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| DecorativeCarer Support Fund 15275 |
| Outcome objective: Victorians are healthy and well Output group: Mental HealthOutput: Clinical |

# 1. Service Objective

The Carer Support Program aims to improve the wellbeing of carers and assist them to fulfil their caring role.

# 2. Description of the service

The Carer Support Program (specifically the Carer Support Fund) is available to parents and friends who are supporting someone that is receiving services from an Area Mental Health Service (AMHS).

The fund is accessed via an application that is made by an AMHS. If the application meets the criteria as outlined in the guidelines, it is forwarded to Tandem Carers Inc. who administer the fund on behalf of AMHS.

Activities that the fund can be used for are:

* Transport and/or costs associated with visiting the person they are supporting or accompanying them to medical appointments.
* Carer education programs that promote knowledge and understanding of mental illness and the mental health system.
* Respite.
* Counselling.
* Reimbursements of costs incurred on behalf of the person they care for.
* Wellbeing activities for carers.
	+ Sitting fees for carers who participate in systemic carer participation activities on behalf of mental health services.

# 3. Client group

The client group this activity is targeted at is family and friends who are supporting a person who is receiving services from an Area Mental Health Service (excluding professional carers).

# 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

* Applications must only be made by publicly run Area Mental Health Services.

## 4b. Program requirements and other policy guidelines

* All applications for funding must meet requirements of the [*Mental Health Carer Support Fund: Department of Health and Human Services guidelines*, July 2017.](https://www2.health.vic.gov.au/about/publications/researchandreports/Mental-Health-Carer-Support-Fund-Guidelines)

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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:

## Key performance measure 1: Percentage of requests processed within 10 days

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| Aim/objective | Aims to measure the number of requests that are processed within 10 days. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | [x]  Cumulative [ ]  Non-cumulative |
| Counting rule | The day a request is received in the CSF system is considered day one of processing. A request is considered ‘processed’ once the payment has been sent to the nominated bank account. |
| Data source(s) collection | Carer Support Fund online database |
| Definition of terms |  |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| Quarterly Data Collection (QDC) | Excel spread sheet  | * Quarterly voucher summary report
* Quarterly expenditure against budget by category report
 | Quarterly |

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