

Carer Support Planning Process



1800 422 737



carergateway.gov.au



Carer contacts Carer Gateway for assistance



Carer Support Planner creates a record of the carer and their situation



Carer Support Planner and carer have a conversation to help understand areas of priority



Carer may be given information only or progress to intake



Carer Support Planner has a conversation with carer:



- Determine eligibility including carer role and service region
- Determine urgency including timeframes for support or if carer is in an emergency situation



In an urgent situation a Carer Support Planner will take basic details and schedule a post-emergency conversation



Carer Support Planner supports carer to access services identified in Action Plan



Complete Plan



Match Services

- Service types
- Available providers
- Costs



Create Action Plan

- S.M.A.R.T goals



Carer receives support services



Support Planning ongoing provision of information, coordination and monitoring



Carer Support Planner checks back in with carer within 6 weeks



If required the Carer Support Planner and carer will return back to the planning stage and reassess