



Carer Gateway regional delivery partners

Feedback for applicants

Overview

The Integrated Carer Support Service (ICSS) focused on services designed specifically for carers. It is designed to make the Government's carer supports and services easier to navigate and more accessible, but more importantly it is designed to increase the Australian Government's investment in services proven to improve a carer's quality of life and ability to perform their caring role.

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

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

The ICSS is being implemented in accordance with the phases below:

- Phase 1 - new online services for carers commenced being rolled out through the Government's Carer Gateway from October 2018; and
- Phase 2 - the commencement of a network of Carer Gateway regional delivery partners (RDPs), which will deliver services across a defined region.

This Grant Opportunity is specifically to select a new network of Carer Gateway RDPs across Australia to help carers access new and improved local and targeted services including:

- needs assessment and planning
- in-person and phone-based coaching, counselling and in person peer support
- information and advice
- targeted financial support packages with a focus on supporting employment, education, respite access and transport
- access to emergency crisis support
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.

Selection Process

The Grant Management Office (GMO) used open selection process to select providers for 16 Carer Gateway service areas; to assist carers access new and improved local and targeted services.

The GMO received 95 applications for funding (two were subsequently withdrawn as duplicates), each applicant was required to address the following four selection criteria:

1. Demonstrate the knowledge your organisation has of the RDP service area you are applying for, and the ability to meet client needs.
2. Demonstrate how your organisation will establish and maintain a business model which delivers on the Government's Integrated Carer Support Service requirements, including the delivery of all service types across the service area.
3. Demonstrate how your business model for the service area will align to the Integrated Carer Support Service Outcomes Framework.
4. Demonstrate your organisation's experience and past performance delivering carer specific services.

Preferred applicants were identified based on the strength of their responses to the selection criteria and their demonstrated ability to meet the grant requirements outlined in the Grant Opportunity Guidelines.

Selection Results

Ten organisations were selected to be Carer Gateway RDPs.

The selected organisations provided strong responses to the selection criteria and demonstrated their ability to meet the eligibility requirements outlined in the Grant Opportunity Guidelines (including the requested attachments). Further detail about what constituted a strong response to each criterion is provided below.

Criterion 1

Demonstrate the knowledge your organisation has of the RDP service area you are applying for, and the ability to meet client needs.

Strength	Example
<p>Strong applications clearly provided evidence of their operational experience in the RDP service area, and knowledge of the carer-specific services available in the RDP service area.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • An outline of any work history in the service area. • A demonstrated understanding of services and service providers in the service area. • Details of experience from the carer sector or related service sector. • Details of their knowledge of relevant organisations and where existing resources can be leveraged.
<p>Strong applications provided a clear understanding of the carer population in the RDP service area including special interest cohorts, e.g. Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • An outline of the different carer population groups across the service area. • References to data sets which will be utilised or developed to inform an understanding of different cohorts. • References to any specific services which may be undertaken for different cohorts. • Details of relevant experience in delivering services to specific cohorts within the service area.
<p>Strong applications clearly described their relationships with service providers and local community organisations in the RDP service area (for the purposes of providing carers with timely access to services and to support outreach activities).</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Detailed knowledge of the relevant service providers (for example health, aged care, disability support, community services) and/or community organisations across the service area and any working relationships the organisation has with any of these groups. • Proposed plans for outreach, promotional, or joint activities with the local service providers and/or community groups.
<p>Strong applications describe how they will use this knowledge to establish and run the RDP service area.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Details of how the organisation has factored in their knowledge and relationship with local service providers to support the way in which they will deliver carer support services across the service area. • Details of how the knowledge of the RDP service area has influenced the design of the business model, and how the organisation plans to operate within the service area including the management of 1800 calls and the establishment of a physical footprint.

Criterion 2

Demonstrate how your organisation will establish and maintain a business model which delivers on the Government’s Integrated Carer Support Service requirements, including the delivery of all service types across the service area.

Strength	Example
<p>Strong applications clearly described the business model that would be put in place including, organisational structure (details of the names and roles of key staff, workforce and sub-contractor arrangements) business processes and IT systems.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • The proposed organisation structure including a description of key personnel and their roles and responsibilities. • Details explaining the governance model , and if a consortia response, who the organisations involved are and what their respective roles will be. • Detail of how the organisation will deliver all services to clients, the physical sites to be used, ICT and telephony support and any sub-contractors that may be used.
<p>Strong applications clearly described how the business model is configured to maximise the cost effectiveness of operations, and to ensure that all carers have easy access to support and services.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • A description of how the business model has been structured to maximise cost effectiveness.

Criterion 3

Demonstrate how your business model for the service area will align to the Integrated Carer Support Service Outcomes Framework.

Strength	Example
<p>Strong applications clearly demonstrated how their Business Model has been configured to maximise the achievement of RDP outcomes.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Acknowledgement of the RDP outcomes. • Detail of how the organisation’s activities will contribute towards their achievement. • Detail of how services have been structured to maximise the outcomes. • Identification of linkage between RDP activities and outcomes.
<p>Strong applications clearly demonstrated the organisations ability to monitor outcomes through a program of continuous improvement. This includes modifying your Business Model to maximise and improve the achievement of the RDP outcomes.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Detail of what review and monitoring activities will put in place; how learnings from the review and monitoring activities will lead to refinement and improvement of their operations.
<p>Strong applications clearly demonstrated how they would collect, analyse and share data (with both the Department and other RDPs) that contributes to the Department’s collective ability to improve carer outcomes.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • An understanding of the data which will be reported through DEX and how this will be captured throughout service delivery and related to outcomes. • Detail of what other data is being captured and retained by the RDP for analysis. • Detail of specific ICT capabilities regarding data. • Detail on their practical approach to the collection, analysis and sharing of data.

Criterion 4

Demonstrate your organisation’s experience and past performance delivering carer specific services.

Strength	Example
<p>Strong applications clearly demonstrated the previous experience of key staff in delivering similar services.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Detail of the organisation’s experience in delivering carer services, including where, what funding arrangements, and for what period. • An overview of related service based roles undertaken by key personnel, including where, for which organization, and for what period.
<p>Strong applications provided relevant examples of their ability to achieve outcomes through the delivery of services.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Detail of the organisation’s ability to achieve outcomes through the delivery of services. • Detail of how this experience will be leveraged for delivering outcomes across the ICSS program (with reference to the specific ICSS outcomes).
<p>Strong applications provided previous experience establishing and operating a Business Model similar to the model proposed under this Grant Opportunity.</p>	<p>Strong responses clearly provided:</p> <ul style="list-style-type: none"> • Details of the organisation’s experience in establishing a workforce and putting in place processes, policies, and procedures to deliver a multi-disciplinary set of services across a specified region. • A description of the organisation’s key achievements through the delivery of related services including reference to any independent reviews and their findings.