



Integrated Carer Support Service

Transition Out Plan (TOP) Guidance

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1. Introduction

1.1 Purpose of this document

This document is intended to support your organisation complete a Transition Out Plan (TOP).

The department understands that many providers may already hold, or be in the process of completing, a TOP depending on the funded grant agreement(s) in place with a provider.

Where this is not the case, the department recommends that your organisation commence a TOP upon receipt of the letter providing notice of decommissioning activities.

1.2 Completion and submission of the Transition Out Plan

The Department of Social Services (the department) requests your organisation to complete a TOP and submit it to carersupport@dss.gov.au.

All providers currently funded by the department to deliver services to carers are asked to complete a TOP.

The TOP will assist your organisation in planning for the transition of carers to the [incoming Carer Gateway service providers](#) in April 2020. This planning is important and it ensures the continuation of services for carers during the transition.

Key dates for completion of your TOP

The department will be offering currently funded organisations of carer programs an extension to their existing grant agreements from 1 December 2019 to 31 May 2020. To enable existing providers to plan and implement transition activities, the due date for submission of the TOP is:

- **3 February 2020**, if your organisation is accepting the offer of the funding extension and will decommission programs as at 31 May 2020.

Your completed TOP must be emailed to CarerSupport@dss.gov.au and you should use this TOP Guidance document, as the template for your Plan.

The department will review your organisation's TOP **upon receipt and provide feedback no later than three weeks post receipt.**

If your organisation is Not accepting the offer of the funding extension and will decommission programs as at 30 November 2019, you are asked to contact the department **as soon as possible** via CarerSupport@dss.gov.au to agree planning and the completion of decommissioning activities.

Detailed steps to complete and submit your organisation's TOP to the department, are in section 1.4 of this document.

1.3 One Transition Out Plan

Your organisation is to complete **one** TOP reflecting all Commonwealth funded carer programs, across all areas, as applicable to your organisation. For a record of current funding agreements for your organisation, please refer to **Attachment A** with the letter providing notice of decommissioning activities.

1.4 Steps to complete and submit the Transition Out Plan

Step #	Step	Step details
1	Appoint a single person of responsibility	The department encourages you to appoint a single person to be responsible for the completion of the TOP and activities planned within the TOP, on behalf of your organisation.
2	Review this document and seek clarification	Please review this document and seek clarity on any queries via your Funding Arrangement Manager.
3	Complete TOP	Please complete sections 2.1 through to 2.15 of this document and ensure the information included is sufficient. Attachments to the TOP are permitted. Please ensure they are: <ul style="list-style-type: none"> • listed and referenced clearly in the relevant section of the TOP • in Microsoft Excel, Word or PowerPoint only • named appropriately i.e. the file name contains your organisation's name and the section to which the attachment relates e.g. <Thecareplace_TOP section 2.3> , and • limited to no more than 2 attachments per section.
4	Submit TOP to the department	Please submit your organisation's TOP and supporting attachments via email to carersupport@dss.gov.au by the correct due date, as outlined in section 1.2 of this document. When submitting the TOP to the department, please ensure the file is named appropriately and contains your organisation's name e.g. Thecareplace_TOP The department will review the TOP and contact your organisation with feedback upon receipt, no later than three weeks. .
5	Commence TOP activities	Your organisation should commence activities to wind-down Commonwealth funded carer services as outlined in the TOP, as soon as practicably possible to meet the decommissioning date applicable to your organisation.

1.5 How to use this document

This document has been designed in Microsoft Word so that it provides **both instructions and is a template** for your TOP.

This means that your organisation can update this document directly and submit it to the department.

Instructions for the completion of the TOP are provided in **red font** in section 2 of this document. You may wish to delete these instructions ahead of submission.

2. Information to be provided in the TOP

The information you provide in the TOP should address activities that your organisation will complete to wind-down existing, Commonwealth funded carer services.

The department requests that you complete each of section 2.1 through to 2.15 of this document.

Instructions for the completion of each section is provided below in **red font**. You may wish to delete these instructions as you finalise the TOP.

2.1 Organisation contact information

Please provide contact details for the person appointed by your organisation to prepare the TOP and ensure all planned activities in the TOP are completed:

- Position
- Postal address
- Phone, and
- Email

2.2 Program descriptions

Include information about organisations and service providers you have linkages with for the delivery of Commonwealth funded carer program grant agreement(s), and their contact details.

2.3 Organisational arrangements

Provide details of your organisation, including:

- Service contracts (including sub-contracting arrangements and their associated timeframes).
- Geographical areas currently serviced - including any cross border arrangements. The department would like to hear from your organisation on any anticipated service coverage gaps across the regions currently serviced.
- Emergency after hours arrangements in place.
- Any additional services that are available through your organisation's service delivery activities.

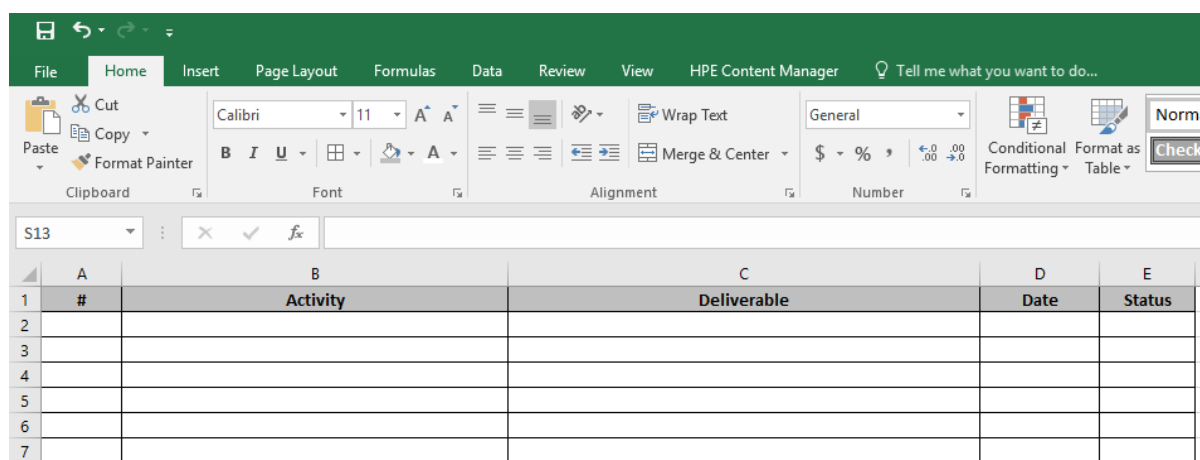
2.4 Timeframe for transition

Specify the transition out period leading up to the date of decommissioning of existing Commonwealth funded carer program grant agreement(s) as applicable to your organisation.

Provide a scheduled timetable from now until the expiration of grant agreement(s) for the wind-down of Commonwealth funded carer program services.

In this timetable, set out the activities your organisation will undertake and ensure to include information relating to the transition of clients and carers, notification to stakeholders, transfer of data to the incoming Carer Gateway service provider (if that is planned to occur) and the finalisation of financial acquittals.

As an example, you may wish to set out your scheduled timetable as per the excel template snippet below.



The image shows a screenshot of an Excel spreadsheet. The ribbon at the top includes File, Home, Insert, Page Layout, Formulas, Data, Review, View, HPE Content Manager, and a search bar. The Home ribbon is active, showing options for Clipboard, Font, Alignment, and Number. The spreadsheet has five columns: A (labeled '#'), B (labeled 'Activity'), C (labeled 'Deliverable'), D (labeled 'Date'), and E (labeled 'Status'). The rows are numbered 1 through 7. The first row is a header row, and the following rows are empty.

	A	B	C	D	E
1	#	Activity	Deliverable	Date	Status
2					
3					
4					
5					
6					
7					

2.5 Transition of clients and carers

The TOP is intended to assist in a smooth transition of services and ensure minimal disruption of services for carers upon expiry of the Commonwealth funded carer program grant agreement(s).

To support this transition, the department asks your organisation to communicate with your existing clients who are currently receiving services. The department acknowledges that your organisation may already, or is planning to, communicate with your existing clients about Carer Gateway and new carer supports. Templates for suggested letters that may complement your organisations' communication activities with existing carers, are at the rear of this document.

- **Appendix A** is a template for a letter intended for use prior to the end of 2019, communicating **continuation of services** to existing clients; the department encourages you to tailor the letter to suit your organisation inclusive of adding or removing information or further messages, as appropriate (such as information on supports from your organisation or a message of best wishes during the Christmas season, if appropriate).
- **Appendix B** is a template for a letter communicating **transition to Carer Gateway service providers** is intended for use early in 2020; as for Appendix A, the department encourages you to tailor the letter to suit your organisation.

Provide an outline of how the transition will be managed and communicated to carers.

Provide details of services booked in with carers (including those brokered to sub-contractors) post expiration of the grant agreement/s and specify arrangements to transfer services to another providing, including where applicable the incoming Carer Gateway service provider.

Creating better outcomes for carers

The department acknowledges that the transfer of carer data (where consent by the carer is first granted), could be highly useful in respect to continuity and quality of services for existing carers, who will be receiving ongoing carer supports. Although not mandatory, transfer of carer data is

strongly encouraged. **Please refer to Appendix C** for guidance on transfer of carer data from an existing provider to a Carer Gateway service provider.

If you do choose to transfer carer data, please include that activity in your response to section 2.10 below. **Please note this activity and the guidance in Appendix C are specific to Commonwealth funded carer programs.**

2.6 Notification

You must inform relevant stakeholders of the termination/expiry of the Grant Agreement. Relevant stakeholders may include:

- Boards
- Advisory committees, and/or
- Regular forums/networks attended

Please provide a list of these stakeholders and the dates by which you will inform them of the expiry of the Commonwealth funded carer program grant agreement(s).

2.7 Staffing arrangements

Provide your organisation's Commonwealth funded carer programs headcount and estimated monthly FTE forecast in the lead up to the expiry of the grant agreement(s) on the decommissioning end date as applicable for your organisation.

Specify arrangements to support the transition of staff to new employment as part of the wind-down of funded programs.

While there is provision in Activity funding for staff entitlements, the TOP should address conditions and arrangements for staff not wishing to transfer, e.g. redeployment and redundancy.

2.8 Organisation property/accommodation

Provide a list of your organisation's locations and specify accommodation arrangements for premises currently occupied, in relation to Commonwealth funded carer programs. Include details of all current leases.

Provide an outline of your plan to remove, if applicable, all public-facing co-branding or signage that references the department or Commonwealth funded carer programs.

2.9 Assets

Assets are defined in Clause 40 of the Department of Social Services Comprehensive Grant Agreement as any item of personal, real or intangible property, with a price or value of \$10,000 or more, inclusive of GST, and which has been created, acquired or leased wholly or in part with the Grant.

Under your funding agreements, it is noted that you must maintain an Asset register for Assets purchased in whole, or in part, with Commonwealth funds, and for Assets purchased with other funds that are used for the delivery of services for which your organisation claims depreciation.

The Asset register must contain the information specified below:

- asset description
- percentage of the Asset that is Commonwealth funded (and which Commonwealth carer program it was funded by)
- serial number (if available)
- whether the Asset is purchased or leased
- acquisition date
- estimated useful life of the Asset (or lease life)
- total Asset value
- total depreciation per financial year on non-Commonwealth share of the Asset
- cumulative depreciation on the non-Commonwealth share of the Asset
- depreciated value of the non-Commonwealth share of the Asset
- disposal date (for Assets purchased in whole or part with Commonwealth funds)
- residual / sale of value of the Commonwealth share of the Asset

Please provide details of this Asset register and include the register as an attachment for this section.

2.10 Information and records

In decommissioning Commonwealth funded carer services, you are obligated to keep your business records, including financial records, customer records and employee records.

Depending on the type of record there are different requirements for how long and how secure your records need to be kept.

Generally, records should be kept for a minimum of five years after they are prepared, obtained or the transaction is completed, whichever is latest. Records containing sensitive information will also need to be kept and disposed of in a way that is in line with the Privacy Act 1988.

The [Office of the Australian Information Commission](#) website has information on how the Privacy Act applies to small business, which may be helpful.

The ATO also provides a record keeping evaluation tool for you to assess record keeping and information management.

You can [contact the ATO](#) for any record keeping questions you may have. The responsibility for record keeping sits with each provider and is not the responsibility of the department. Please provide an outline of the arrangements as will be in place for information and records.

2.11 Licencing and Information Technology

Provide details of Information Technology used by your organisation and licencing arrangements in place with other organisations (e.g. CRM licences and years of contract).

2.12 Financial records

The department requests that all financial acquittals be finalised in accordance with the conditions set down in the Commonwealth funded carer program grant agreement(s). In line with the department's Policy on Managing Unspent Funding, any funding that has not been spend on the

provision of services to carers must be returned to the department where it will be returned to Central Revenue.

Describe how your organisation intends to finalise financial acquittals, requested as a milestone report in your Commonwealth funded carer program grant agreement(s).

2.13 Service contracts

Describe arrangements to transfer to the incoming Carer Gateway service providers contracts relating to carer services provided or any other relevant contracts, including sub-contractors.

2.14 Phone numbers

Specify arrangements for the phone numbers associated with your organisation's Commonwealth funded carer programs, including any 1800 numbers. Please include details of direct phone numbers used by carers to contact your organisation.

2.15 Other information

Please include any other relevant information.

APPENDIX A

<Date>

<Address block>

<Address block>

<Address block>

Dear <insert name>

You may now be aware that from April next year the Australian Government will be launching a range of new carer supports.

These services will be available through the Carer Gateway, using an 1800 phone number and the Carer Gateway website www.carergateway.gov.au.

As we get closer to April, we will be contacting you again to explain how the new supports work, how to access them, and who will provide them in your area.

As the end of this year approaches, I wanted to confirm that between now and April, the supports you may usually access remain the same. You can access these services through the same contact numbers:

- Respite supports through the Commonwealth Respite and Carelink Centre – 1800 052 222
- Counselling, advice and referral and carer education through Carers Australia – 1800 242 636

In addition, you can also access online supports through the Carer Gateway at www.carergateway.gov.au including:

- Online counselling
- Carer coaching
- Online carer community
- Carer education modules

Please note that these changes do not affect any other state or territory services carers may be receiving, including Young Carer Bursaries or other services delivered through My Aged Care or the National Disability Insurance Scheme (NDIS).

You also do not have to do anything to ensure you continue to receive existing supports from <name of provider>.

If you have any questions or would like to talk about these changes, please contact <insert name of person and phone number or email>.

Yours sincerely

<provider signature>

APPENDIX B

<Date>

<Address block>

<Address block>

<Address block>

Dear <insert name>

New services for carers

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

Carers can now access new online services and supports through the Carer Gateway at www.carergateway.gov.au.

Carers can also access service and supports from the Carer Gateway Contact Centre on **1800 422 737** Monday to Friday, 8am to 6pm local time.

These services include free telephone counselling, online self-guided Carer Coaching modules, an online peer support Community Forum, Carer Skills Courses, and information for carers about topics such as planning for an emergency, carer payments, and legal matters.

In April 2020, carers will be able to access supports such as in-person counselling and peer support and emergency respite, from new Carer Gateway service providers.

You do not have to do anything to ensure you continue to receive existing supports from <name of provider> up until April 2020.

From April 2020 and to receive carer supports from your new Carer Gateway service provider, you can call 1800 422 737 or you can request a call to you, at a time convenient for you, via the online form on www.carergateway.gov.au.

Please note that these changes do not affect any other state or territory carer services carers may be receiving, young carer bursaries or other services delivered through My Aged Care or the National Disability Insurance Scheme (NDIS).

If you have any questions or would like to talk about these changes, please contact <insert name of person and phone number or email>.

Yours sincerely

<provider signature>

APPENDIX C

GUIDANCE ON TRANSFER OF CARER DATA

Background

In June 2019, the Integrated Carer Support Service (ICSS) Sector Working Group raised questions regarding the transfer of carer data between existing providers and Carer Gateway service providers. The ICSS Working Group identified that a formal transfer process would assist in creating a positive experience for carers. The Department of Social Services (the department) acknowledges that the transfer of carer data could be highly useful in respect to continuity and quality of services for existing carers. Although not mandatory, transfer of carer data is strongly encouraged.

Note that the below guidance is not intended to constitute a *direction, guideline, determination, or recommendation* made under clause 16 of the Terms and Conditions for Comprehensive Grant Agreements.

For the purposes of this document, 'you' or 'your' means the grantee specified in the relevant Grant Agreement(s) for carer activities and includes, where relevant, your officers, employees, contractors and agents. In the context of this document, 'existing providers' refers to the collective grantees who are not transitioning to the new ICSS model.

Transfer of carer data

In carrying out the transfer of carer data, you must not do anything that would be inconsistent with your obligations under your grant agreement(s) and the *Privacy Act 1998* (Cth) (Privacy Act). You should seek your own legal advice in respect to compliance with both.

You must obtain consent for the transfer of data from each client. In doing so, you must comply with any Privacy Act requirements, including the requirement to notify carers of the matters specified under Australian Privacy Principle 5. The department will not provide any consent forms/notices, or advice about your obligations under your grant agreement(s) and the Privacy Act.

The Transition Out Plan (TOP) you develop should confirm whether transfer of carer data will be included in activities to be completed by you. If you do, **the department will facilitate engagement with the relevant Carer Gateway service provider.**

Activities for existing service providers:

- Collate carer data in Microsoft Excel format. Please see below formatting suggestions.
- Attach the carer consent in PDF format, and name the file using the following convention: 'Consent,' followed by first name_last name_consent_last 4 numbers of a contact phone e.g. Consent_Joanne_Smith_1234.
- If applicable, the Carers Star assessment must also be included in PDF format. The file should be saved using the following name conventions:, 'CarersStar,' followed by first name_last name_last 4 numbers of a contact phone e.g. CarersStar_Joanne_Smith_1234.

- Transfer is to occur either electronically via email or physically by memory stick (USB). Use courier or registered mail if physical transfer is chosen to ensure there is an appropriate record of transfer.
- The Microsoft Excel file must be password protected and you must communicate the password to the Carer Gateway service provider separately to the data transfer.
- Collate all PDF files of the Carers Star assessments (if applicable) via WinZip. The WinZip file must be password protected and you must communicate the password to the Carer Gateway service provider separately to the data transfer.
- Where data will be transferred to multiple Carer Gateway service providers, you must ensure each package only contains data specific to each specific Carer Gateway service provider.

The screenshot shows an Excel spreadsheet with the following columns and rows:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Carer first name	Carer last name	Carer other name(s)	Date of birth DD/MM/YYYY	Contact phone 1	Contact phone 2	Email	Home address street number	Home address street	Home address suburb	Home address city	Home address state or territory	Home address postcode	Carers Star available Y/N	Carers consent recorded Y/N		
1	Carer first name	Carer last name	Carer other name(s)	Date of birth DD/MM/YYYY	Contact phone 1	Contact phone 2	Email	Home address street number	Home address street	Home address suburb	Home address city	Home address state or territory	Home address postcode	Carers Star available Y/N	Carers consent recorded Y/N		
2																	
3																	
4																	
5																	
6																	

Activities for Carer Gateway service providers:

- Carer Gateway service providers must enter the transferred data into their databases as soon as practically possible and inform the existing provider of the destruction of the package.
- Carer Gateway service providers must securely destroy the memory stick (USB) where physical transfer of carer data is chosen.
- Carer Gateway service providers must delete the email from the existing provider where electronic transfer of carer data has occurred.