up to 31 May 2020. Providers may choose to make their direct number available to clients for support from week commencing 6 April to 31 May 2020. Alternatively, the provider may choose to warm transfer the carer to the Carer Gateway service provider.

More information

Providers of existing Commonwealth funded carer programs should contact their Funding Arrangement Manager for more information or support on planning for the transition of carers to Carer Gateway service providers. For information about the Carer Gateway, visit the website (www.carergateway.gov.au).