

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000350

Topic: Gateway

Hansard page: Written

Senator Helen Polley asked:

How will the new gateway integrate with other processes?

How will the Government ensure that the creation of a carers gateway (that sits outside NDIS and My Aged Care) will not result in a more disjointed system for carers?

Answer:

To assist in the development of the Integrated Plan for Carer Support Services (Plan), including the national carer gateway, the Department of Social Services has established a Carer Gateway Advisory Group comprising expertise across service systems to assist with streamlining supports for carers under a future approach.

Consumer research is also being undertaken to understand the expectations, needs and behaviour of carers, across a range of services systems, to underpin the development of the Plan, including the carer gateway.

Analysis of the current carer support service operating environment across all states and territories has also been undertaken to inform the future services system. The Department of Social Services will work with the sector through a co-design process to guide development of the carer gateway and the broader Plan.