

Part C: Information about the Young Carers Respite and Information Services Activity  
Information Component

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# Preface

The Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA or the Department) has a suite of documents (the **Program Guideline Suite**) which provide information relating to the program. They provide the key starting point for parties considering whether to participate in the program and form the basis for the business relationship between FaHCSIA and the funding recipient.

They are:

* **Part A: Program Guidelines** which provides an overview of Program and the Activities relating to the program;
* **Part B: Information for Applicants** which provides information on the Application, Assessment, Selection and Complaints processes; Financial and Funding Agreement arrangements.
* **Part C: Application Information** providesspecific information on the Activity, Selection Criteria, Performance Management and Reporting. This part should be read in conjunction with the [Terms and Conditions of the Standard Funding Agreement.](http://www.fahcsia.gov.au/grantsfunding/currentfunding/documents/funding_terms_conditions)
* The **Application Form** which is completed by applicants applying for funding during a selection process.

FaHCSIA reserves the right to amend these documents from time to time by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

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# Program Overview

**Disability and Carers**

The Australian Government helps to support people with disability, their families and carers, through the provision of income support payments and allowances (including Disability Support Pension, Carer Payment and Carer Allowance) and support services for people with disability and their carers.

The Support for Carers Program provides support to carers of people with disability, through funding to organisations that deliver services for carers.

Under Support for Carers, the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) funds a number of services for carers of people with disability, including respite, support information, referral and advice for young carers who need support to complete secondary education and peer support for parents of children with disability or chronic medical condition.

There are two activities in the Support for Carers Program:

* Young Carers Respite and Information Services; and
* MyTime Peer Support Groups for Parents and Carers of Children with Disability or Chronic Medical Condition.

The Government will continue to work with the states and territories on the design, governance and funding arrangements for the national roll-out of a National Disability Insurance Scheme through the Council of Australian Governments and the Select Council of Treasurers and Disability Ministers.

FaHCSIA is also continuing to work closely with the state and territory governments on key priority areas under the National Disability Agreement.

## Program Outcomes

### *Outcome 5 – Disability and Carers*

Aims to provide an adequate standard of living, improved capacity to participate economically and socially and manage life-transitions for people with disability and/or mental illness and carers through payments, concessions support and care services.

## Program Objective

### *Outcome 5.5 – Support for Carers*

Aims to provide peer support, respite and information services for carers to help them balance their care responsibilities with social participation and, in the case of young carers, completion of their education.

The Program delivers a flexible range of services to meet the individual needs of carers,

care recipients and their families, including engaging with priority groups of Indigenous and culturally and linguistically diverse carers, to support their cultural needs.

# Activity Overview

The Young Carers Respite and Information Services activity assists young carers who need support due to the demands of their caring role.

The activity has two components:

* *Respite Services* – assists school aged young carers who need support to complete their secondary education or vocational equivalent to access respite and age appropriate support. These services are delivered by Commonwealth Respite and Carelink Centres.
* *Information, referral and advice services* – supports young carers up to and including 25 years with information, advice and referral services, including referral to counselling. These services are delivered by Carers Australia and the network of state and territory Carers Associations.

This is a targeted measure and seeks to supplement existing programs and services, not replace them.

The Australian Government will provide almost $25 million over three years, 2013-16, to continue providing services nationally.

These Part C Program Guidelines cover *Information, referral and advice services.* A separate Part C Program Guidelines covers *Respite Services.*

## Aims and objectives

The *information, referral and advice services* component of this activity provides information, advice and referral services to young carers nationally by:

* providing a clearly identifiable and accessible point of contact for young carers seeking information, referral and advice services;
* identifying each young carer’s needs and referring them to appropriate support services;
* undertaking activities to raise awareness of young carers and their issues within the community;
* undertaking activities that increase the rate of identification of young carers seeking assistance and support;
* maintaining the Australian National Young Carers Advisory Team (ANYCAT);
* providing each young carer member of ANYCAT with the opportunity to develop skills to enable them to raise awareness of young carer issues; and
* providing website administration to maintain the Young Carers Website and ensure the website has sufficient information and appropriately reflects all components of the *Young Carers Respite and Information Services* activity.

## Participants/clients/recipients/target group

The activity targets all young carers.

A young carer is defined as a person, up to and including 25 years, who provides regular and sustained care and assistance to another person without payment for their caring role (a pension or benefit is not considered to be payment for the caring role).

## Funding for the activity

A total of $1.79 million over the three years from July 2013 to June 2016 is allocated to continue to deliver the *information, referral and advice services* component.

Providers located in DisabilityCare Australia launch sites may transition from FaHCSIA block funding to individualised funding during this period.

## Eligible and in-eligible activities

This activity provides information, advice and referral services to young carers.

Funding can only be used for purposes detailed in these guidelines. Providers must ensure that funds are expended in a manner that represents value for money for the Australian Government.

Providers are to administer the activity in accordance with the Terms and Conditions of the Funding Agreement with due regard to legal, managerial and ethical responsibilities of governance.

Funding will be paid bi-annually and is provided for both administration and delivery of the young carers activity. Providers will be required to demonstrate value for money as judged against:

* using resources in an *efficient, effective and ethical* manner; and
* making decisions in an *accountable* and *transparent* manner.

Funding provided to service providers covers:

* staffing expenses (including staff training and professional development);
* operating expenses;
* transport costs (not purchase of vehicles);
* premises expenses;
* administration (including staffing) costs;
* training for service providers;
* promotional activities;
* equipment – materials and equipment directly related to assisting the target group for the activity.

Funding cannot be:

* used for capital projects involving land or buildings.

For advice on any activity not provided in the list above please contact your funding agreement manager.

## Activity links and working with other agencies and services

Service providers are encouraged to develop links with other agencies and services that complement services provided under the *information, referral and advice services* component of the Young Carers Activity. Where appropriate, service providers are encouraged to refer young carers to their local Commonwealth Respite and Carelink Centre to gain maximum outcomes for young carers.

Service providers are also encouraged to develop partnerships with local organisations and services to develop broader expertise and connections with a range of programs.

## Activity performance and reporting

Service providers must understand their rights and obligations in the Funding Agreement, and comply with the Terms and Conditions specified therein. These include complying with professional standards, maintaining required levels of insurance coverage, ensuring appropriate codes of conduct are in place and abiding by privacy and confidentiality obligations.

Service providers are required to demonstrate sound corporate governance, recognising that the Australian Government and the Australian public it represents are key stakeholders in their operations. This includes implementing processes and controls to maximise operational efficiency and ensuring the appropriate use of Australian Government funding.

Service providers must maximise outcomes for which the Australian Government has provided funding. Key elements of good corporate governance include sound record keeping practices, transparency in decision making and adherence to all relevant laws and regulations governing the industry within which the service operates.

Service providers are responsible for:

* administering funding in accordance with their Funding Agreement;
* delivering the services specified in the Funding Agreement;
* working within the Program Guidelines;
* ensuring that staff are well supported and have appropriate skills and qualifications to deliver the services;
* providing a complaints handling mechanism;
* adhering to the Terms and Conditions of the Funding Agreement; and
* ensuring the ongoing viability of services through sound business governance practices and prudent use of Government funding.

The Department assesses a service provider’s performance through reports and other compliance mechanisms.

**Activity Reports**Service providers will complete an Activity Report in January and July each year using a report template provided by the Department. The template will include both quantitative and qualitative questions about service usage.

**Key Performance Indicators**The Department is required to report on each program it funds through its Annual Report. The department does this through Key Performance Indicators (KPIs) which measure particular aspects of the work to determine the effectiveness of the program.

Service providers are required to report on specific KPIs as part of their Funding Agreement obligations. These KPIs are:

* number of new and ongoing young carers assisted in the twelve month period; and
* number of young carers assisted from Indigenous and CALD backgrounds.

Questions relating to KPIs will be included in the Activity Report templates.

The department may request additional performance information from service providers which must be provided within 21 days of the request.

Other reporting requirements are outlined in the Funding Agreement.

# Application Process

## Overview of the Application Process

The process is a direct selection process, with funding being offered to organisations currently funded who are meeting all the requirements of their current funding agreements.

In offering funding to the organisations currently funded, consideration will be given to each organisation’s financial and service delivery performance.

The decision to undertake a direct selection process reflects the need for minimal service disruption to families and carers and minimal administrative impost on service providers.

The funding being allocated under this direct selection process is for service delivery until 30 June 2014.

# Contact information

The primary contact for the Information Component of the Young Carers Respite and Information Services Activity is the Funding Agreement Manager in the FaHCSIA National Office. Any enquiries in relation to the Activity should be directed to that person in the first instance.