Carer Support Planning Process Flowchart

A visual representation of what the Carer Support Planning process looks like.

1800 422 737 carergateway.gov.au



Carer contacts Carer Gateway for assistance. Carer may be given information only or progress to planning.



Carer Support Planner has a conversation with carer to:

- Determine eligibility including carer role and service location.
- Determine if a carer requires an Action Plan or if carer is in an emergency situation.



Carer Support Planner identifies carer requires urgent support and follows emergency protocol to support carer.

Carer Support Planner contacts the carer to commence the planning process after the conclusion of emergency support.



Carer Support Planner collects information about the carer/their situation and registers their details.

Create Action Plan

S.M.A.R.T goals



Carer Support Planner books a phone appointment with the carer to complete the Carers Star™ assessment.





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Match Services

- Service types
- Available providers

Emergency

Carer Support

Planning

Protocol

Costs



Carers Star™





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

Complete Action Plan.



Carer receives support services.



Carer Support Planner checks back in with carer.



If required the Carer **Support Planner and carer** will review and adjust the Action Plan to ensure goals are met.