



Australian Government

Department of Social Services

ICSS Service Blueprint

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Purpose: This document is a blueprint for the Australian Government's Integrated Carer Support Service. Its purpose is to describe the different service components (and their relationship) required to commission and operate the Integrated Carer Support Service.

CONTENTS

INTRODUCTION..... 4

Purpose and structure of this document.....4

BACKGROUND..... 4

An overview of the Integrated Carer Support Service4

ICSS BUSINESS MODEL..... 5

The ICSS business model.....5

INPUTS 6

Funding.....6

Providers7

Infrastructure8

Resources9

Tools.....10

Policies & Procedures11

ACTIVITIES12

Commissioning Activities13

Client Activities.....14

Ancillary Activities 15

TARGET COHORT..... 16

OUTCOMES..... 17

Outcomes Framework 18

Monitoring Outcomes..... 19

Benefits Management 19

ICSS SERVICE PATHWAYS..... 20

The Service Delivery Framework..... 23

Introduction

Purpose and structure of this document

The Integrated Carer Support Service (ICSS) Service Blueprint describes the service components (and their relationship) that the Government will put in place to operationalise the ICSS. The blueprint is designed to provide guidance to those organisations that will be engaged by the Department of Social Services (DSS) to support the delivery of the ICSS.

Specifically, the blueprint provides a concept for:

1. The **ICSS business model** – a visual representation of how ICSS inputs (i.e. Commonwealth funding) are converted, through activities, into outcomes.
2. The **ICSS service pathways** – a range of scenarios to show how a carer might interact with the ICSS services.

Background

An overview of the Integrated Carer Support Service

In recognition of the need to support and sustain the vital work of unpaid carers, the Australian Government committed \$33.7 million over four years to develop an Integrated Plan for Carer Support Services (the Plan). The Plan is being developed to reflect the Australian Government's priorities for carers, and outlines actions to improve access to information and services specifically for carers. The Plan to date has had two key stages.

The first stage was the design and implementation of Carer Gateway. Carer Gateway launched in December 2015, and established www.carergateway.gov.au and a national contact centre, dedicated to the delivery of carer-specific information. Its purpose is to provide carers with a recognisable source of clear, consistent and reliable information, to help them navigate the system of support and services.

The second stage of the Plan was to work with the sector (including carers, service providers, peak bodies and individuals with carer-specific expertise) to co-design a new integrated system of carer-specific supports and services that would be better positioned to support Australia's carers into the future.

The resulting design reflected four principles:

- Invest in services that have a proven ability to improve a carer's quality of life;

- Prioritise investment in a range of low-cost, yet effective, preventative services available to carers (e.g. counselling, coaching and peer support);
- Seek to intervene early in the life course of a carer; and
- Target carers most in need of support (i.e. those carers most at risk).

As part of its broader reforms to the carer support system, the Australian Government committed to commissioning the new ICSS

The vision for the Integrated Carer Support Service

Caring can be stressful and can impact on the relationship between the carer and the person they care for. It can also impact carers’ ability to participate in everyday activities such as education and employment. Through its commissioning of the ICSS, the Australian Government’s objective is to:

Improve carer wellbeing, increase their capacity and support their participation, socially and economically.

ICSS Business Model

The ICSS business model

The ICSS is a complex system of people, processes, organisations, technology and information. To visualise this system (and the relationship between its respective components) the following model has been constructed to describe how the ICSS will convert inputs (Commonwealth funding), through activities, into carer outcomes.



The ICSS business model components

The ICSS business model has the following components. These components are described in more detail in the following sections.

Component	Description	
INPUTS	Funding	The funding provisioned by Government to support the operation of the ICSS.
	Providers	The organisations essential to the successful operation of the ICSS.
	Infrastructure	The physical facilities and installations required to support the delivery of Activities e.g. buildings and IT systems.
	Resources	The human resources required to be in place to support the delivery of Activities.
	Tools	The tools to support a consistent design and implementation of Activities.
	Policies and procedures	The policies and procedures essential to the successful operation of the ICSS.
ACTIVITIES	Describes the Activities undertaken to support the successful operation of the ICSS.	
TARGET COHORT	Defines the cohort of carers that the ICSS will support.	
OUTCOMES	Defines the results the Australian Government is seeking to achieve through its investment in the ICSS.	
	Defines the monitoring (e.g. data collection and reporting) mechanisms required to measure the degree to which ICSS outcomes are being achieved.	

Inputs

Funding

The Australian Government is investing an additional \$85.6m to roll out a range of new early intervention services for Australia’s carers.

These funds will be used to support the following:

- Activities undertaken in preparation for the commissioning of the ICSS; and
- Activities undertaken by those organisations engaged to support the ongoing operation of the ICSS.

Once the new ICSS is fully implemented, and funding from existing carer support programs transitions to the new services, there will be approximately \$120 million per year for carer-specific support.

Providers

DSS will engage the following external organisations to support the commissioning and ongoing operation of the ICSS.

Provider	Description	Role
DSS	<p>DSS is responsible for:</p> <ul style="list-style-type: none"> • www.carergateway.gov.au • Management of the ICSS Implementation Program • Designing and specifying the Carer Support Planning Process (including specifying business rules that govern interfaces between providers) • Benefits management • Transition management 	Commissioning + Ongoing operation
Carer Gateway regional delivery partners (RDPs)	The organisations engaged to perform the role of Carer Gateway regional delivery partner (RDP). These organisations will replace the organisations funded under previous DSS carer programs, including the Commonwealth Carelink and Respite Centres.	Commissioning + Ongoing operation
Digital Counselling Service Provider	<p>The specialist organisation commissioned to:</p> <ol style="list-style-type: none"> a. design and deliver a Digital Counselling Service for carers; and b. define the operating guidelines for the delivery of in-person counselling by the RDP. 	Commissioning + Ongoing operation
Online Peer Support Service Provider	The specialist organisation engaged to develop and operate an Online Peer Support Forum that will provide carers with access to 24/7 community support.	Commissioning + Ongoing operation
Carer Coaching Service Provider	<p>The specialist organisation engaged to:</p> <ol style="list-style-type: none"> a. develop and operate an Online Carer Coaching Service course b. design and pilot (in conjunction with RDPs) the Carer Coaching Service, which shall be complimentary to the online coaching course; and c. create the operating guidelines for the delivery of the In-Person Peer Support Service by the RDPs. 	Commissioning+ Ongoing operation
Education Provider	The specialist organisation engaged to design an online education program for carers.	Commissioning
Young Carer Bursary Program Provider	<p>The sector organisation engaged to operate the Young Carer Bursary Program.</p> <p>This is administered separately from the ICSS.</p>	Ongoing operation

Delivery support providers will be engaged to support implementation and ongoing service improvement.

Communications Provider	<i>The specialist organisation engaged to design and deliver a national communications activities (raising awareness for carers, and the supports and services available to carers). This includes a national carer awareness activity - Design and implementation of a communication strategy to raise awareness of carers.</i>	Commissioning + Ongoing operation
Outcomes Measurement Provider	<p><i>The specialist organisation engaged to design and administer an outcomes and quality-monitoring framework. This includes:</i></p> <ul style="list-style-type: none"> <i>Analytics and evaluation survey. Tools to implement the benefit management framework and to assess and monitor ICSS outcomes.</i> <i>Benefit management. Assisting in the measurement and management of how the ICSS will deliver its benefits.</i> 	Commissioning + Ongoing operation

Infrastructure

To support the ongoing operation of the ICSS, four organisations are required to provide the following infrastructure:

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Service Provider	Online Peer Support Service Provider	Carer Coaching Service (Online) Provider
Telephony	A national 1800 number accessible to members of the public	✓	-	-	-	-
	A system to route calls to a national 1800 number based on the geographic location of the caller	✓	-	-	-	-
	A system to manage incoming calls and integrated with a Client Relationship Management system	-	✓	✓	-	-
Information Technology	Laptops and/or mobile devices to support a mobile workforce	-	✓	-	-	-
	Website – an online access point for carers	✓ www.carergateway.gov.au	-	✓ Digital Counselling website - linked to, and in same look and feel of www.carergateway.gov.au	✓ Online peer support forum - linked to, and in same look and feel of www.carergateway.gov.au	✓ Carer Coaching website - linked to, and in same look and feel of www.carergateway.gov.au
	CRM – an IT system to support the capture, retention and reporting of an organisation's interactions with its clients	-	✓	✓	-	✓

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Service Provider	Online Peer Support Service Provider	Carer Coaching Service (Online) Provider
	The Data Exchange (DEX) to support the collection and visualisation of data from multiple organisations	✓	-	-	-	-
Service outlets	A physical staff presence to deliver services where proximity to carers is important, but not necessarily dedicated office space i.e. staff may be co-located in a local hospital.	-	✓	-	-	-
Vehicles	Transportation arrangements (either through owned vehicles or on a vehicle reimbursement basis) for those staff required to travel in the delivery of Activities.	-	✓	-	-	-

Resources

Organisations are required to engage the human resources necessary to deliver their respective activities specified in their contractual arrangements with DSS, including:

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Provider	Online Peer Support Provider	Carer Coaching Service (Online) Provider
Front-line staff	Staff engaged directly with carer in the delivery of client activities e.g. managing incoming calls from the national 1800 number or delivering the carer coaching program.		✓	✓		
Support staff	Staff engaged indirectly with carers in the delivery of activities e.g. moderating the online peer support forum.				✓ Forum mediators	
Specialist staff	Professionally trained and qualified staff engaged directly with carers in the delivery of activities e.g. counsellors.		✓ Carer coaches Peer group moderators Counsellors	✓ Counsellors		

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Provider	Online Peer Support Provider	Carer Coaching Service (Online) Provider
Back-office Staff	Staff engaged to (a) support the delivery of ancillary activities and/or (b) those staff delivering client activities.	✓	✓	✓	✓	✓
Subcontracted point-of-service staff	Staff engaged directly with carers in the delivery of specialised services subcontracted to local service providers, e.g. for Carer Directed Support and Emergency Respite Care, etc.		✓			

Tools

To ensure a consistent approach and to enable the delivery of activities, the organisations are required to provide the following tools:

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Provider	Online Peer Support Provider	Carer Coaching Service (Online) Provider
Carer Support Framework	A guiding framework and needs identification capability.	✓				
Counselling Needs Assessment	A diagnostic assessment to determine a carer's counselling needs.		✓	✓		

Category	Description	Organisation				
		DSS	Carer Gateway regional delivery partners (RDPs)	Digital Counselling Provider	Online Peer Support Provider	Carer Coaching Service (Online) Provider
Online coaching resources	Online platform for self-guided coaching.					✓ ¹
Promotional material	Leaflets and newsletters to promote events and enable outreach activities.		✓			

Policies & Procedures

The policies and procedures that will govern the ongoing operation of the ICSS will be defined in a number of formal documents including provider contracts and grant agreements.

- Grant agreements with organisations engaged to perform the role of Carer Gateway regional delivery partner (RDP);
- The Carer Gateway regional delivery partner Operating Model provided to all grant applicants;
- the grant agreement with the Education Provider;
- Commissioning and operation contracts with the Digital Counselling Provider, Online Peer Support Provider, and the Carer Coaching Provider; and
- Contracts with the Communications Provider and Outcomes, and Measurement Provider.

¹ The Carer Coaching Provider will run a pilot coaching program and provide the coaching program syllabus, carer coaching training (for the pilot) and the online coaching resources required to deliver the coaching program.

Activities

The following activities will be undertaken to support the commissioning and ongoing operation of the ICSS. The activities are grouped into three categories:

- **Commissioning activities** – those activities undertaken by DSS and its providers to operationalise the ICSS;
- **Client activities** – those activities delivered by providers directly to carers on an ongoing basis; and
- **Ancillary activities** – those activities required to support the ongoing operation of the ICSS.

How a carer will likely interact with these services is described in the section [ICSS User Journeys](#).

Commissioning Activities

Commissioning Activities are design and implementation tasks undertaken by DSS and the other providers to operationalise ICSS.

Category	Activities	Responsible
Program Implementation	<ul style="list-style-type: none"> • Design and communicate the service operating model for ICSS (including specifying the business rules associated with delivering a consistently good carer experience within the ICSS) • Design and communicate the Carer Support Planning Process and its supporting tools to enable the RDPs to assess carers seeking to access support services • Support the training and orientation of RDPs in the use of the Carer Support Planning Process as required • Redevelop www.carergateway.gov.au, including delivery of new Information Architecture and updated and revalidated content • Manage the transition from the current operating environment to the future system • Transition Young Carer Bursary into ICSS service model 	DSS
Carer Gateway regional delivery partners (RDPs)	<ul style="list-style-type: none"> • Establish infrastructure and operational arrangements to deliver the Carer Gateway carer support services across a defined region. These services include: <ul style="list-style-type: none"> ○ The Carer Support Planning Process ○ Peer support groups ○ Coaching (In-Person) ○ Counselling (In-Person) ○ Emergency respite ○ Targeted financial support ○ Provision of information and advice ○ Awareness raising ○ Service mapping and planning 	Carer Gateway regional delivery partners (RDPs)
Carer Counselling Service	<ul style="list-style-type: none"> • Design and develop the counselling services (Digital Counselling and In-Person Counselling), which are to be based on cognitive behavioural therapy • Develop the Digital Counselling process(es) • Test and deploy the online content • Develop materials for In-Person Counselling Service providers to utilise. 	Digital Counselling Provider
Online Peer Support Service	<ul style="list-style-type: none"> • Establish an online discussion forum platform • Develop initial content • Provide personnel who will monitor and moderate the discussion forums on an ongoing basis. 	Online Peer Support Provider
Carer Coaching Service	<ul style="list-style-type: none"> • Design the coaching syllabus and develop online carer coaching modules • Test and deploy the online modules • Pilot the coaching service • Develop and implement train-the-trainer approach for RDP coaches 	Carer Coaching Provider

Category	Activities	Responsible
Education Resources	<ul style="list-style-type: none"> Develop an updated set of core carer course materials in online format that cover personal health and wellbeing, dealing with stress, taking a break, legal issues (power of attorney) and effective communication techniques 	Education Provider
Young Carer Bursary	<ul style="list-style-type: none"> Management of the advertising, promotion, recipient selection and payments of Young Carer Bursary (ongoing). 	Young Carer Bursary Provider
Communications	<ul style="list-style-type: none"> Detailed market research to inform design of communications materials National communications activity targeting different communication channels Public relations activities 	Communications Provider
Outcomes Measurement	<ul style="list-style-type: none"> Develop an outcomes and quality monitoring framework consistent with the ICSS program intent and expected benefits Deliver quality monitoring services in line with the developed framework 	Outcomes Measurement Provider
Carer Gateway (current website)	<ul style="list-style-type: none"> Host, link and signpost new prototype online services until the final transition to the redeveloped Carer Gateway website Communicate the new services available to carers in the future Communicate ongoing availability of existing services until their transition into ICSS 	Carer Gateway website provider
Carer Gateway Call Centre (current call centre)	<ul style="list-style-type: none"> Communicate existing and new services available until the final transition to the ICSS regional delivery model 	Carer Gateway Call Centre provider

Client Activities

Client Activities describe what will be delivered by providers directly to carers on an ongoing basis.

Activity	Description	Responsible
Manage Carer Support Planning	Through the structured Carer Support Planning Process (delivered primarily via telephone) support carers to identify suitable support and services and ascertain those carers most in need. The Carer Support Planning Process uses the Carers Star™ which is an evidence-based tool that both measures and supports change and assists in the development of the carer’s Action Plan.	RDPs
Deliver preventative services: In-Person Peer Support	Through a facilitated peer support group carers will have the opportunity to connect with people in similar circumstances and engage in peer learning.	RDPs
Provide carers with an online community of support	Through an online community (accessible via the Carer Gateway website) carers will have the opportunity to connect with people in similar circumstances and engage in peer learning.	Online Peer Support Provider

Activity	Description	Responsible
Deliver preventative services: Counselling	Make available an in-person counselling service for carers who are experiencing difficulties with anxiety, stress, depression and low mood as a result of their caring role.	RDPs, Digital Counselling Provider
Deliver preventative services: Coaching	Provide a coaching service (delivered in-person and via telephone) specifically designed to assist carers to acquire the skills and resilience needed in their caring role.	RDPs (facilitated), Carer Coaching Service (online)
Deliver preventative services: Carer Directed Support	Support carers with financial packages that can be used for a range of practical supports that will assist them in their caring role (which may include but are not limited to, cleaning, planned respite, cooking, and assistance with transport). The two packages for Carer Directed Support Service are: up to \$3000 for the Carer Directed Package; or up to \$1500 for a One-Off Support.	RDPs (and third-party providers via brokerage arrangements with the RDP)
Provide emergency support in the form of Emergency Respite Care	Secure (and fund) replacement care for the care recipient in circumstances where all other options have been exhausted.	RDPs (and third-party providers via brokerage arrangements with the RDP)
Provide support to young carers	Manage and deliver the Young Carer Bursary Program to assist young carers in greatest need to continue to study, and to relieve the financial pressure for them to undertake part-time work in addition to their educational and caring responsibilities.	Young Carer Bursary Provider
Give carers easy access to resources to assist them in their caring role	Make available online resources (information and courses) so that carers are better informed about the caring role and the associated stresses. This includes the self-guided coaching resources such as the online format of the carer coaching service.	DSS (via the redeveloped Carer Gateway website), Education provider

Ancillary Activities

Ancillary activities encompass what is required to support the ongoing operation of the ICSS.

Service	Description	Responsible
Manage services	Defining the Activities (both type and number) that will be undertaken to achieve the specified outcomes.	RDPs
Promote local ICSS services	Through promotional and profile raising activities, reduce the barriers which prevent disconnected or hidden carers from accessing the support and services they need.	RDPs
Evaluate performance	Collect data to measure carer satisfaction with supports and services via regular satisfaction surveys. Review services measuring performance against outcomes and benefits defined in the ICSS Outcomes Framework.	RDPs, Digital Counselling Provider, Online Peer Support Provider, Carer Coaching Service provider

Service	Description	Responsible
Raise awareness of carer role and ICSS	National communications activities to raise awareness of carers, and the services and supports available through the ICSS (including the RDPs).	Communications Provider
Report on outcomes	Measure and report on the performance of the organisations engaged under the ICSS (through data collected via organisations IT systems and client surveys).	DSS, Outcomes Measurement Provider

Target Cohort

The ICSS is designed to provide support carers as defined in the Carer Recognition Act 2010. A carer is an individual who provides personal care, support and assistance to another individual who needs it because that other individual:

- has a disability; or
- has a medical condition (including a terminal or chronic illness); or
- has a mental illness; or
- is frail and aged.

An individual is not a carer in respect of care, support and assistance that they provide:

- under a contract of service or a contract for the provision of services; or
- in the course of doing voluntary work for a charitable, welfare or community organisation; or
- as part of the requirements of a course of education or training.

Outcomes

The vision for the Integrated Carer Support Service

Caring can be stressful and can impact on the relationship between the carer and the person they care for. It can also impact a carers' ability to participate in everyday activities such as education, employment and social interaction. Through its commissioning of the ICSS, the Australian Government's objective is to –

Improve carer wellbeing, increase their capacity and support their participation, socially and economically.

Achieving this vision depends on the contribution of commissioned organisations to the following outcomes:

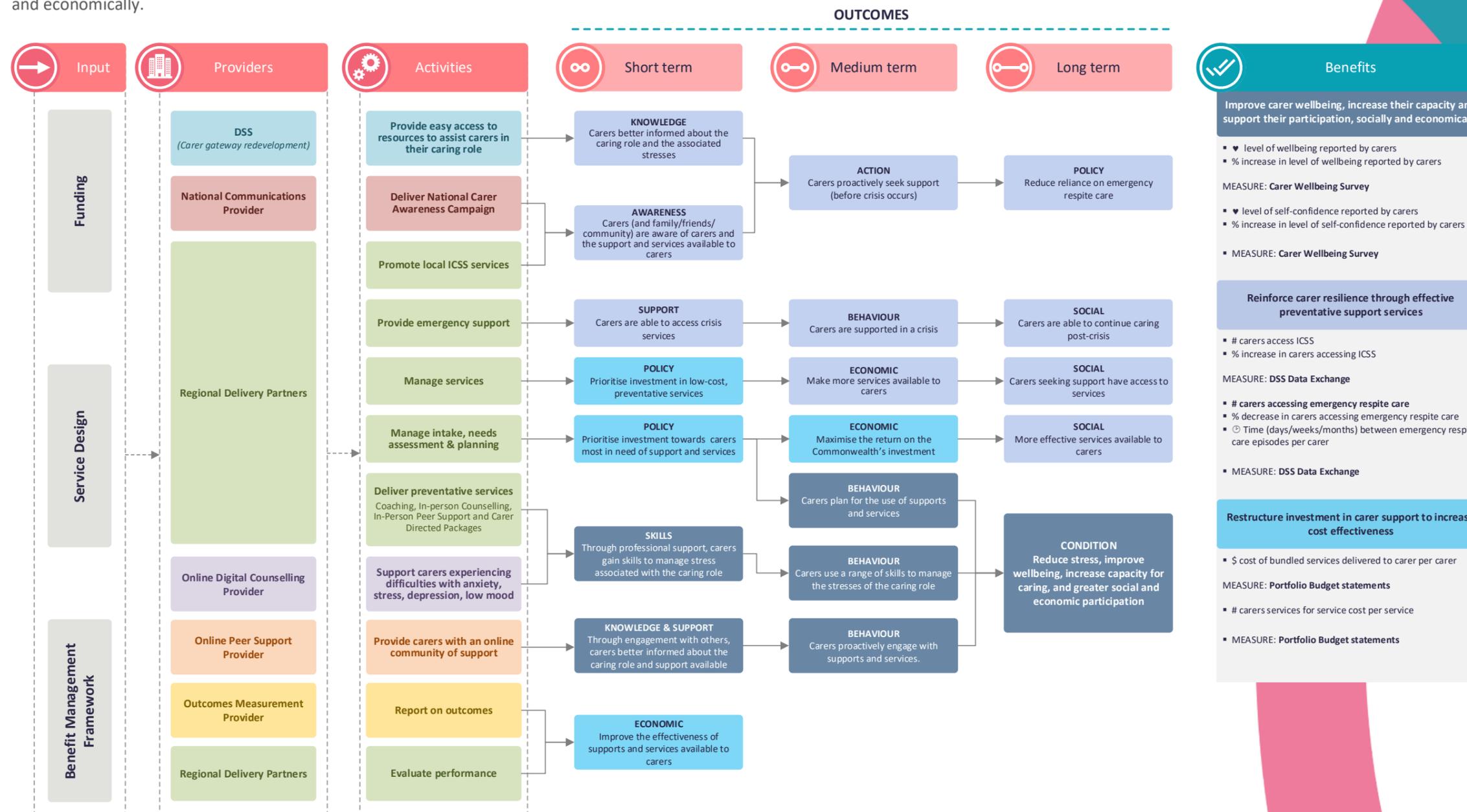
- **Awareness** – Carers and their family and friends along with the general community are aware of carers and the support and services available.
- **Knowledge** – Carers are better informed about the caring role and the associated stresses.
- **Skills** – Carers gain skills to manage stress associated with the caring role.
- **Policy** – Prioritise investment towards carers most in need, and low-cost, preventative, services.
- **Support** – Carers are able to access crisis services.
- **Economic** – Improve the effectiveness of supports and services available to carers.

The link between these outcomes and the activities undertaken by organisations commissioned under the ICSS is described on the following page.

Outcomes Framework

Integrated Carer Support Service - Outcomes framework

Caring can be stressful and can impact on the relationship between the carer and the person they care for. It can also impact carers' ability to participate in everyday activities such as education and employment. The purpose of the ICSS is to improve carer wellbeing, increase their capacity and support their participation, socially and economically.



Monitoring Outcomes

DSS will engage a specialist organisation (the Outcomes Measurement Provider) to administer the outcomes framework, measuring and reporting on the performance of the organisations engaged under the ICSS. The activities of the Outcomes Measurement Provider will be complemented by:

- The contract management activities undertaken by DSS; and
- The activities undertaken by providers to evaluate their own day-to-day performance in achieving the specified outcomes.

Organisations will also be required to contribute to monitoring activities performed by DSS (or its contracted organisations). At a minimum, this will include:

- Sharing client and service delivery data in an organisation's Client Relationship Management system;
- Supporting an organisation to survey² a sample of carers accessing supports and services via the ICSS;
- Contributing to a community of practice that will be established by DSS to improve the collective learning and outcomes achieved by organisations;
- Providing reports and data as specified in their respective contractual arrangements with DSS; and
- Regular communication with DSS staff.

Benefits Management

The management of the expected benefits is described in the ICSS Benefits Management Plan.

² The survey will be used to measure carer quality of life and their level of satisfaction with the services they have accessed.

ICSS Service Pathways

The ICSS Service Pathways describe the intended carer interactions with the ICSS service offering. The ICSS service offering is illustrated on the following page by the ICSS overview (see Figure 1).

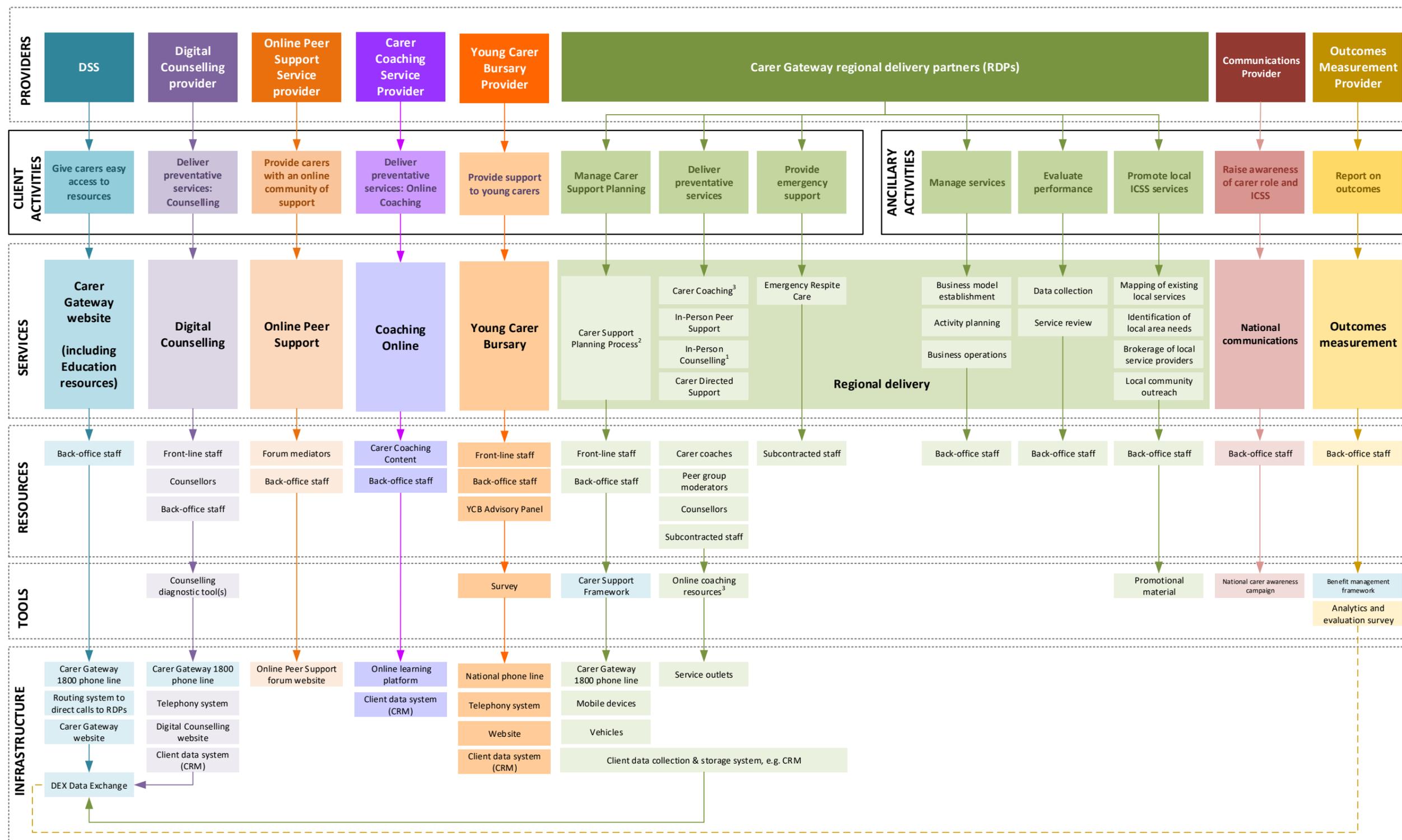
In summary, it is proposed that the ICSS providers will be responsible for undertaking a range of **client activities** which correspond to specific **services** to support carers in their role.

The ICSS has ten **services** for carers delivered under the Carer Gateway brand, which correspond directly to the **Client Activities** section of this Blueprint. These are:

- **Carer Support Planning** - a process followed by the Carer Gateway regional delivery partner (RDP) to understand carer needs and to determine the services that would best suit their situation and a personalised Action Plan.
- **Digital Counselling** a service that can be delivered online and over the phone with a professional counsellor to support carers experiencing difficulties because of anxiety, stress, depression and low mood as a result of their caring role.
- **In-Person Counselling** a service delivered through a series of counselling sessions in person with a professional counsellor to support carers experiencing difficulties because of anxiety, stress, depression and low mood as a result of their caring role.
- **Online Education** a resource of information and courses to help carers in their caring role.
- **Carer Coaching** a service to assist carers to acquire skills and resilience needed in their role. The service will be delivered in two different formats: **facilitated** through face-to-face interaction with a coach (arranged by the RDP), and **online** following the online coaching courses in a self-guided manner.
- **Online Peer Support** an online forum available to assist carers to connect with people in similar circumstances, engage in peer learning and receive emotional support.
- **In-Person Peer Support** a facilitated forum intended to connect with people in similar circumstances, engage in peer learning and to receive emotional support.
- **Carer Directed Support** a directed approach to supporting carers through the provision of either one-off practical support or packages of practical support (which may include but are not limited to, cleaning, planned respite, cooking, and assistance with transport).
- **Young Carer Bursary Program** a service to assist young carers in greatest need to continue to study, and to relieve the financial pressure for them to undertake part-time work in addition to their educational and caring responsibilities.

- **Emergency Respite Care** a service intended to support carers experiencing an urgent, imminent and unplanned event that restricts their ability to provide care.

Integrated Carer Support Service Overview



1 To ensure consistency, the Digital Counselling Provider will develop Counselling Guidelines that articulate counselling modes of delivery for Carer Gateway regional delivery partners and their brokered service providers.
 2 The Department will provide the Carer Support Planning Process and its wellbeing measure to ensure that the Carer Gateway regional delivery partners will follow a consistent approach for carers seeking access to services.
 3 The Coaching Provider will be engaged to run a pilot coaching service and provide the coaching program syllabus, carer coaching training (for the pilot) and the online coaching resources required to deliver the service.

Figure 1 - ICSS overview

The Service Delivery Framework

When interacting with the nine services, there are three primary service layers:

- **Entry** – the access to the services (via phone, online and in-person with a RDP).
- **Planning** – the overview of the service offers and the determination of a personalised Action Plan.
- **Delivery**- the provision of digital or in-person support activities.

The service pathways focus on the access of the carer services via the following entry points:

- **The Carer Gateway website** provides information, advice and resources to help carers in their caring role. Carers can request a call back on the website.
- **The 1800 Carer Gateway Number.** RDPs establish regional hubs with a telephony system to manage 1800 enquiries and the triage process for incoming calls.

Some carers will also make entry to the services in-person or through a RDP. These entry points have not been specifically outlined in the service packages, but the intention is that there will be multiple points of entry to services and a “no wrong door” approach.

The Carer Gateway website, provides information, advice, tools, resources and access to a range of digital services:

- **Online Peer Support**
- **Digital Counselling**
- **Online Coaching**
- **Education materials**

When contacting a RDP, it is intended that carers will be taken through the defined Carer Support Planning Process to explore services which would benefit them, to outline goals and to identify practical steps they may take to achieving those goals. RDPs will facilitate access to a range of in-person services:

- **Coaching**
- **In-Person Peer Support**
- **Counselling**
- **Carer Directed Support**
- **Emergency Respite Care**

The diagrams that follow highlight how carers might access the services and show the possible pathways to each delivery service.

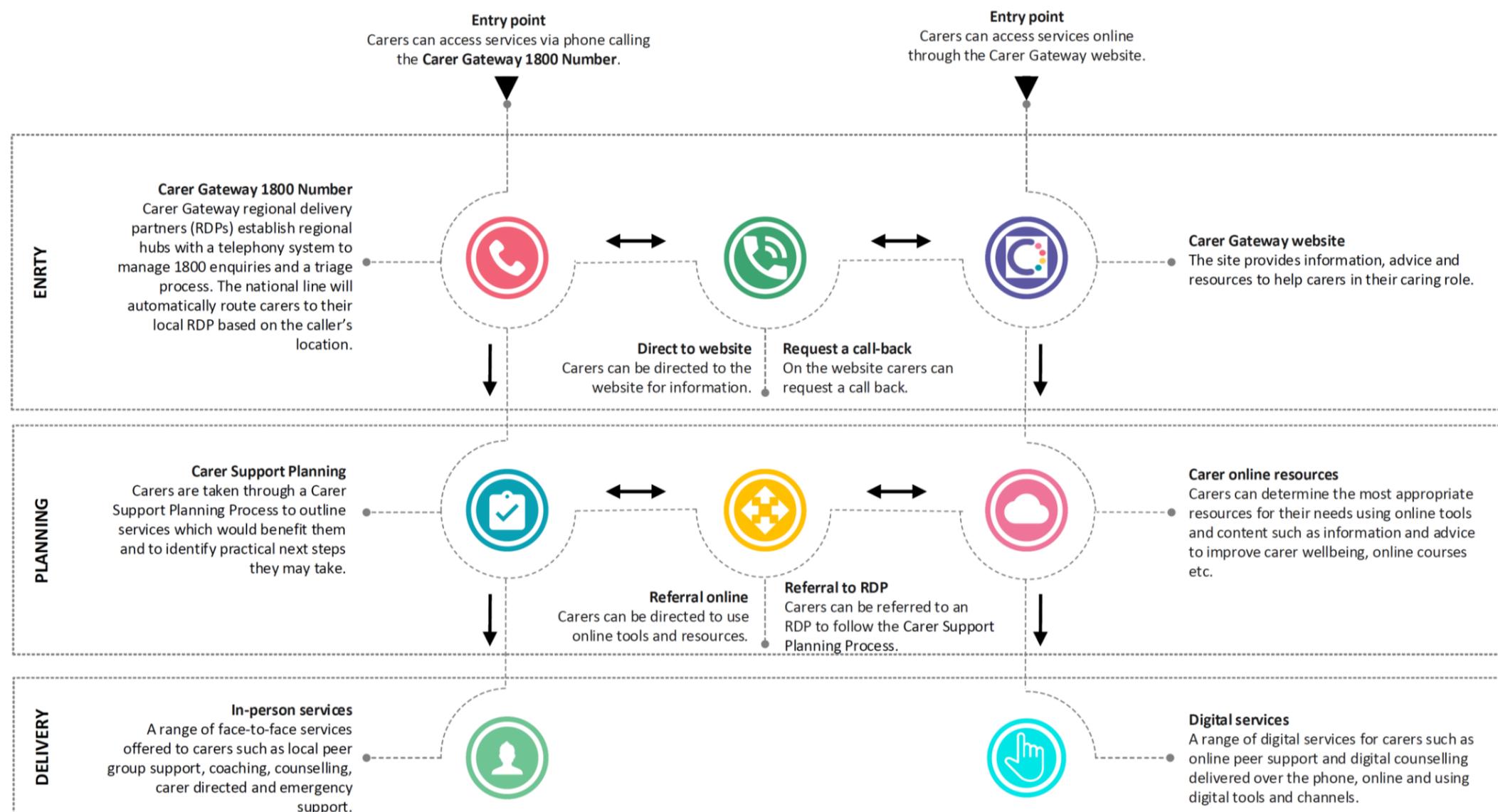
Services for Carers – Delivery Framework

Service pathways

The Integrated Carer Support Service (ICSS) is a new system of services designed specifically for carers. ICSS is designed to make the Government’s carer support and services easier to navigate and more accessible. And, more importantly, it is designed to increase the Australian Government’s investment in services proven to improve a carer’s quality of life.

The service delivery framework is composed of three layer accessed via *two entry points*:

- **ENTRY** – the access to the services
- **PLANNING** – the overview of the service offer & the determination of a personalised service plan
- **DELIVERY** – provision of support activities

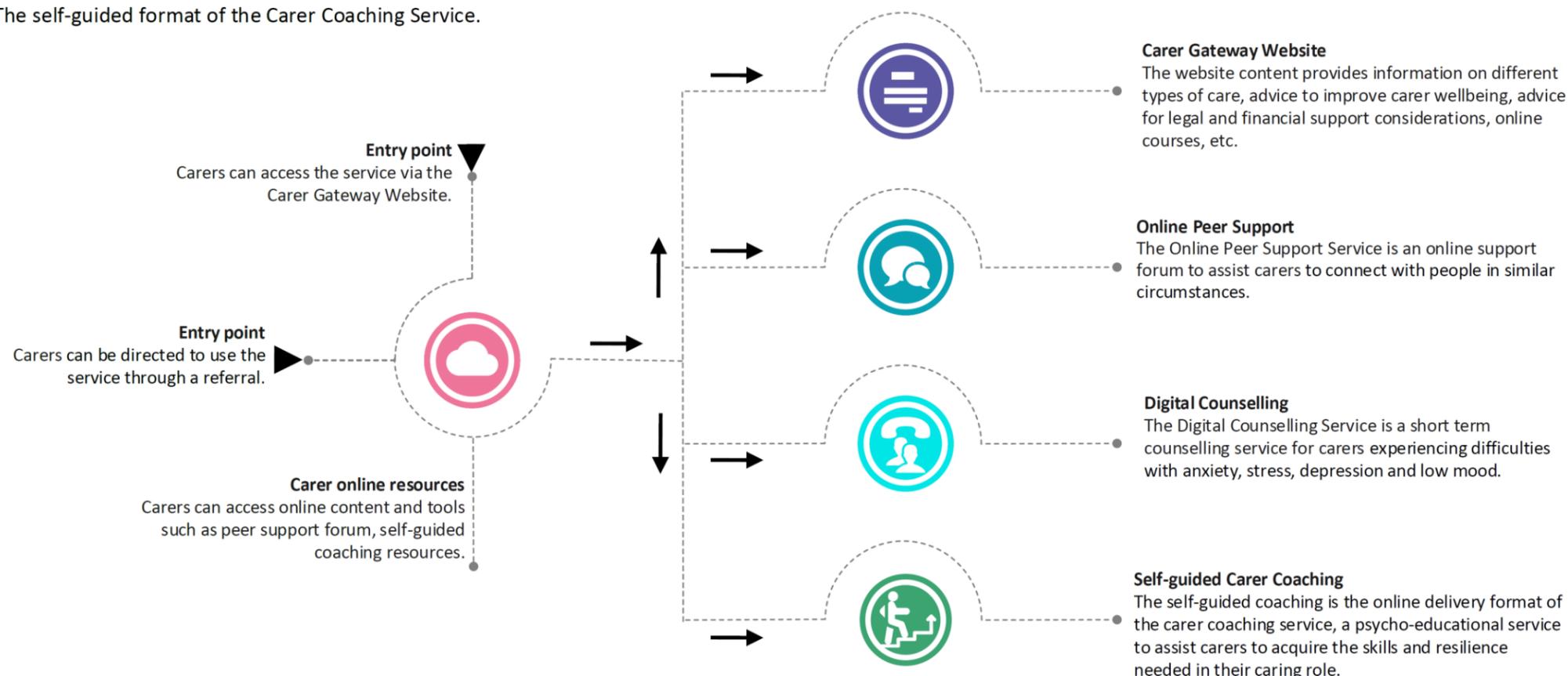


Services for Carers – Carer Online Resources

Service planning

The **Carer Online Resources** is a group of services that provide information, advice, tools, resources to help carers in their caring role. In particular, this includes:

- Information on the different types of care and stages of caring;
- Advice for carer to better look after themselves and improve their wellbeing while caring for someone;
- Advice for legal and financial support considerations;
- What to do in an emergency or crisis situation;
- Help combining caring with work or study;
- Online courses;
- The online peer support forum;
- The Digital Counselling channel; and
- The self-guided format of the Carer Coaching Service.



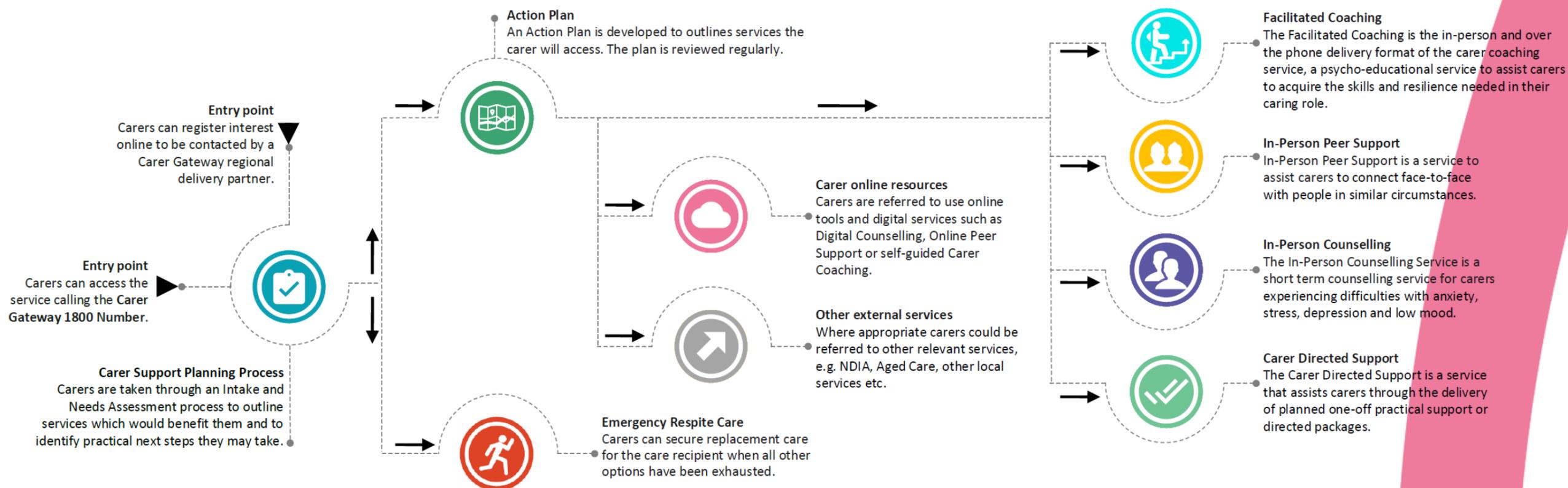
Online entry	Carers can access information and register interest for services online.
Carer Gateway website	Carers can view the website to see information that is relevant to them and register interest for services.
Online Peer Support	Carers have access to resources in the peer support forum and can contribute to the discussion topics.
Digital Counselling	Carers can access digital resources and to support their sessions over the phone with a counsellor.
Self-guided Carer Coaching	Carers can undertake online coaching session through guided modules at any time, removing the requirement to schedule time with a coach.

Services for Carers – Carer Support Planning

Service planning

The **Carer Support Planning Process** defined in the Carer Support Framework is a service designed to understand carers needs, to determine services that would best suit their personal situation and to plan and organise the delivery of face-to-face services such as local peer group support, coaching, counselling, planned and emergency support. A carer’s Action Plan is developed and regularly reviewed.

If immediate access to emergency respite is required carers are facilitated directly into the Emergency Respite Care Service. Carers may also referred to online resources and digital services if they are most suitable. Where appropriate, carers could also be referred to other service systems such as NDIA and Aged Care.



Carer Support Planning Process	Carers are guided through a defined process that ensures carers receive a consistently good experience when seeking support through the Carer Gateway regional delivery partner.
Action Plan	An Action Plan is created based on identified needs and to outline services a carer would benefit from. This could include goals and the practical steps the carer can take to achieve them.
Emergency Respite Care	If immediate access to emergency respite is required carers are triaged into the Emergency Respite Care Service. After the emergency event, carers will be contacted by the Carer Gateway regional delivery partner for registration and/or needs assessment where required.
Carer online resources	Carers are referred to online services.
Other external services	Following the assessment, carers can be directed to external service systems such as NDIA or Aged Care
Carer Coaching	Carers can build skills and capacity through a coaching service delivered in person and over the phone.
In-Person Peer Support	Carers have access to local peer support groups and are part of facilitated face-to-face session with other carers.
In-Person Counselling	Carers interact in person with a counsellor.
Carer Directed Support	Carers are assisted in their day-to-day tasks through planned One-Off Support or Carer Packages.

Services for Carers – Online Peer Support

Service delivery

The **Online Peer Support** service is a free online support forum for carers. The Service is designed to assist carers to connect with their peers to provide emotional support. The service is designed to assist carers to:

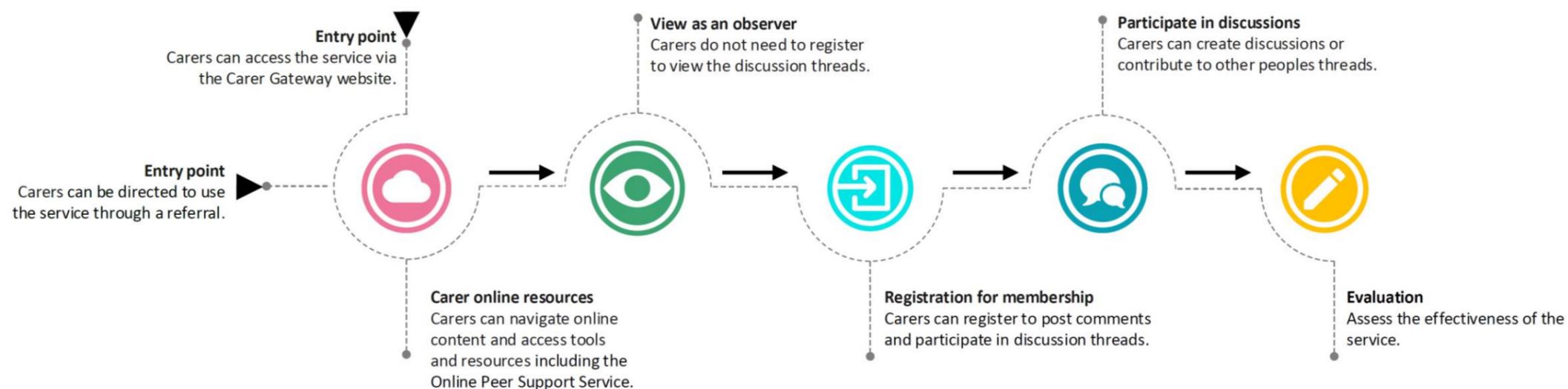
- Connect with people in similar circumstances;
- Learn from their peers through the sharing of lived experiences; and,
- Aid in decreasing carer strain through the connection and sharing of personal circumstances and experiences.

The service will be available for all carers, who will have two options to participate in the Service. They can:

- Participate as a viewer or observer only; or
- Participate as a member and contribute to online discussion threads.

Carers who wish to participate as a member will be required to create a simple account with an anonymous username and a password in order to interact with the service.

The forum can be accessed as online resource via the Carer Gateway website. The entry point is via the website, with or without a referral.



Carer online resources	Carers do not need to register with a Carer Gateway regional delivery partner and can navigate directly to the online forum via the Carer Gateway website. Carers can choose to participate either as an observer, or as a member (through the use of an anonymous account).
View as an observer	Carers can visit the forum and read all of the posts within the discussion threads. When viewing as an observer, carers will not be able to participate by adding a post.
Register for membership	Carers create a simple member account comprising of a pseudonym and minimum details required in order to be contacted in the event of an emergency. The account allows the carer to interact anonymously with the service.
Participate in discussions	Carers can participate in discussions on the online forum creating posts that will be moderated by the Online Peer Support Service Provider. The moderators ensure content adhere to community guidelines and member terms.
Evaluation	Carers will be asked to complete an online evaluation at the end of the module to gauge the effectiveness of the service.

Services for Carers – Digital Counselling

Service delivery

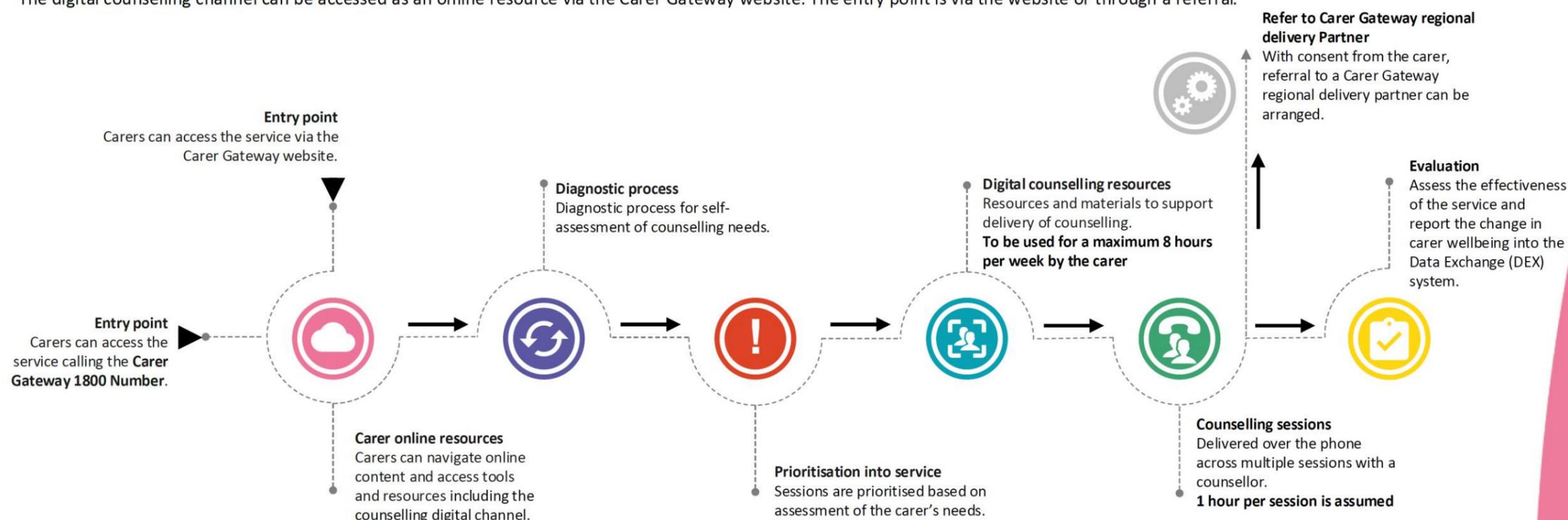
The **Digital Counselling Service** is a free short-term counselling service for carers (using a combination of digital channels including telephone and Carer Gateway website) experiencing difficulties with anxiety, stress, depression and low mood. The service will assist carers to manage their own health in order to remain effective in their caring role and avoid crisis events.

In order to deliver high quality, therapeutic counselling specifically aimed at carers, the Service will offer two types of interventions:

- An intervention designed to help carers over a longer period who require more intensive support to achieve the outcomes; and
- An intervention, delivered over a shorter period, for those carers who may not need as much support to achieve the outcomes.

The service is an educational intervention designed to teach evidence-based psychological skills.

The digital counselling channel can be accessed as an online resource via the Carer Gateway website. The entry point is via the website or through a referral.



Carer online resources	If immediate access to emergency respite is required carers are triaged to the Emergency Respite Care Service. After the emergency event, carers will be contacted by the Carer Gateway regional delivery partner for registration and/or needs assessment where required.
Diagnostic process	Carers will be assessed by a professional counsellor. After the assessment, the carer is advised of the outcome and some further intake details are gathered as they are required.
Prioritisation into service	Service access will be prioritised in order to ensure that carers in the most need are supported first in times of high demand. Prioritisation should first be based on safety to them and others followed by the level of carer strain.
Digital counselling resources	An online account combined with dynamic resources will support the delivery of counselling by enabling carers to interact with information and participate in exercises and activities outside of the scheduled sessions with a counsellor.
Counselling sessions	A combination of telephone sessions and access to web resources are used to provide the counselling support to carers across a defined period. The program will be structured so a carer completes the psychotherapy modules with the support and guidance of a counsellor.
Refer to Carer Gateway regional delivery partner	With consent from the carer a referral to a Carer Gateway regional delivery partner is arranged.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and the impact on a carer's wellbeing (as a result of accessing the Service).

Services for Carers – Carer Coaching: Self-Guided Format

Service delivery

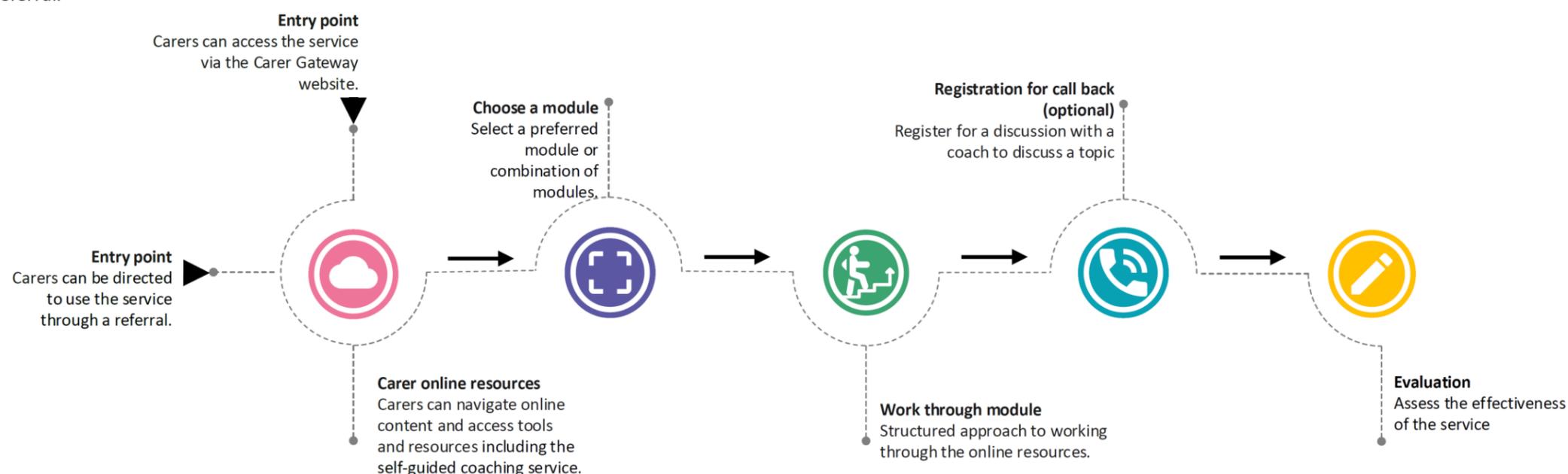
The **Carer Coaching Service** is a free psycho-educational service for carers. The Service is evidence based and aimed at assisting carers to acquire the skills and resilience needed to assist them in their caring role.

The Service will be delivered in two streams that will enable carers to choose the most effective option for them:

- The **facilitated format** (delivered Nationally by the Carer Gateway regional delivery partners); and
- The **self-guided format** (accessed online via the Carer Gateway website).

The self-guided format is an online service that guides carers through the Coaching Service and can be completed by a carer in their own time. A carer can also elect to gain unplanned support, via a call back, from a coach at any stage in the process to assist with questions or concerns.

The Self-Guided Coaching Service can be accessed as online resource via the Carer Gateway website. The entry point is via the website or through a referral.



Carer online resources	Services are accessible to all, even if periods of high demand.
Choose a module	Carers select from a range of modules that they would like to work through. There is no limit on the amount of modules that a carer can complete so when they have finished a module they can select another one to work through if it is relevant or interesting to them.
Work through module	Carers work through the guided modules where they can access the resources in a structured way based on the required outcome of the module. Resources may take the form of written content, dynamic and interactive content or videos. The carer will be able to save progress and return without losing their progress.
Registration for call back (optional)	Where a carer would like more information or assistance on a topic, they will be able to register for a call back from a coach to have a discussion with them. Prioritisation should first be based on safety to them and others followed by the level of carer strain.
Evaluation	Carers will be asked to complete an online evaluation at the end of the module to gauge the effectiveness of the service.

Services for Carers – Carer Coaching: Facilitated Format

Service delivery

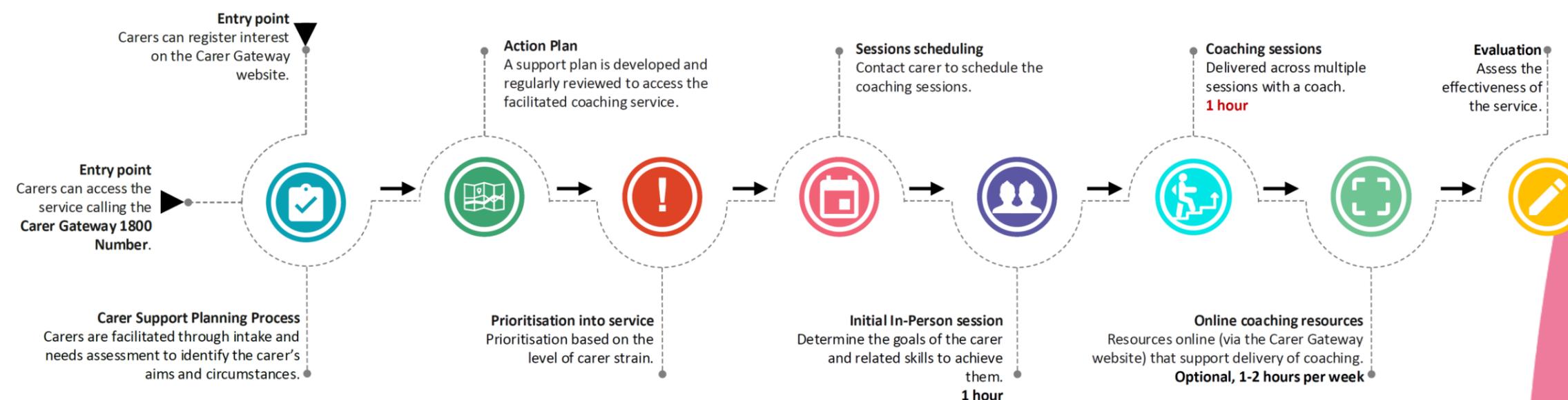
The **Carer Coaching Service** is a free psycho-educational service for carers. The service is evidence based and aimed at assisting carers to acquire the skills and resilience needed to assist them in their caring role.

The Service will be delivered in two formats that will enable carers to choose the most effective option for them:

- The **facilitated format** (delivered Nationally by the Carer Gateway regional delivery partners); **and**
- The **self-guided format** (accessed online through the Carer Gateway website).

Through the facilitated format, carers will engage with a coach across a defined period using a combination of telephone and online channels to build and develop skills identified during consultation with a coach.

The Facilitated Coaching Service can be accessed under a carer’s Action Plan based on their needs assessment. The entry point is over the phone through the Carer Gateway 1800 Number or by registering interest via the Carer Gateway website.



Carer Support Planning	Carers are facilitated through intake and needs assessment to identify the carer’s aims and circumstances.
Action Plan	A support plan is created based on identified needs and to outline services a carer would benefit from. This could include goals and the practical steps the carer can take to achieve them.
Prioritisation into service	Service access will be prioritised in order to ensure that carers in the most need are supported first in times of high demand. Prioritisation will be based on the level of carer strain.
Sessions scheduling	Carers should not be expected to attend more than one session per week and sessions will be scheduled across a number of weeks at a time that is convenient for the carer.
Initial in-person session	During this session coaches will work with carers to identify their goals and the skills that will be developed using a core set of skills that have been identified as critical to the caring role.
Coaching sessions	A series of in-person or telephone-based coaching sessions are used to provide the support to carers across a defined period to build the skills they need to achieve their goals.
Online Coaching Service	Online learning resources will be available to carers to support the direct interactions with coaches throughout the learning process. Resources may include online videos and interactive features to engage users in the learning process – this is the Online Coaching Service.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and the impact on a carer’s wellbeing (as a result of accessing the Service).

Services for Carers – In-Person Peer Support

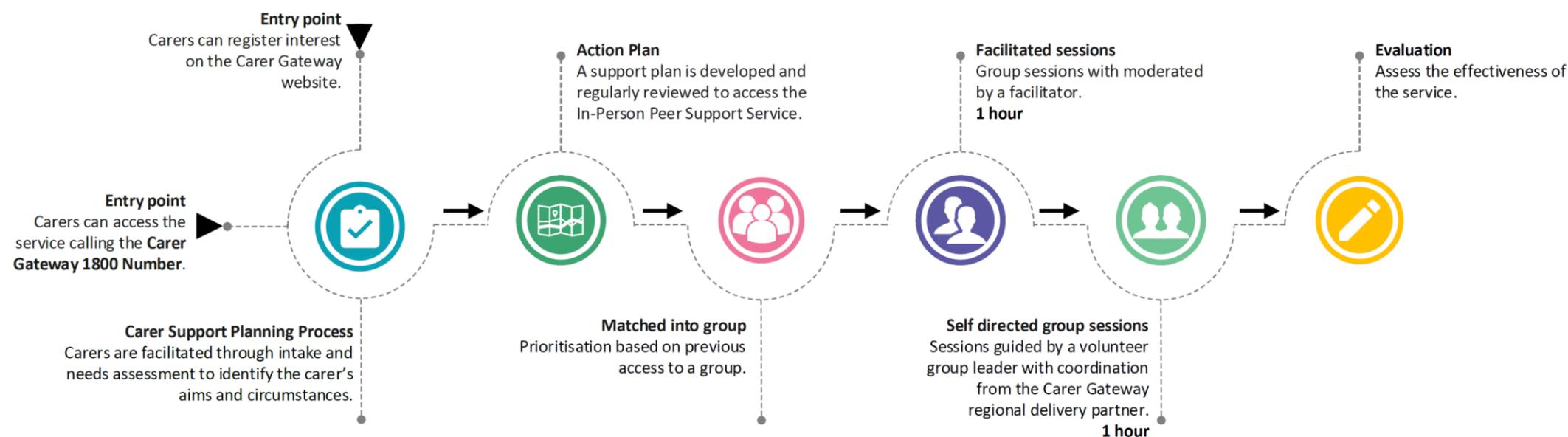
Service delivery

The **In-Person Peer Support Service** is a free facilitated support forum specifically designed to assist carers to:

- Connect with people in similar circumstances;
- Learn from their peers through the sharing of lived experiences; and
- Aid in decreasing carer strain through the connection and sharing of personal stories and experiences.

The service will be available for all carers who wish to participate and is available through peer support groups located throughout Australia that are organised and coordinated by the Carer Gateway regional delivery partners. The groups meet regularly and provide carers with access to a community of carers that is moderated by a trained facilitator.

The in-person peer support service can be accessed through a carer support plan based on a need assessment. The entry point is over the phone through the Carer Gateway 1800 Number or by registering interest via the website.



Carer Support Planning	Carers are facilitated through intake and needs assessment to identify the carer's aims and circumstances.
Action Plan	A support plan is created based on identified needs and to outline services a carer would benefit from. This could include goals and the practical steps the carer can take to achieve them.
Matched into group	Carers will be matched with groups as best as possible to ensure that the carer gains the most out of interactions with the group. Where a group is oversubscribed previous participants in a group will take preference for future sessions over new participants to maintain bonds and relationships.
Facilitated sessions	Facilitated sessions will be held in a location that is easily accessible and safe and comfortable for all participants. Carers attending a group meeting will receive helpful information, advice, and mutual support from others who understand exactly what they are going through. The purpose of the group is to help carers realise they are not alone, and to feel connected with people facing similar issues.
Self directed group sessions	In some cases, groups may choose to meet more frequently than the scheduled facilitated sessions, in this case the facilitator will help develop a group lead to manage the discussion and coordinate with a Carer Gateway regional delivery partner regarding the details of each session.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and the impact on a carer's wellbeing (as a result of accessing the Service).

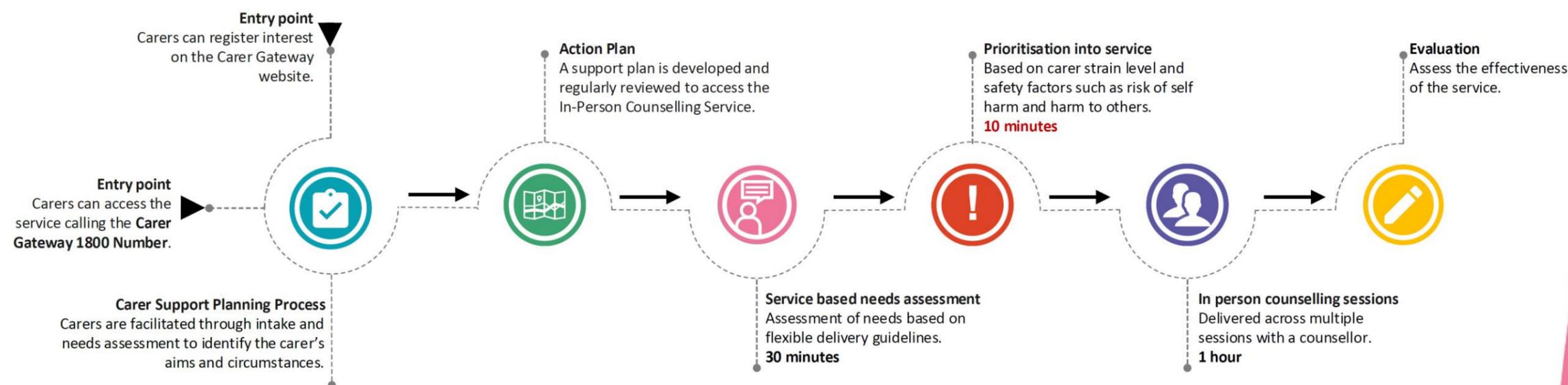
Services for Carers – In-Person Counselling

Service delivery

The In-Person Counselling service is a free short-term counselling service for carers who are experiencing difficulties with anxiety, stress, depression and low mood. The service will assist carers to manage their own health in order to remain effective in their caring role and avoid crisis events through a series of counselling sessions in person with a professional counsellor.

The Service is designed to deliver high quality counselling in person that is specifically aimed at carers across 3-6 sessions of one hour each. Carers can access the service online or by calling the Carer Gateway 1800 Number, with the Carer Gateway regional delivery partners acting as the referral point for entry into the service. The service will be delivered by third party counsellors brokered by the Carer Gateway regional delivery partner.

The in-person counselling service can be accessed by following the carer’s Action Plan based on their initial need assessment. The entry point is over the phone through the 1800 national number or by registering interest via the Carer Gateway website.



Carer Support Planning	Carers are facilitated through intake and needs assessment to identify the carer’s aims and circumstances.
Action Plan	A support plan is created based on identified needs and to outline services a carer would benefit from. This could include goals and the practical steps the carer can take to achieve them.
Service based needs assessment	Service access will be prioritised in order to ensure that carers in the most need are supported first in times of high demand. Prioritisation should first be based on safety to them and others followed by the level of carer strain.
Prioritisation into service	A series of counselling sessions are used to provide the counselling support to carers across a defined period. Sessions are delivered through a counselling mode determined during the needs assessment.
In-person counselling sessions	In some cases, groups may choose to meet more frequently than the scheduled facilitated sessions, in this case the facilitator will help develop a group lead to manage the discussion and coordinate with a Carer Gateway regional delivery partner regarding the details of each session.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and the impact on a carer’s wellbeing (as a result of accessing the Service).

Services for Carers – Carer Directed Support

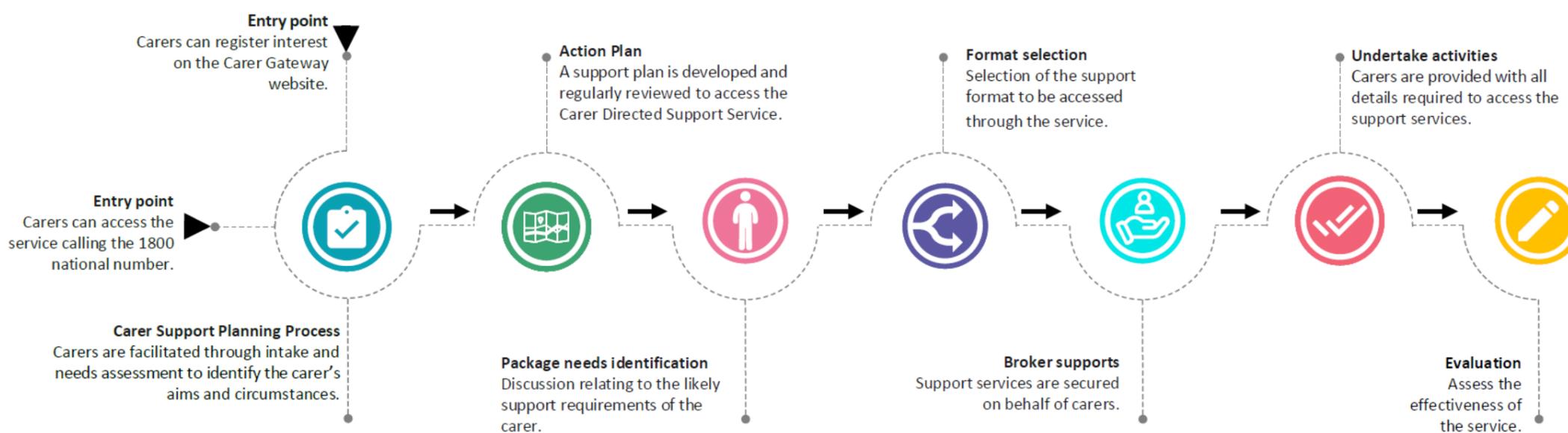
Service delivery

Carer Directed Support service is a consumer directed approach to supporting carers in their caring role. It gives carers a greater say and more control over the design and delivery of the support provided to them and the person/s they care for.

The Service will be delivered by the Carer Gateway regional delivery partners in two formats:

- Through the provision of **one-off practical support** that enables carers, without the need for ongoing assistance and/or multiple supports, to access support. It is expected that support of this kind would take the form of a tangible item that directly contributes to supporting the carer in their caring role or supporting the carer to access education/employment. *Carers who choose to access one-off support will not be eligible for a Carer Directed Package.*
- Through the provision of **Carer Directed Packages** (packages) that can be directed towards a range of practical supports to assist carers in their caring role (e.g. cleaning, respite, cooking, and assistance with transport). The total value of the package, to which each recipient is entitled, is \$3,000 (over a 12-month period).

The carer directed support service can be accessed through a need assessment process. The entry point is over the phone through the 1800 national number or by registering interest via the Carer Gateway website.



Carer Support Planning	Carers are facilitated through intake and needs assessment to identify the carer's aims and circumstances.
Action Plan	A support plan is created based on identified needs and to outline services a carer would benefit from. This could include goals and the practical steps the carer can take to achieve them.
Package need identification	Carers discuss with a package coordinator to determine ongoing supports or immediate practical support. Carers can choose between two ways to access support: One-Off Support (up to the value of \$1500) or ongoing support through Carer Directed Package (up to the value of \$3000).
Format selection	Carers must be facilitated to accurately describe their needs, as once one the appropriate support method has been selected and support is organised, a carer cannot access the other method.
Broker support	The Carer Gateway regional delivery partner is required to manage the implementation of the Action Plan with carers and brokered organisations across the life of the plan, including any changes that may be required throughout the delivery.
Undertake activities	Carers access the supports that have been organised on their behalf either as part of a package or one off practical support.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and also the impact on a carer's wellbeing (as a result of accessing the Service). The evaluations performed by the Outcomes Measurement Provider will likely be telephone based.

Services for Carers – Emergency Respite Care

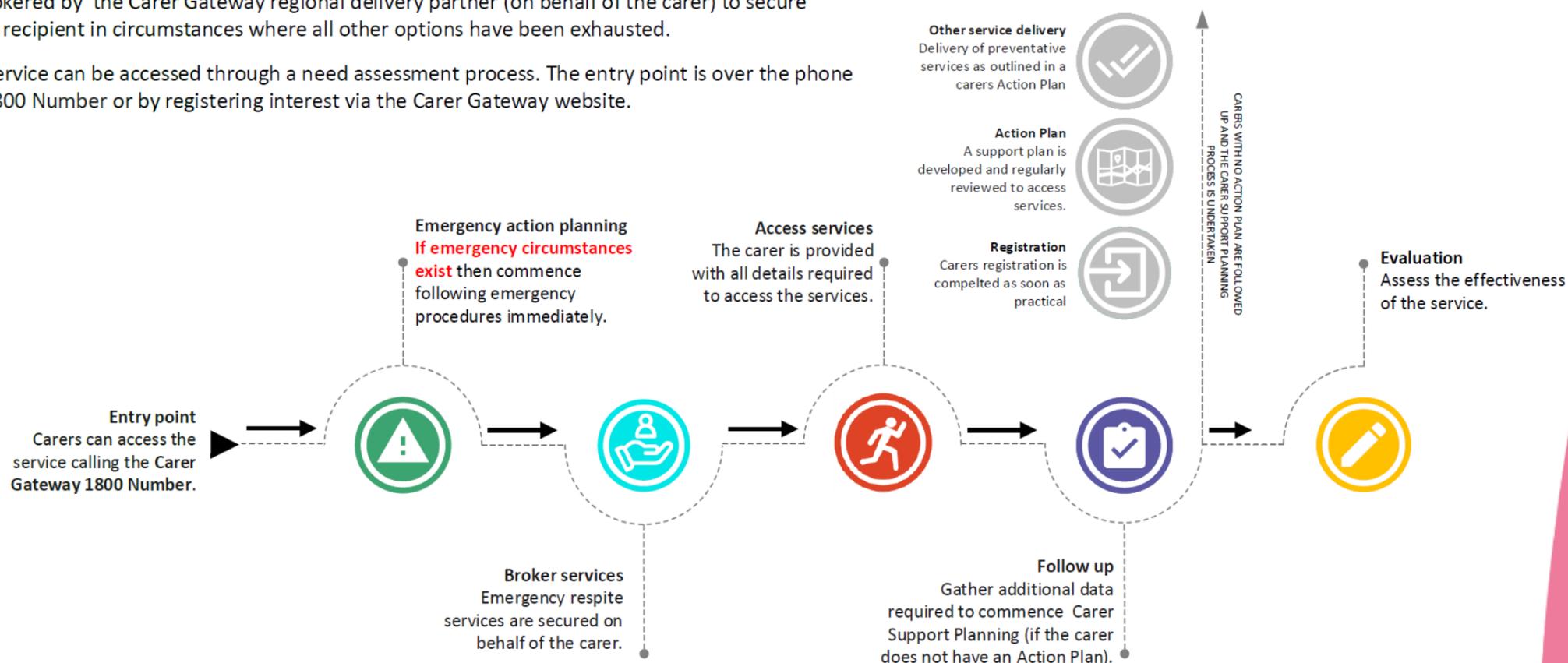
Service delivery

The **Emergency Respite Care** service is designed to offer support to carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other services are available, for example:

- An unplanned situation that prevents the carer from providing care required by the care recipient;
- An unplanned event that threatens the health and safety of the care recipient; or,
- An unplanned event that threatens the health and safety of the carer (including extremely high levels of strain and anxiety).

Emergency Respite Care is brokered by the Carer Gateway regional delivery partner (on behalf of the carer) to secure replacement care for the care recipient in circumstances where all other options have been exhausted.

The emergency respite care service can be accessed through a need assessment process. The entry point is over the phone through the Carer Gateway 1800 Number or by registering interest via the Carer Gateway website.



Emergency action planning	The Carer Gateway regional delivery partners determine if replacement care is required urgently, and if necessary should stop normal Carer Support Planning processes to commence emergency processes. Where the carer is not known to the Carer Gateway regional delivery partner, basic information is gathered at this time.
Broker services	Using the Carer Gateway regional delivery partner’s network of provider organisations, support are brokered on behalf of the carer.
Access services	Once brokered the carer will be supplied with details of the supports that have been arranged.
Follow up	Where a carer was not known to the Carer Gateway regional delivery partner, the information required to complete the carer record is gathered (one week following event) to ensure that all details are captured in the case of another emergency event. A needs assessment will be undertaken to determine additional services which may need to be put in place for the carer.
Other processes	Carers with no Action Plan are followed up so Carer Support Planning can be undertaken at an appropriate time.
Evaluation	A sample of carers accessing the Service, will be asked to participate in an outcomes measurement survey to determine the level of satisfaction and the impact on a carer’s wellbeing (as a result of accessing the Service).