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| Support for Carers37409 |
| Outcome objective: Victorians are safe and secureOutput group: Empowering Individuals and CommunitiesOutput: Seniors Programs and Participation |

**OFFICIAL**

**1. Service objective**

The Victorian Support for Carers Program (SCP) is funded by the Victorian Government to provide person centred care and support via provision of flexible respite and support services for unpaid carers of people with care needs. SCP promotes improved health and wellbeing of carers, and those for whom they care. Services aim to assist in meeting diverse needs and preferences and changing demographics.
Activity 13035 is also used for statewide activities for which Carers Vic is funded: information, advice, accessing support and services, education, counselling, carer support and networking.

**2. Description of the service**

Services for carers including respite, information, advice, counselling, networking and goods and equipment.
Funding to Carers Vic for statewide activities: information, advice, accessing support and services, education, counselling, carer support and networking.

**3. Client group**

• Client Facing
The client group for this activity is unpaid carers of people with care needs including people with a disability, people with a mental illness, older people with care needs, and people with a chronic disease or condition.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

N/A

**4b. Program requirements and other policy guidelines**

* [Support for Carers Program Guidelines 2019](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/support-for-carers-program-guidelines)

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/support-for-carers-program-guidelines>

* [Victorian charter supporting people in care relationships](https://providers.dffh.vic.gov.au/victorian-charter-supporting-people-care-relationships-word)

<https://providers.dffh.vic.gov.au/victorian-charter-supporting-people-care-relationships-word>

* [Victorian Carers Recognition Act 2012 and information kit](file:///F%3A/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)

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**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Performance measure 1: Number of carers**

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| **Aim/objective** | To identify the number of Victorian carers supported by the Support for Carers Program |
| **Target** | The performance measure targets are provided in the Service Agreement |
| **Type of count** |  Non-cumulative |
| **Counting rule** | Discrete count of carers provided a service in a year, based on a notional maximum average of $2,000 per carer per year. See Support for Carers Program Guidelines 2019 - Section 6 Reporting and data collection |
| **Data source(s) collection** | * Carers Vic Report
 |
| **Definition of terms** | See Support for Carers Program Guidelines 2019 - Section 6 Reporting and data collection |

**Key performance measure 2: Number of hours of service of respite and support**

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| **Aim/objective** | To identify the number of hours of respite and support |
| **Target** | The performance measure targets are provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Number of respite hours a service provider has fully paid for, and hours of other support. See Support for Carers Program Guidelines 2019 - Section 6 Reporting and data collection |
| **Data source(s) collection** | * HACC National Minimum Data Set
 |
| **Definition of terms** | See Support for Carers Program Guidelines 2019 - Section 6 Reporting and data collection |

**Key performance measure 3: Provide a report**

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| **Aim/objective** | Funding to Carers Vic to provide statewide activities supporting carers: information, advice, accessing support and services, education, counselling, carer support and networking. |
| **Target** | The performance measure targets are provided in the Service Agreement |
| **Type of count** |  Non-cumulative |
| **Counting rule** | Reports |
| **Data source(s) collection** | * Carers Vic Report
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| **Definition of terms** | See service agreement |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system**  | **Data set**  | **Reporting cycle** |
| --- | --- | --- | --- |
| HACC National Minimum Data Set | HACC MDS  | Report Hours quarterly and Carers annually  | Quarterly |
| Carers Vic Report | Manual Data Collection  | Written statewide report. Applies to Carers Vic only.  | Annual |

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