



Australian Government

Department of Social Services

National Disability Insurance Scheme Programme

**Young Carers Respite and
Information Services Activity**

**Education Support Component -
Operational Guidelines**

June 2016

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1. Programme Overview

1.1 Programme Outcomes

The Department of Social Services (DSS) works to provide improved independence, participation and lifetime wellbeing for people with disability, people with a mental illness and their carers.

The National Disability Insurance Scheme (NDIS) intends to ensure people with disability are supported to participate in and contribute to social and economic life to the extent of their abilities. People with disability and their carers will have certainty that they will receive the individualised care and support they need over their lifetime.

1.2 Programme Objectives

To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a National Disability Insurance Scheme that delivers individualised support through an insurance approach. This Programme also includes existing supports that are transitioning in to the NDIS in a phased approach as well as services to support the market, sector and workforce to adjust to the NDIS environment.

2. Activity Overview

The *Young Carers Respite and Information Services (Young Carers)* activity assists students with a significant caring role who need support to complete their secondary education or the vocational equivalent due to the demands of their caring role.

The *Young Carers* activity is a targeted measure and seeks to supplement existing programmes and services, not replace them.

The activity has two components:

- Education support services – assists students up to and including 18 years of age with a significant caring role to access age appropriate educational support. These services are delivered by the organisations managing the national network of 54 Commonwealth Respite and Carelink Centres (CRCCs).
- Information, referral and advice services – supports students with a significant caring role up to and including 25 years of age 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.

These Operational Guidelines relate to the Education Support component of the *Young Carers* activity.

DSS funds each of the organisations managing the national network of 54 Commonwealth Respite and Carelink CRCCs (CRCCs) to deliver Young Carers Respite Services to the target group through subcontracting arrangements with their service providers.

The Australian Government will provide \$22.9 million over three years from 1 July 2016 to 30 June 2019 to organisations to continue to deliver respite and/or education support services to students with a significant caring role.

2.1 Aims and objectives

Organisations are funded to deliver the Education support component of the *Young Carers* activity, to assist students up to and including 18 years of age with a significant caring role who need support to

complete their secondary education or the vocational education equivalent. The component aims to help them to better manage their education and caring responsibilities.

The objectives for the organisations delivering *Young Carers Respite Services* are:

- provide students up to and including 18 years of age with a significant caring role with a clearly identifiable and accessible single point of contact for information and advice on the full range of respite care services and other education related assistance available in their area;
- purchase, organise or manage the delivery of respite care or other age appropriate educational support that is tailored to meet the needs that students up to and including 18 years of age with a significant caring role have by reason of their status as students; and
- facilitate appropriate respite service responses in order to:
 - ensure equitable access for students up to and including 18 years of age with a significant caring role across and within regions or areas to a range of services;
 - improve students up to and including 18 years of age with a significant caring role access to respite care on a planned basis or in emergency or unplanned situations; and
 - improve access to respite services and support for Indigenous students up to and including 18 years of age with a significant caring role and those from a CALD background.

2.2 Applicant eligibility

The following entity types meet the eligibility requirements to be invited to apply for a grant for this activity:

- Incorporated Associations (incorporated under State/Territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name);
- Incorporated Cooperatives (also incorporated under State/Territory legislation, commonly have 'Cooperative' in their legal name);
- Companies (incorporated under the Corporations Act 2001 – may be a not-for-profit or for-profit proprietary company (limited by shares or by guarantee) or public companies);
- Aboriginal Corporations (incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006);
- Organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc.);
- Partnerships;
- Trustees on behalf of a Trust;

The following entity types may be invited in special circumstances:

- State and territory Governments; and
- Local Governments.

2.3 Participants/clients/recipients/target group

Educational Support Component Target Group

The Educational Support component of the *Young Carers* activity targets students with a significant caring role who need support to complete their secondary education. As such, under this component, a student with a significant caring role is up to and including 18 years of age, and who is a major provider of care and support for a parent, child, relative or friend with a chronic illness, disability, mental illness, alcohol or other substance dependence or who is frail aged.

Assistance has to be ongoing, or likely to be ongoing, for at least six months and be provided for one or more of the core activities of communication, mobility and self-care (for example, being understood by family or friends, getting into or out of bed, eating).

To be eligible to access Education support services these students must be:

- completing secondary education;

- completing secondary education at a vocational institution; or
- primary school students and secondary carers, who also have extensive responsibilities within the family and have been assessed as struggling to complete their education because of their caring role.

Indications that a student with a significant caring role is struggling with the demands of school and caring include:

- frequently missing school;
- having no time to complete homework;
- feeling very distracted when they are at school and experiencing limited connectedness with their school community; and/or
- considering leaving secondary school or the equivalent education prematurely.

Primary and Secondary Carers

Primary Carer

A primary carer is the person who provides the most assistance, in terms of help or supervision, to another person. The assistance has to be ongoing, or likely to be ongoing, for at least six months. The assistance may be to a person in the same or a different household.

Secondary or Other Carer

A secondary or other carer is a person who provides informal assistance, but who is not the main (or primary) source of assistance.

Ineligible Students

Students undertaking university or other tertiary level courses are not eligible for assistance under the *Young Carers* activity's Educational Support component. Students taking courses at a vocational institution that are not for the purpose of completing their secondary school equivalent education are also not eligible.

2.4 Funding for the activity

In 2016-17 \$7.3 million will be provided to organisations located across Australia to deliver the Education support component to school aged students with a significant caring role.

In accordance with the Fair Work Australia decision of 1 February 2012 to increase wages in the Social and Community Services (SACS) sector, the Department of Social Services will provide supplementation funding to organisations employing SACS workers delivering Specialist Services. To be eligible for supplementation funding organisations must have employed staff under the Social, Community, Home Care and Disability Services Industry Award 2010 (SACS Modern Award), specifically under one of the following Schedules:

- Schedule B – Classification Definitions - Social and Community Services Employees; or
- Schedule C – Classification Definitions - Crisis Accommodation Employees.
- Organisations affected by the Western Australia Industrial Relation Commission (WAIRC) SACS Decision of 29 August 2013 may also be entitled to SACS supplementation.

Organisations affected by the Western Australia Industrial Relation Commission (WAIRC) SACS Decision of 29 August 2013 may also be entitled to SACS supplementation.

2.5 Eligible and ineligible activities

Services

Young carers identified as meeting the Educational Support component's eligibility criteria can access two types of support:

- Direct Respite – planned, flexible hours of in-home respite care to free the student to spend time on their education; and
- Educational Support – short term or immediate activities or support that meets the educational needs a student with a significant caring role may have.

Prior to the provision of direct respite or educational support, each student's needs must be assessed, taking into account the complexity and priority of need balanced against available funding. Organisations should ensure that services or support cannot be provided through other programmes, local services or community groups.

Students must not be charged for any services they receive.

Note that services purchased from other organisations are considered by the DSS to be subcontracting arrangements, not brokered services. The grant agreement, Schedule I, now reflects this change through the inclusion of the text:

'We acknowledge that a large number of subcontractors are used to provide the services specified under the Activity and therefore we authorise you to engage them or purchase goods/services from them without seeking our approval'.

Direct Respite Services

When direct respite is an appropriate support for a student, organisations must provide services that give the student quality alternative or substitute care for the person for whom they care. This care may be provided in the home or other suitable accommodation. Direct respite care may be needed to allow a student the opportunity to attend appropriate educational support activities, for example, tutoring.

National Disability Insurance Scheme

Organisations should prioritise the care recipients they assist with direct respite services in line with the implementation of the NDIS in their state or territory and encourage student's care recipients who are under 65 years of age and need direct respite services to test their eligibility with the National Disability Insurance Agency (NDIA).

Service Agreements for Direct Respite Services

While each organisation may have its own legal requirements for subcontracting agreements, where direct respite services are purchased, organisations must enter into a formal service agreement that includes provisions for subcontracting direct respite services, in whole or in part, to a third party.

An organisation may subcontract direct respite services if it:

- records the subcontractor's name, address, legal status, relevant qualifications and details of the service to be subcontracted; and
- acknowledges that the organisation remains responsible and accountable to DSS for the provision of any subcontracted services.

Before subcontracting services, organisations are strongly advised to seek their own legal advice, to ensure that their obligations under the grant agreement are not compromised. The subcontracting arrangement must ensure that the subcontractor has at least the same obligations as those that apply to the CRCC under the Grant agreement, including any provision relating to confidentiality, permitted disclosure, insurance requirements and privacy of information. For example, an organisation may ask the subcontractor to sign a deed of confidentiality to reflect its own requirements, as outlined in its service agreement.

Service agreements to subcontract direct respite services must include the following “elements”:

- unit costs;
- description of the services to be provided;
- description of the roles and responsibilities, including protocols for escalating issues, of the organisation and the subcontractor; and
- standards to be met.

Organisations must ensure that subcontractors do not outsource or sub-subcontract any obligations to a third party without first getting DSS’ written consent.

Educational Support

Students may also need a range of other supports that provide a ‘respite effect’ in relation to their educational needs.

Decisions regarding what support should be funded should be based on a formal needs assessment of each student. Any educational support services provided must support the student in their educational needs.

The following services are examples of appropriate educational support activities. Please note, these examples are not intended as a checklist of entitlements for each student.

- Transport to and from school;
- Material support (e.g. school books, school uniforms, sports uniforms, school camps, meal provision);
- Tutoring in school subjects such as mathematics or science or the development of study skills.

Service agreements for Educational Support

The DSS acknowledges that due to the nature of educational support services it may not be feasible to enter into a formal service level agreement for these services. Examples may be school based music lessons, provision of transport to and from school, etc.

In these situations parental permission should routinely be sought before a student with a significant caring role under 18 years of age accesses educational support services; however this may not be appropriate in all circumstances. Organisations should be aware of the following:

Common law:

- A person under 18 has the legal capacity to consent to receiving educational support services provided the child or young person has sufficient intelligence and maturity to understand the nature of the service and any consequences in participating.

Statute law:

- In some jurisdictions there are relevant laws that override the common law. In these jurisdictions organisations should ensure that treatment they provide to persons under 18 years of age does not breach the relevant law.

It is advisable that organisations develop and implement policies addressing educational support service provision to children and young people under 18 years of age. These policies should address:

- confidentiality and privacy provisions for service users under 18 years of age and release of information forms; and
- Organisations obligations to:

- inform clients and educational support providers about duty of care responsibilities and mandatory child protection reporting requirements;
- ask under 18 year old service users if they agree to their parent(s) or guardian(s) being informed about the services being delivered; and
- use support persons for under 18 year olds during service provision as the preferred option and support person waivers where applicable.

Before purchasing educational support services, organisations are strongly advised to seek their own legal advice, to ensure that their obligations under the Grant agreement are not compromised.

Ineligible services

There are some activities that, while they may benefit students with a significant caring role, are outside the parameters of the Education support component, for example, all aspects of financial support (paying bills, airfares, non-school related equipment) funding family holidays or making payments directly to family members or friends to provide respite. Any activity not related to a student's educational needs is ineligible.

Organisations should contact their Grant Agreement Manager in their DSS State or Territory Office for advice about appropriate activities.

2.6 Duration of Assistance

It is recognised that the role of students who provide a significant level of care may be ongoing and that they require flexible support. They may require periods of intensive assistance and need to be able to move in and out of the activity as their circumstances change. Students with a significant caring role may be supported by Education support for as long as they meet eligibility requirements. Services can be provided during the school term and school holidays.

In the event that a care recipient passes away and the student requires support, organisations may continue assisting the student until other appropriate services or supports are in place.

2.7 Targeting Resources

Organisations are required to make decisions about the allocation of services and funds based on their assessment of the relative need of the students they support. This assessment must take into account the intensity of care required by the care recipient and other factors related to the needs and circumstances of the student and the nature of the caring relationship. These factors include:

- the availability of other informal support to the student, such as other family members, friends or volunteer groups;
- the availability of other services to support the student and/or care recipient, for example, home help, delivered meals or disability support services;
- the availability of other Government funded programmes and services, for example Youth Connections;
- the student's own physical and mental health status;
- the student's study and workload demands;
- other demands on the student, such as other family responsibilities or the number of people cared for; and
- the circumstances of the student's family.

2.8 Activity links and working with other agencies and services

Organisations are encouraged to develop links with other agencies and services that complement services provided by organisations. Where appropriate, organisations are encouraged to refer students who have a significant caring role to their local Carers Association to gain maximum outcomes for these clients.

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

When subcontracting or purchasing services, organisations should ensure on-funded service providers are aware of the need for managing each young carer's situation in a manner that is sensitive to their needs and the needs of the care recipient.

Service providers should also be aware of accountabilities and standards in relation to providing in-home care.

National Carer Strategy

Carers are central to current reforms to disability, mental health and aged care services because the role of informal carers is critical to sustaining these care support systems. The National Carer Strategy will guide future reforms occurring in the disability, health, mental health, aged care and service delivery sectors and ensure that carers get the support they deserve from the Government and the community.

Through the provision of education support to young carers, the Young Carers activity is contributing to addressing Priority 2 of the National Carer Strategy, which is to ensure carers have access to appropriate and timely information which makes it easier for them to get support.

Employment for Carers

Job Services Australia and Disability Employment Services (DES) provide employment support for carers.

Job Services Australia provides support for carers who wish to enter or re-enter the paid workforce and for people returning to the workforce after their caring role ends. It provides opportunities for training, skills development and work experience and provides tailored assistance to ensure responsiveness to individual circumstances. Further information about Job Services Australia is available on the Australian Government [Department of Employment's website](#).

Disability Employment Services (DES) provide job seekers (including carers [who](#) wish to enter or re-enter the paid workforce) with disability, injury or a health condition with assistance to prepare for, find and keep a job. Further information is available on the [DSS Website](#).

Outreach

Outreach and networking activities that promote services, assist in identifying students with a significant caring role and attract clients should be planned and implemented by organisations throughout their region of operation.

The extent of outreach activities should be proportional to a organisations current capacity to meet demand. Where organisations have waiting lists or are close to capacity, promotion should be reduced to limit further increasing demand.

Outreach activities include targeting students with a significant caring role from Indigenous and CALD backgrounds.

A client is defined as being from a CALD background where they have particular cultural or linguistic affiliations due to their:

- place of birth or ethnic origin;
- main language other than English spoken at home; or
- proficiency in spoken English.

2.9 Specialist requirements (e.g. Legislative requirements)

Organisations must comply with obligations under Clause 19 – Vulnerable Persons, Police Checks and Criminal Offences of the grant agreement Terms and Conditions regarding working with vulnerable persons. The Terms and Conditions explain the requirements and obligations on the organisations and their on-funded providers regarding Police Checks for any person, including contractors, prior to their engaging with students with a significant caring role. Organisations should contact their Grant Agreement Manager in their DSS State or Territory Office if they need further clarification regarding their grant agreement obligations.

2.10 Information technology

Funding may be used for the cost of information technology and communication devices however this must be limited to those directly related to the activity.

2.11 Activity performance and reporting

DSS monitors and evaluates programme performance to ensure activities and grant recipients have a focus on outcomes for beneficiaries through effective and efficient use of funds and resources.

DSS's Performance Indicators focus on three key questions:

1. Are we achieving what we expected?
2. How well is it being done?
3. How much is being done?

Performance Indicators based on these questions may be included in the grant agreement for the grants recipients.

Grant recipient performance will be measured against benchmarking of other organisations funded for this programme and compare a grant recipient's service delivery performance against national benchmarks. Benchmarking will take into consideration the delivery of similar services, scale of funding, locality of service location and other relevant characteristics.

Information needed to evaluate service delivery/project performance, must be reported via the DSS approved mechanisms outlined in the grant agreement with DSS.

Organisations may ask questions seeking feedback about their service delivery practices and those of their service providers.

The only mandatory requirement is that the survey asks the following question in order to report results for this Performance Indicator:

“Did the services you received meet your needs?”

Students with a significant caring role must rate services according to the following scale:

(0) not met; (1) partly met; (2) fully met.

A response to either (1) or (2) will be counted as satisfied.

Full details of reporting requirements are provided in the grant agreement.

2.12 Financial Reporting

The Educational Support component of the *Young Carers* activity will be managed to ensure the efficient and effective use of public monies. This will be consistent with best value in social services principles, the DSS grant agreement, and will aim to maintain viable services and act to prevent fraud upon the Commonwealth.

Acquittal documents must be provided to DSS as outlined in the grant agreement.

Funding must only be used for the purposes for which it was provided.

2.13 DSS responsibilities and accountabilities under the activity

DSS will:

- Meet the Government's terms and conditions of the Grant agreement established with organisations;
- Ensure that services provided under the Programme are accountable to the Australian Government under the terms and conditions agreed in the grant agreement;
- Administer the operation of the Programme in a timely manner;
- Identify suitable providers to deliver the activities required as per the grant agreement;
- Work in partnership with the provider to ensure the programme is implemented and will provide the service provider with constructive feedback; and
- Ensure that the outcomes contained within the Programme Guidelines are being met and evaluate the provider's performance against the programme outcomes.

2.14 Grant recipients' responsibilities and accountabilities under the activity

In entering into a grant agreement with DSS, the grant recipient must comply with all requirements outlined in the suite of documents that comprise the Agreement including these Programme Guidelines, the grant agreement and the Standard Agreement Terms and Conditions ([available on the DSS website](#)).

Grant recipients are responsible for ensuring:

- the terms and conditions of the grant agreement are met;
- service provision is effective, efficient, and appropriately targeted;
- highest standards of duty of care are applied;
- services are operated in line with, and comply with the requirements as set out within all state and territory and Commonwealth legislation and regulations.
- ensuring Indigenous Australians have equal and equitable access to services;
- working collaboratively to deliver the programme; and
- contributing to the overall development and improvement of the programme such as sharing best practice.

2.15 Risk management strategy

The service provider(s) will be subject to a risk management assessment prior to negotiating a grant agreement with DSS.

Monitoring of service delivery will focus on addressing areas of risk that have the most impact on the Program outcome.

As part of the overall risk management strategy for the Program, DSS requires the service provider to:

- Identify and document risks in delivering services related to the program;
- Identify and document treatments to manage identified risk;

- Implement adequate and effective policies and procedures to manage risks through the Grant period.

As part of DSS's Common Business Model, grant agreements are managed according to a risk management approach. Grant recipients are assessed by the Grant Agreement Manager and appropriate treatments identified. Risks are assessed in regard to governance, financial management, viability, performance management and issues management.

2.16 Special conditions applying to this activity

Not applicable.

3. Application Process

3.1 Overview of the application process

DSS is conducting a direct selection process for 40 grant recipients who provide the Education Support component of the *Young Carers* activity to 54 sites nationally. These grant recipients are meeting their grant agreement obligations and will be offered a new, three year grant agreement for the period 1 July 2016 to 30 June 2019.

The overall grant being distributed in this process is \$22.9 million from 1 July 2016 until 30 June 2019.

4. Terms and conditions applying to Direct Selection

4.1 Liability issues

DSS is not liable to the applicant in relation to the selection process, including without limitation, when DSS:

- varies or terminates all or any part of the selection process or any negotiations with the applicant;
- decides not to acquire any or all of the services sought through the selection process
- varies the selection process; and/or
- exercises or fails to exercise any of its other rights under, or in relation to the programme guidelines.

4.2 DSS rights

DSS reserves the right to amend the programme guidelines by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

4.3 Disclaimer

DSS, its officers, agents and advisors:

- are not, and will not be, responsible or liable for the accuracy or completeness of any information in or provided in connection with the programme guidelines;
- make no express or implied representation or warranty that any statement as to future matters will prove correct;
- disclaim any and all liability arising from any information provided to the applicant, including, without limitation, errors in, or omissions contained in, that information;
- except so far as liability under any statute applies, accept no responsibility arising from errors or omissions contained in any information in this document and the application form; and

- accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing reliance on the contents of these documents, or any other information provided by DSS.

4.4 Fraud

DSS is committed to the Commonwealth Fraud Control Policy and Guidelines. Applicants should familiarise themselves with [the DSS Fraud Control Policy Statement](#). The Fraud Control Policy Statement also underpins an Applicant's respective fraud and risk minimisation responsibilities when dealing with DSS.

One key responsibility outlined in the DSS Fraud Control Policy Statement is to report all fraud concerns by:

- leaving an anonymous voicemail message on the DSS Fraud Hotline (1800 133 611); or
- emailing fraud@DSS.gov.au

4.5 Personal Information

Any personal information you provide is protected under the *Privacy Act 1988*. It can only be disclosed to someone else if you have been given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

If you have questions or concerns about how your personal information is handled you can contact, the FOI Coordinator in the DSS Public Law Branch on 02 6146 3181 or by email foi@dss.gov.au or you may wish to contact the Office of the Australian Information Commissioner on 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges) or email the Commissioner on enquiries@oaic.gov.au.

4.6 Freedom of Information

All documents in the possession of DSS including those in relation to the programme are subject to the Freedom of Information Act 1982 (FOI Act).

The FOI Act creates a general right of access to documents in the possession of DSS and this right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act.

All FOI requests are to be referred to the FOI Coordinator, Public Law Branch, in DSS.

By mail:

FOI Coordinator
The Department of Social Services
Public Law Branch,
GPO Box 9820
CANBERRA BUSINESS CENTRE
ACT 2610

By email:

foi@dss.gov.au

For more information on making a request for access to documents in the possession of DSS under the FOI Act, [visit the DSS Website](#).

5. Financial and Other Arrangements

5.5 Financial arrangements

DSS uses standard grant agreements. Funding will only be provided in accordance with an executed grant agreement. The terms and conditions of DSS's grant agreements cannot be changed.

The grant agreement will contain the entire agreement between the parties. There is no binding agreement on any parties until the grant agreement is agreed to and signed by the delegate and the applicant's authorised representative.

The grant agreement is the legal agreement between DSS and the grant recipient over the grant period. In managing funding provided, the grant recipient must comply with all the requirements of the grant agreement.

Grant recipients are responsible for ensuring that:

- the terms and conditions of the grant agreement are met;
- service provision is effective, efficient, and appropriately targeted;
- highest standards of duty of care are applied; and
- services are operated in line with, and comply with the requirements as set out within all State and Territory and Commonwealth legislation and regulations.

Grant recipients should also be aware of any case based law that may apply or affect their service delivery.

The Terms and Conditions of the grant agreement [are available on the DSS website](#).

6. Complaints

6.1 Applicants/Grant Recipients

Applicants and grant recipients can contact the complaints service with complaints about DSS's service(s), the selection process or the service of another of DSS grant recipients.

Details of what constitutes an eligible complaint can be provided upon request by DSS. Applicants and grant recipients can lodge complaints through the following channels:

Telephone: 1800 634 035

Fax: (02) 6204 4587

Mail:

The Department of Social Services Complaints
GPO Box 9820
Canberra Business Centre ACT 2610

If an applicant or grant recipient is at any time dissatisfied with DSS's handling of a complaint, they can contact the Commonwealth Ombudsman on 1300 362 072. Further information is also available from the [Commonwealth Ombudsman website](#).

6.2 Client/Customer

It is a requirement of your grant agreement to have a **transparent and accessible** complaints handling policy. This policy should acknowledge the complainant's right to complain directly to you, outline the process for dealing with the complaint and provide options for escalation both within your organisation and to DSS if necessary. Ensure that you provide information about your complaints handling policy and processes in all correspondence to guarantee it is readily available to the public.

7. Contact Information

The primary contact for the *Young Carers* activity is the Grant Agreement manager in the relevant DSS State or Territory Office. Any enquiries in relation to this activity should be directed to that person in the first instance.

7.5 Appendix A – Other Programmes and Services

Young Carers Website

The [Young Carers](#) website is maintained by the national office of Carers Australia and provides information for students with a significant caring role, care recipients and teachers.

Carers Australia

[Carers Australia](#) provides information for all carers and care recipients.

Payments for Carers

There are several payments and services available to parents or carers who provide daily care to someone with a severe disability or medical condition or someone who is frail aged. For more information see the [Department of Human Services website](#).

Personal Helpers and Mentors Program

The Personal Helpers and Mentors Program assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is severely impacted as a result of a severe mental illness. For more information see the [DSS website](#).

Youth Connections

The Youth Connections programme provides an holistic approach to servicing young people at risk including support for individual young people and the broader community.

The Youth Connections programme aims to provide support to young people to remain at school. Youth Connections Providers will work with young people to link them with support services in their regions.

You can find further information on the Australian Government youth programmes that are administered by the Department of Education on their [website](#):

Children of Parents with a Mental Illness

[Children of Parents with a Mental Illness \(COPMI\)](#) aims to promote better mental health outcomes for children (0 - 18 years) of parents with a mental health problem or disorder.

The programme provides mainly online information and referral services for children of parents with a mental illness as well as their teachers and families.

Department of Human Services Financial Information Service

Centrelink's [Financial Information Service \(FIS\)](#) is an education and information service available to everyone in the community. FIS helps people to make informed decisions about investment and financial issues for their current and future financial needs.

The Australian Child & Adolescent Trauma, Loss and Grief Network

A collaborative network to promote development and understanding in the field of child and adolescent trauma, loss and grief. The [network](#) offers key resources to help understand and respond to the diverse and complex needs of children, adolescents and their families.