

s22

From: CarerSupport
Sent: Thursday, 9 October 2025 3:58 PM
To: 'VICperformanceDSS'; CarerSupport
Subject: RE: Holstep Health - Integrated Carer Support Services Regional Delivery Partners Program - Activity ID s47G(1)(a) and s47G(1)(a) - Outcome of Data Exchange (DEX) Assessment for reporting period 1/1/2025 to 30/06/2025 [SEC=OFFICIAL]

Hi s22

Thank you very much for providing the Holstep Health DEX Assessment.

Please feel free to mark the milestone as complete in GPS, however you are not to share the email directly with the provider.

We will have a wholistic discussion about DEX data quality and program performance when we complete some of our additional program specific data analysis.

Thanks,

s22

Carer Programs
Carers and Early Childhood Branch

Disability & Carer Programs Division | Disability & Carers Group
 Australian Government Department of Health, Disability and Ageing
 T: s22 | E s22 @health.gov.au

This email comes to you from Gadigal country.

Location: 260 Elizabeth St, SURRY HILLS, NSW 2010

PO Box 9848, Canberra ACT 2601, Australia

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

From: VICperformanceDSS <s47E(d)@communitygrants.gov.au>

Sent: Thursday, 9 October 2025 1:47 PM

To: CarerSupport <s47E(d)@health.gov.au>

Subject: FW: Holstep Health - Integrated Carer Support Services Regional Delivery Partners Program - Activity ID s47G(1)(a) and s47G(1)(a) - Outcome of Data Exchange (DEX) Assessment for reporting period 1/1/2025 to 30/06/2025 [SEC=OFFICIAL]

OFFICIAL

Hi Carer Support team,

Just following up as to whether you could please let me know if I can now send the DEX feedback emails directly to Holstep Health and complete the process in GPS?

Regards,

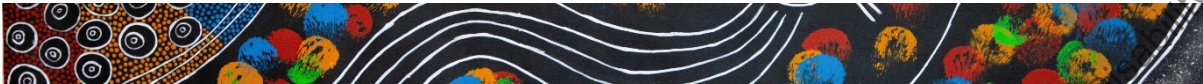
s22

Team Leader**Community Grants Hub****DSS Grants Branch - Victoria****P:** s22 | **E:** s22 @dss.gov.au**communitygrants.gov.au**

The [National Relay Service](#) (NRS) can help you if you are d/Deaf or find it hard to hear or speak to us on the phone.

Communitygrants.gov.au

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.



This interpretation of the Community Grants Hub was designed by proud Ngarrindjeri man, Dave Willis.

OFFICIAL**From:** VICperformanceDSS**Sent:** Wednesday, 10 September 2025 11:35 AM**To:** CarerSupport s47E(d) @health.gov.au>**Cc:** s22 @dss.gov.au>

Subject: Holstep Health - Integrated Carer Support Services Regional Delivery Partners Program - Activity ID S
 and s47G(1)(a) - Outcome of Data Exchange (DEX) Assessment for reporting period 1/1/2025 to 4
 30/06/2025 [SEC=OFFICIAL] 7

Hi Carer Support,

Please find below the DEX outcome emails for the Carer Gateway delivered by Holstep Health.

The result recorded in GPS for both Activities is Requires Follow Up.

If you could please let me know if I am to send these emails directly to Holstep Health that would be appreciated.

An update on the status of the Activity Work Plan Reports and any action required by DSS Grants would also be welcome.

Regards,

s22

Team Leader**Community Grants Hub****E:** s47E(d) **communitygrants.gov.au W: communitygrants.gov.au**

The [National Relay Service](#) (NRS) can help you if you are d/Deaf or find it hard to hear or speak to us on the phone.

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The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.



This interpretation of the Community Grants Hub was designed by proud Ngarrindjeri man, Dave Willis.

Dear s47F

Thank you for submitting your DEX data covering the reporting period 1 January to 30 June 2025. A review of the activity below identified the following results and areas that could be improved.

Activity Name: Integrated Carer Support Services Regional Delivery Partners Program

Activity ID: s47G(1)(a)

Data Quality

Data was captured to a high standard.

s47G(1)(a)

Service Delivery

s47G(1) clients, s47G(1)(a) sessions, compared with s47G(1)(b) and s47G(1)(a) in the previous reporting period.

s47G(1)(a) in the previous reporting period.

s47G(1)(a) in the previous reporting period.

s47G(1)(a) in the previous reporting period.

s47G(1)(a) compared with the s47G(1)(a)

Partnership Approach

Partnership - SCORE data is required for this activity.

s47G(1)(a)

Extended data required and provided in alignment with program requirements.

It has been determined that your DEX requirements have been met, and this completes the DEX data reporting milestone for this activity.

s47G(1)(a)

Activity Name: Integrated Carer Support Services Regional Delivery Partners Program**Activity ID:** s47G(1)(a)**Data Quality***Data was captured to a high standard.*

s47G(1)(a)

Service Delivery

s47G(1)(a)

Partnership Approach*Partnership - SCORE data is required for this activity.*

s47G(1)(a)

Extended data required and provided in alignment with program requirements.

It has been determined that your DEX requirements have been met, and this completes the DEX data reporting milestone for this activity.

s47G(1)(a)

The Department appreciates your role in helping vulnerable Australians and acknowledges the DEX data submitted reflecting these services.

Please feel free to contact me if you have any concerns or queries, otherwise I look forward to discussing the above results with you in a future engagement.

From: CarerSupport
To: s22
Subject: OM: FW: DEX assessment outcome for Merri Community Health Carer Gateway Service Providers Activities 4-CQXD1WC and 4-CQXD287 - reporting period 1 July to 30 December 2024. [SEC=OFFICIAL]
Date: Monday, 23 March 2026 2:57:53 PM
Attachments: image002.png
image003.png

OFFICIAL

OFFICIAL

OFFICIAL

OFFICIAL

From: s47F @holstephealth.org.au
Sent: Monday, March 17, 2025 5:09 PM
To: VICperformanceDSS s47E(d) communitygrants.gov.au>; s47F @merrihealth.org.au
Cc: s22 dss.gov.au>; CarerSupport s47E(d) @dss.gov.au
Subject: RE: DEX assessment outcome for Merri Community Health Carer Gateway Service Providers Activities s47G(1)(a) and s47G(1)(a) - reporting period 1 July to 30 December 2024. [SEC=OFFICIAL]

Hi s22

Thank you for your email.

Looking forward to discussing the feedback in detail tomorrow.

Many thanks.



Holstep Health

s47F
Finance Business Partner
Carer Gateway

s47F
Wurundjeri Woi Wurrung
Level 1, 110 Chifley Drive,
Preston, VIC, 3072

www.holstephealth.org.au

Merri Health and Banyule Community Health are now

→


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We acknowledge the traditional owners of the land on which we work and we pay our respects to their Elders past and present.

From: VICperformanceDSS s47E(d) @communitygrants.gov.au>
Sent: Tuesday, March 4, 2025 8:49 AM
To: s47F @merrihealth.org.au> s47F @merrihealth.org.au>
Cc: s22 @dss.gov.au>; CarerSupport s47E(d) @dss.gov.au>
Subject: DEX assessment outcome for Merri Community Health Carer Gateway Service Providers Activities s47G(1)(a) and s47G(1)(a) - reporting period 1 July to 30 December 2024. [SEC=OFFICIAL]

Hi s47F

Thank you for submitting your DEX Data covering the reporting period 1 July to 30 December 2024. A review of the activities below identified the following issues:

Activity ID	Program Name Activity	Outlet	Data Quality	Service Delivery	Partnership Approach
s47G(1)(a)	Integrated Carer Support Services Regional Delivery Partners Program	Carer Gateway Vic 1	Majority of Data quality indicates good data collection practices. s47G(1)(a) s47G(1)(a) s47G(1)(a) s47G(1)(a) • s47G(1)(a) • •	The assessment identified an s47G(1)(a) in Individual Client sessions and a s47G(1)(a) • s47G(1)(a) (all) reported, compared to s47G(1)(a) (all) in the previous period. • s47G(1)(a) reported, compared to s47G(1)(a) in the previous period. • s47G(1)(a) compared to s47G(1)(a) in the previous period. s47G(1)(a)	s47G(1)(a) s47G(1)(a) s47G(1)(a) • s47G(1)(a)

			s47G(1)(a) • s47G(1)(a) • s47G(1)(a)	s47G(1)(a) • s47G(1)(a) All service items provided to clients were as per Program Specific Guidance. The most common service types were s47G(1)(a) Target care client groups were supported: • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) s47G(1)(a) NB Program Specific Guidance accommodates service for clients outside of the funded service area.	s47G(1)(a) s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a)
s47G(1)(a)	Integrated Carer Support Services Regional Delivery Partners Program	Carer Gateway Vic 2	Majority of Data quality indicates good data collection practices. s47G(1)(a) s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a)	There was an increase of s47G(1)(a) in Individual Client sessions and a slight increase of s47G(1)(a) in the number of individual clients. s47G(1)(a) clients s47G(1)(a) sessions, compared with s47G(1)(a) and s47G(1)(a) from previous reporting period. s47G(1)(a) All service items provided to clients were as per Program Specific Guidance. The most common service types were Respite (10,841), Information/advice/referral (5,086), Specialist support (6,220) and Intake/assessment (6,353). Target care client groups were supported: • Carers with a disability (40%) • Carers under 25 years old (6%); NB 74 clients were aged between 0 and 9 years old, and 166 clients were aged 10 to 14. • CALD carers constituted less than 1% of clients for Gateway 2. This Activity is funded for Regional Service Delivery Partner region Vic 2. Clients were located across both RSD regions Vic 1 and Vic 2, with a concentration across Gippsland, Melbourne's inner west, the greater Ballarat and Shepparton regions. NB Program Specific Guidance accommodates service for clients outside of the funded service area.	For this program activity, it is expected that, where practical, you collect outcomes data for a majority of clients. s47G(1)(a) A client Circumstances SCORE assessment is recorded at least twice - towards the beginning of the client's service delivery and again towards the end of service delivery. Where practical, you can also collect SCORE assessments periodically throughout service delivery. A client Satisfaction SCORE assessment may be recorded just once (after service delivery) or multiple times when appropriate (such as after further service delivery). • s47G(1)(a) Extended data required under the s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a) • s47G(1)(a)

We look forward to discussing this feedback in our next meeting and to seeing how your organisation is tracking towards meeting your deliverables for the current period 1 January to 30 June 2025.

If you require any further information or assistance, please do not hesitate to contact me.

Regards,
s22

S22
Team Leader
Delivery, Network Operations Victoria State Office
Community Grants Hub
PS22 | S22 dss.gov.au

The Department of Social Services acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, water and community. We pay our respects to them and their cultures, and to Elders both past and present.



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Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing



Australian Government
Department of Social Services

Ref: EC24-000826

MINUTE

GROUP MANAGER

Andrew Whitecross
Disability and Carer Programs

SUBJECT: Approval of grant expenditure for the extension of the Carer Gateway service provider grant agreements for 2024-25 and 2025-26

Critical Date: 22 April 2024

Reason: Delegate approval for the funding expenditure is required to be provided to the Grant Services Office as soon as possible.

Recommendations:

1. That you **NOTE** the Minister for Social Services, the Hon. Amanda Rishworth MP agreed that departmental officials could be the decision-maker to vary grant agreements and commit relevant money for the Carer Gateway service providers (**Attachment A**).

NOTED / PLEASE DISCUSS

2. That you **NOTE** information brief MS24-000229 provides an update on addressed recommendations in **Attachment A**.

NOTED / PLEASE DISCUSS

3.

s42

NOTED / PLEASE DISCUSS

4.

s42

NOTED / PLEASE DISCUSS

5.

s42

NOTED / PLEASE DISCUSS

6. s42

NOTED / PLEASE DISCUSS

7. That you **APPROVE**, in accordance with section 32B of the *Financial Framework (Supplementary Powers) Act 1997*, expenditure of \$343,708,920.00 (GST exclusive), for the period 2024-25 to 2025-26, for the 16 CGSP grant agreement variations, funded under the Integrated Carer Support Service (ICSS), as detailed at **Attachment B**.

APPROVED / NOT APPROVED

8. That you **NOTE** the ICSS Program Risk Assessment at **Attachment C**.

NOTED / PLEASE DISCUSS

9. That you **ACCEPT** the program risk ratings identified for the Carer Gateway service providers at **Attachment D**.

ACCEPT / PLEASE DISCUSS

Group Manager:.....08/05 /2024

Issues:

1. The ICSS is the Australian Government's national carer support service system, providing free access to supports and services for all unpaid carers. Under the ICSS, there are 10 lead Carer Gateway service provider (CGSP) organisations funded to deliver these supports and services nationally across 16 Carer Gateway service areas.
2. On 25 August 2023, the Minister for Social Services agreed to extend the current CGSP grant agreements for 2 years to 30 June 2026. The Minister also agreed that departmental officials could be the decision maker to enter into agreements and commit relevant money for the CGSP grant agreement variations (**MS23-000375** at **Attachment A** refers).

3. s42

4. CGSP current grant agreements cease on 30 June 2024. The department will approach the 10 lead CGSP organisations, through a grant agreement variation process, to continue delivering the current CGSP activities.
5. As outlined in **MS23-000375 (Attachment A)**, and agreed by the Minister, the department considers a variation to the existing grant agreements to be an appropriate process. Extending the existing grants, rather than an approach to market through an open grant opportunity, was recommended. Performance by CGSPs over the past 4 years, and while significantly affected by COVID-19 in their first 2 ½ years of operation, is acceptable. CGSPs initial delivery of face-to-face services and outreach to increase service uptake of Carer Gateway was significantly reduced by restrictions and lockdowns due to the pandemic. More time is required to obtain further evidence and fully assess the effectiveness of the current Carer Gateway program design and implementation.

6. Further recommendations supporting extensions were presented to the Minister to:

- undertake a review of the 2022 census carer population data to review funding allocations
 - redevelop KPI's with a focus on improving the service experience for carers
 - consider program improvements within the scope of the existing grant guidelines
 - advice on how Your Caring Way might be implemented nationally within the Carer Gateway service operating model
7. Data on CGSP performance has been collected through performance monitoring and program evaluation since April 2020. This data has been utilised revise Key Performance Indicators (codesigned with the CGSPs) for the grant agreement variations, with a view to obtaining more robust data to understand performance and inform potential changes to the current model.
8. This minute seeks your approval of funding expenditure of \$343,708,920.00 (GST exclusive), for the period 2024-25 and 2025-26, for the CGSPs' grant agreement variations. This funding is available from the Integrated Carer Support Service appropriation, under Outcome 3.1: Disability, Mental Health and Carers Programme, Component 2 – Disability and Carers.
9. The Secretary of the Department of Social Services has issued an Instrument of Delegation, which delegates to you the authority to approve a commitment of relevant money under section 32B of the *Financial Framework (Supplementary Powers) Act 1997*.
10. To ensure funding for carer services delivered through the CGSPs is maintained and is no less than their 2023-24 funding of \$168,525,225.48 (not inclusive of GST or indexation and Community Sector Organisation payments), 81% of the total ICSS funding appropriation will be allocated to CGSPs in 2024-25 and 2025-26. The remaining funding is used for delivery of other services and supports that form part of the ICSS such as the national telephone counselling service, and complementary carer support programs and services.
11. A detailed breakdown of funding expenditure for the CGSP grant agreement variations by financial year is in **Attachment B**.
12. This approach achieves value for money, as:
- the department is satisfied with the performance of the CGSP organisations currently funded noting the considerations referred to above in paragraph 5;
 - the department continues to monitor both performance and funding budgets of CGSPs through 6 monthly performance reporting, risk monitoring and assessments; information provided in the 2022-23 financial acquittals, July to Dec 2023 performance reporting outcomes, and deliverables outlined in Activity Work Plans.
 - regular monthly meetings; and
 - an extension to the current grant agreements ensures no discontinuity of service for clients.

Risk and Sensitives

13. The ICSS Risk Assessment is High (**Attachment C**). The risk assessment was recently endorsed by the delegate, Deputy Secretary, Disability and Carers.

14. s22



15. As a number of the CGSPs are anticipating 2023-24 unexpended funding of significant amounts, the Carer Programs Section is seeking advice from the relevant area/s of the department regarding the guidelines /decision making on the distribution of 2024-25 CSO payments to CGSPs.

16. For your noting, the CGSP Grant Agreements include the following Schedule in **Attachment E**;

- *Schedule 1: Commonwealth Standard Grant Conditions*

Item 19. Reduction, Suspension and Termination enables the Department to 1) reduce, 2) suspend or 3) terminate activities due to non-compliance or serious concerns the grantee will perform the activity or obligations under the agreement

s22

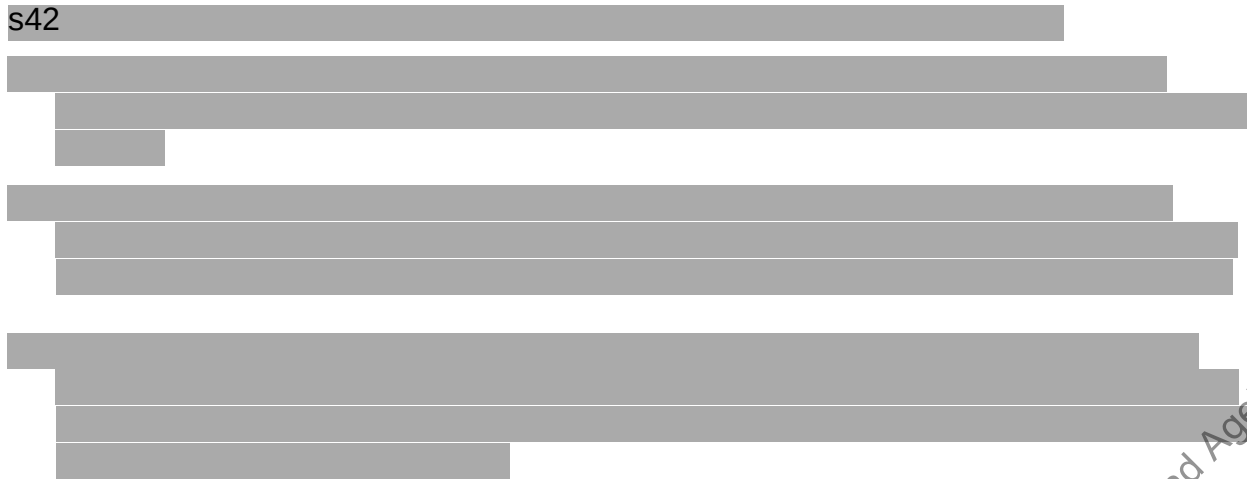
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s22

Consultation:

42. Chief Counsel has cleared this brief.

43. Consultation was undertaken with the Stream Finance Manager and Grants Service Office.

s47F

Lydia Ross
Branch Manager
Carers and Early Childhood

18 April 2024

Summary of Attachments:



Australian Government

Department of Social Services

Organisation ID:	s47G(1)(a)
Agreement ID:	
Program Schedule ID:	

Deed of Variation in relation to Disability and Carer Support program

1. Date

This Deed is made on 1 JULY 2024

2. Parties

This Deed is made between:

1. The Commonwealth of Australia, as represented by the Department of Social Services, ABN 36 342 015 855 (the 'Commonwealth'); and
2. Merri Community Health Services Limited, ABN 24 550 946 840 (the 'Grantee').

3. Context

- A. The Parties have a current agreement under which the Commonwealth gave a Grant to the Grantee for the Disability and Carer Support program (the 'Agreement').
- B. The Parties have agreed to amend the Agreement on the Terms and Conditions contained in this Deed.

4. Amendments

With effect from the date of execution of this Deed, the Agreement is amended:

As from the date of execution of this Deed of Variation, this Agreement will become a Commonwealth Individualised Grant Agreement and the following new terms and conditions will apply.

1. **Replace** the **Supplementary Terms** with **Supplementary Provisions** as per attached **Commonwealth Individualised Grant Agreement** document.
2. **Replace** the **Schedule 1 - Grant Conditions** as per the attached **Commonwealth Individualised Grant Conditions** document.

For Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

3. **Replace** Carer Gateway Regional Delivery Partner (RDP) with Carer Gateway Service Provider (CGSP) in all instances throughout the Agreement.

4. **Replace** the text above Important Information at **Item B – Grant Activity** with the following:

The Integrated Carer Support Service (ICSS) focuses on services designed specifically for carers. It is designed to make the Government's carer supports and services easier to navigate and more accessible, but more importantly it is designed to increase the Australian Government's investment in services proven to improve a carer's quality of life and ability to perform their caring role.

This Activity implements Phase 2 of ICSS - the commencement of a network of Carer Gateway Regional Delivery Partners (RDPs) known as Carer Gateway service providers (CGSPs). CGSPs will deliver services across a defined region, with an establishment period to help carers access new and improved local and targeted services including:

- Carer Support Planning;
- in-person and phone-based coaching, counselling and in-person peer support;
- information and advice;
- tailored support packages with a focus on supporting employment, education, respite access and transport, with a target of 25 per cent of packages (as funded for from the 2019 Budget) towards young carers;
- access to emergency respite support; and
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.

The Activity also requires the Grantee to:

- conduct outreach activities, and link to social, health, education, community and cultural groups, to better understand regional and rural needs; and
- establish and maintain a regional presence to support the entire designated service area. This presence may be achieved through a mobile workforce and/or service outlets for the purposes of delivering those Activities with an in-person component. Service Area Planning must be undertaken each year.

The Grantee is required to provide all of the following services:

1. **Carer Support Planning** – Undertake an intake and needs identification process for the carer (consistent with the Department's specified process and tools) in order to determine the services which best suit the needs of individual carers. Upon completing a needs assessment process, prepare and provide the carer with a Carer Support Plan.
2. **In-Person Peer Support** – a free facilitated peer support forum specifically designed to assist carers to connect with people in similar circumstances; learn from peers through the sharing of lived experiences; and aid in decreasing carer strain through the connection and sharing of personal stories and experiences.
3. **In-Person Counselling** – a free counselling service for carers who are experiencing difficulties with anxiety, stress, depression and low mood as a result of their caring role. The service must assist carers to manage their own health in order to remain effective in their caring role and avoid crisis events through in-person counselling sessions with a professional counsellor (in line with the in-person counselling guidelines developed by the Department).
4. **In-Person Carer coaching** – a free psycho-educational service specifically designed to assist carers to acquire the skills and resilience needed in their caring role.
5. **Carer Directed Support** – a consumer directed approach to supporting carers in their caring role by providing a package of financial assistance (through Tailored Support Packages). It gives carers a greater say and more control over the design and delivery of the support provided to them and the person/s they care for. Up to 25 per cent of packages should be directed to young carers.
6. **Emergency Respite Care** – is designed to offer support to carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other services are available.

7. **Service Area Planning and Outreach** – undertake mapping of the services which exist in your service area which are of benefit to carers. Undertake promotional and profile raising activities which aim to reduce the barriers which prevent disconnected or hidden potential service users and carers accessing the services they need. As part of this activity, each Carer Gateway provider is required to work proactively with young carers in each service area to provide outreach services to organisations such as schools, youth services, vocational training organisations and employers. (additional funding provided for this activity as part of the 2019 Budget).
8. For the 2019/20 financial year, additional funding is available for communications activities. Service providers should implement a mix of the below communication activities to communicate and engage with local audiences, touchpoints and stakeholders, on Carer Gateway services:
 - Advertising with local media such as print and radio, as well as social media advertising on Facebook and/or Instagram.
 - Publishing paid targeted Facebook posts.
 - Advertising through Google search terms and content.
 - Running information and education sessions for carers and other relevant stakeholder groups
 - Distributing information kits that include newsletter templates and social media post templates, to local stakeholders
 - Media engagement – notifying local and sector media, providing media with editorial content, facilitating interviews with relevant spokespeople such as carers or service provider spokespeople.

The Department will also consider options for other innovative communications activities tailored to local carer cohorts and must be consulted on the proposed use of funding in this regard.

9. **Establishment** – one-off activities to ensure its operational readiness to deliver Activities.
10. **Transition** – one-off activity to support the transition of Activities on expiry or in the event of termination of the Grant Agreement.
11. **Online Peer Support, Phone based Counselling and online Coaching** – actively promoting these services to clients which will be delivered through the Carer Gateway by third party providers.
12. **Carer Gateway Website** – actively promote and assist carers in accessing the Carer Gateway Website.
13. **Aged Care Respite Booking Service** – to support carers of people in receipt of a My Aged Care package access respite. Supporting the carer by booking/coordinating the aged care respite service under the care recipient's My Aged Care package. You must also record and report on referrals received and actioned from My Aged Care.

As part of delivering the services above you can use the Grant to pay for:

- resources, operational policies and infrastructure operating the business model in a way that maximises contribution to the outcomes the Australian Government is seeking to achieve through its commissioning of the ICSS;
- staff salaries and on-costs that can be directly attributed to the provision of Activities in your allocated service area;
- employee training for paid and unpaid staff including Committee and Board members; and
- operating and administration expenses directly related to the delivery of Activities. Examples include:
 - computer/ IT/website/software;
 - insurance;
 - utilities;
 - postage;

- stationery and printing;
- accounting and auditing;
- travel/accommodation costs for domestic travel for staff directly relating to the delivery of services;
- assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables; and
- up to ten per cent of the Grant can be used to invest in continuous improvement activities (such as trialling new services that will contribute to the ICSS outcomes).

To note, for the purposes of this Grant, CGSPs and their employees are classified as officials under the *Criminal Code*.

Carer Gateway service providers (CGSPs) and the department will work proactively and collaboratively on the Carer Gateway's program data to inform any potential improvements and/or changes to the model. The department will continue to monitor the outcomes of the above-mentioned KPIs to obtain further evidence on the delivery, and uptake of, the services provided under the Carer Gateway model across the service areas. The Department will continue to consult with the CGSPs to ensure the KPIs remain relevant of the activity.

5. **Replace** the Performance Indicators in the table at **Item B – Activity** with the following:

s47G(1)(a)



s47G(1)(a)

6. **Replace** the dates at **Item C – Duration of the Grant** with the following:

- the Activity Completion Date with 30 June 2026; and
- the Agreement End Date with 30 November 2026.

7. **Replace** the total amount of the Grant with s47G(1)(a) at **Item D – Payment of the Grant**.

8. **Add** the following Financial Years to the table at **Item D – Payment of the Grant**:

Financial Year	Amount (excl. GST if applicable)
2024-2025	s47G(1)(a)
2025-2026	

9. **Add** the following milestones at **Item D – Payment of the Grant**:

Milestone	Anticipated date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2024-25 funds	9 July 2024	s47G(1)(a)		
Half yearly payment of 2024-25 funds	2 December 2024			
Half yearly payment of 2025-26 funds	8 July 2025			
Half yearly payment of 2025-26 funds	1 December 2025			

10. **Replace** the milestones from 1 April 2024 at **Item E – Reporting** with the following:

Milestone	Information to be included	Due Date
Activity Work Plan	Output-level detail for the funded Activity negotiated with the Department and captured in an Activity Work Plan as per Item E.2	15 July 2024

Performance Report	Finalisation of Data Exchange period 2 data (1 January to 30 June), as set out in the Data Exchange Protocols, as per Item E.1	30 July 2024
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2024
Financial Acquittal Report	Financial Acquittal from 1 July 2023 to 30 June 2024 as per Item E.4	31 October 2024
Performance Report	Finalisation of Data Exchange period 1 data (1 July to 31 December), as set out in the Data Exchange Protocols, as per Item E.1	30 January 2025
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	30 January 2025
Compliance - Child Safe - CB9	Child safe Statement of Compliance as per Item E.5 and specified in supplementary clause CB9	31 March 2025
Performance Report	Finalisation of Data Exchange period 2 data (1 January to 30 June), as set out in the Data Exchange Protocols, as per Item E.1	30 July 2025
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2025
Financial Acquittal Report	Financial Acquittal from 1 July 2024 to 30 June 2025 as per Item E.4	31 October 2025
Performance Report	Finalisation of Data Exchange period 1 data (1 July to 31 December), as set out in the Data Exchange Protocols, as per Item E.1	30 January 2026
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	30 January 2026
Compliance - Child Safe - CB9	Child safe Statement of Compliance as per Item E.5 and specified in supplementary clause CB9	31 March 2026
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Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2026
Financial Acquittal Report	Financial Acquittal from 1 July 2025 to 30 June 2026 as per Item E.4	31 October 2026

11. **Add the following text at Item E.2 Activity Work Plan:**

From 1 July 2024, the Activity Work Plan will be negotiated between the Grantee and the department from time to time as agreed by both Parties during the life of the Agreement. Using the department's Activity Work Plan template it will specify the Activity Details, deliverables, timeframes for delivery and measures of achievement. It may include a budget or other administrative controls intended to help manage activity risks. Once the Activity Work Plan has been agreed by both Parties it will form part of the Agreement.

The detailed deliverables and activities the Grantee will undertake to fulfil this Activity must be provided as part of the Grantee's Activity Work Plan, to be developed in consultation with, and provided to the department as specified in Item E. Once mutually agreed the Activity Work Plan will form part of the Agreement. The Grantee is required to report against any performance measures set out in the Activity Work Plan within 30 days of the reporting period ceasing.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

12. **Replace** the Statement of Compliance Report at **Item E.5 – Other Reports** with the following:

Child Safe Statement of Compliance (Clause CB9)

The Child Safe Statement of Compliance is an annual Statement made by the Grantee's organisation. The Grantee's statement confirms that the Grantee has delivered the Activity consistent with the Child Safe Supplementary Term at clause CB9 of the Grantee's Agreement. The period of compliance is for 1 January to 31 December each year.

For Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

13. **Replace** Carer Gateway Regional Delivery Partner (RDP) with Carer Gateway Service Provider (CGSP) in all instances throughout the Agreement.

14. **Replace** the text above Important Information at **Item B – Grant Activity** with the following:

The Integrated Carer Support Service (ICSS) focuses on services designed specifically for carers. It is designed to make the Government's carer supports and services easier to navigate and more accessible, but more importantly it is designed to increase the Australian Government's investment in services proven to improve a carer's quality of life and ability to perform their caring role.

This Activity implements Phase 2 of ICSS - the commencement of a network of Carer Gateway Regional Delivery Partners (RDPs) known as Carer Gateway service providers (CGSPs). CGSPs will deliver services across a defined region, with an establishment period to help carers access new and improved local and targeted services including:

- Carer Support Planning;
- in-person and phone-based coaching, counselling and in-person peer support;
- information and advice;
- tailored support packages with a focus on supporting employment, education, respite access and transport, with a target of 25 per cent of packages (as funded for from the 2019 Budget) towards young carers;
- access to emergency respite support; and
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.

The Activity also requires the Grantee to:

- conduct outreach activities, and link to social, health, education, community and cultural groups, to better understand regional and rural needs; and
- s47G(1)(a)

The Grantee is required to provide all of the following services:

1. **Carer Support Planning** – Undertake an intake and needs identification process for the carer (consistent with the Department's specified process and tools) in order to determine the services which best suit the needs of individual carers. Upon completing a needs assessment process, prepare and provide the carer with a Carer Support Plan.

2. **In-Person Peer Support** – a free facilitated peer support forum specifically designed to assist carers to connect with people in similar circumstances; learn from peers through the sharing of lived experiences; and aid in decreasing carer strain through the connection and sharing of personal stories and experiences.
3. **In-Person Counselling** – a free counselling service for carers who are experiencing difficulties with anxiety, stress, depression and low mood as a result of their caring role. The service must assist carers to manage their own health in order to remain effective in their caring role and avoid crisis events through in-person counselling sessions with a professional counsellor (in line with the in-person counselling guidelines developed by the Department).
4. **In-Person Carer coaching** – a free psycho-educational service specifically designed to assist carers to acquire the skills and resilience needed in their caring role.
5. **Carer Directed Support** – a consumer directed approach to supporting carers in their caring role by providing a package of financial assistance (through Tailored Support Packages). It gives carers a greater say and more control over the design and delivery of the support provided to them and the person/s they care for. Up to 25 per cent of packages should be directed to young carers.
6. **Emergency Respite Care** – is designed to offer support to carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other services are available.
7. **Service Area Planning and Outreach** – undertake mapping of the services which exist in your service area which are of benefit to carers. Undertake promotional and profile raising activities which aim to reduce the barriers which prevent disconnected or hidden potential service users and carers accessing the services they need. As part of this activity, each Carer Gateway provider is required to work proactively with young carers in each service area to provide outreach services to organisations such as schools, youth services, vocational training organisations and employers. (additional funding provided for this activity as part of the 2019 Budget).
8. For the 2019/20 financial year, additional funding is available for communications activities. Service providers should implement a mix of the below communication activities to communicate and engage with local audiences, touchpoints and stakeholders, on Carer Gateway services:
 - Advertising with local media such as print and radio, as well as social media advertising on Facebook and/or Instagram.
 - Publishing paid targeted Facebook posts.
 - Advertising through Google search terms and content.
 - Running information and education sessions for carers and other relevant stakeholder groups
 - Distributing information kits that include newsletter templates and social media post templates, to local stakeholders
 - Media engagement – notifying local and sector media, providing media with editorial content, facilitating interviews with relevant spokespeople such as carers or service provider spokespeople.

The Department will also consider options for other innovative communications activities tailored to local carer cohorts and must be consulted on the proposed use of funding in this regard.

9. **Establishment** – one-off activities to ensure its operational readiness to deliver Activities.
10. **Transition** – one-off activity to support the transition of Activities on expiry or in the event of termination of the Grant Agreement.
11. **Online Peer Support, Phone based Counselling and online Coaching** – actively promoting these services to clients which will be delivered through the Carer Gateway by third party providers.
12. **Carer Gateway Website** – actively promote and assist carers in accessing the Carer Gateway Website.

13. **Aged Care Respite Booking Service** – to support carers of people in receipt of a My Aged Care package access respite. Supporting the carer by booking/coordinating the aged care respite service under the care recipient's My Aged Care package. You must also record and report on referrals received and actioned from My Aged Care.

As part of delivering the services above you can use the Grant to pay for:

- resources, operational policies and infrastructure operating the business model in a way that maximises contribution to the outcomes the Australian Government is seeking to achieve through its commissioning of the ICSS;
- staff salaries and on-costs that can be directly attributed to the provision of Activities in your allocated service area;
- employee training for paid and unpaid staff including Committee and Board members; and
- operating and administration expenses directly related to the delivery of Activities. Examples include:
 - computer/ IT/website/software;
 - insurance;
 - utilities;
 - postage;
 - stationery and printing;
 - accounting and auditing;
 - travel/accommodation costs for domestic travel for staff directly relating to the delivery of services;
 - assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables; and
 - up to ten per cent of the Grant can be used to invest in continuous improvement activities (such as trialling new services that will contribute to the ICSS outcomes).

To note, for the purposes of this Grant, CGSPs and their employees are classified as officials under the *Criminal Code*.

Carer Gateway service providers (CGSPs) and the department will work proactively and collaboratively on the Carer Gateway's program data to inform any potential improvements and/or changes to the model. The department will continue to monitor the outcomes of the above-mentioned KPIs to obtain further evidence on the delivery, and uptake of the services provided under the Carer Gateway model across the service areas. The Department will continue to consult with the CGSPs to ensure the KPIs remain relevant of the activity.

15. **Replace** the Performance Indicators in the table at **Item B – Activity** with the following:

s47G(1)(a)



s47G(1)(a)

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

16. **Replace** the dates at **Item C – Duration of the Grant** with the following:

- the Activity Completion Date with 30 June 2026; and
- the Agreement End Date with 30 November 2026.

17. **Replace** the total amount of the Grant with s47G(1)(a) at **Item D – Payment of the Grant**.

18. **Add** the following Financial Years to the table at **Item D – Payment of the Grant**:

Financial Year	Amount (excl. GST if applicable)
2024-2025	s47G(1)(a)
2025-2026	

19. **Add** the following milestones at **Item D – Payment of the Grant**:

Milestone	Anticipated date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2024-25 funds	9 July 2024	s47G(1)(a)		
Half yearly payment of 2024-25 funds	2 December 2024			
Half yearly payment of 2025-26 funds	8 July 2025			
Half yearly payment of 2025-26 funds	1 December 2025			

20. **Replace** the milestones from 1 April 2024 at **Item E – Reporting** with the following:

Milestone	Information to be included	Due Date
Activity Work Plan	Output-level detail for the funded Activity negotiated with the Department and captured in an Activity Work Plan as per Item E.2	15 July 2024
Performance Report	Finalisation of Data Exchange period 2 data (1 January to 30 June), as set out in the Data Exchange Protocols, as per Item E.1	30 July 2024
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2024
Financial Acquittal Report	Financial Acquittal from 1 July 2023 to 30 June 2024 as per Item E.4	31 October 2024
Performance Report	Finalisation of Data Exchange period 1 data (1 July to 31 December), as set out in the Data Exchange Protocols, as per Item E.1	30 January 2025
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	30 January 2025
Compliance - Child Safe - CB9	Child safe Statement of Compliance as per Item E.5 and specified in supplementary clause CB9	31 March 2025
Performance Report	Finalisation of Data Exchange period 2 data (1 January to 30 June), as set out in the Data Exchange Protocols, as per Item E.1	30 July 2025
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2025
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Performance Report	Finalisation of Data Exchange period 1 data (1 July to 31 December), as set out in the Data Exchange Protocols, as per Item E.1	30 January 2026
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	30 January 2026
Compliance - Child Safe - CB9	Child safe Statement of Compliance as per Item E.5 and specified in supplementary clause CB9	31 March 2026

Performance Report	Finalisation of Data Exchange period 2 data (1 January to 30 June), as set out in the Data Exchange Protocols, as per Item E.1	30 July 2026
Activity Work Plan Report	A report with progress against Activity Work Plan, compliance or other reporting as per Item E.5	15 August 2026
Financial Acquittal Report	Financial Acquittal from 1 July 2025 to 30 June 2026 as per Item E.4	31 October 2026

21. **Add** the following text at **Item E.2 Activity Work Plan**:

From 1 July 2024, the Activity Work Plan will be negotiated between the Grantee and the department from time to time as agreed by both Parties during the life of the Agreement. Using the department's Activity Work Plan template it will specify the Activity Details, deliverables, timeframes for delivery and measures of achievement. It may include a budget or other administrative controls intended to help manage activity risks. Once the Activity Work Plan has been agreed by both Parties it will form part of the Agreement.

The detailed deliverables and activities the Grantee will undertake to fulfil this Activity must be provided as part of the Grantee's Activity Work Plan, to be developed in consultation with, and provided to the department as specified in Item E. Once mutually agreed the Activity Work Plan will form part of the Agreement. The Grantee is required to report against any performance measures set out in the Activity Work Plan within 30 days of the reporting period ceasing.

22. **Replace** the Statement of Compliance Report at **Item E.5 – Other Reports** with the following:

Child Safe Statement of Compliance (Clause CB9)

The Child Safe Statement of Compliance is an annual Statement made by the Grantee's organisation. The Grantee's statement confirms that the Grantee has delivered the Activity consistent with the Child Safe Supplementary Term at clause CB9 of the Grantee's Agreement. The period of compliance is for 1 January to 31 December each year.

5. Entire agreement and interpretation

5.1 The parties confirm all the other provisions of the Agreement and, subject only to the amendments contained in this Deed, the Agreement remains in full force and effect.

5.2 This Deed and the Agreement, when read together, contain the entire agreement of the parties with respect to the parties' rights and obligations under the Agreement.

5.3 Unless otherwise specified or the context otherwise requires, terms that are defined in the Agreement have the same meaning in this Deed.

Disclaimer and explanatory notes

Disclaimer

By executing this agreement you agree that you have read and accept this disclaimer, including the explanatory notes on how to duly execute this agreement. You warrant that your identity has been verified, you have legal capacity and authority to enter into this agreement, and you are signing in accordance with all legal instruments that apply to you and/or the legal entity which you represent.

Explanatory notes

- If you are an **individual**, you must download, print and sign the agreement in wet-ink in the presence of a witness (the witness date must be the same as the signatory date).
- If you are a **partnership**, the signatory must be all partners, or one partner with the authority to sign on behalf of all partners receiving the grant. You should be prepared to provide evidence of this authorisation upon request.
- If you are a **proprietary company incorporated under the Corporations Act 2001 (Cth)**, the signatory must be the sole director and company secretary, as required under section 127 of the Corporations Act 2001 (Cth). If required by your Constitution, please affix your **company seal** in the presence of the sole director and company secretary acting as a witness (the witness date must be the same as the date the company seal is affixed). For execution by company seal, you must download, print and sign the agreement in wet-ink.
- If you are a **company incorporated under the Corporations Act 2001 (Cth)**, the signatories must be two directors, or one director and one company secretary, as required under section 127 of the Corporations Act 2001 (Cth). If required by your Constitution, please affix your **company seal** in the presence of two directors, or one director and one company secretary acting as a witness, or if your company has only one director – that director and a suitable witness, (the witness date must be the same as the date the company seal is affixed). For execution by company seal, you must download, print and sign the agreement in wet-ink.
- If you are a **company incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cth) (CATSI Act)**, the signatories must be two directors, one director and one company secretary, or if your company has only one director – that director, as required under section 99-5 of the CATSI Act. If required by your Constitution, please affix your **company seal** in the presence of two directors, or one director and one company secretary, or if your company has only one director – that director. For execution by company seal, you must download, print and sign the agreement in wet-ink.
- If you are an **individual trustee of a trust**, you must download, print and sign the agreement in wet-ink in the presence of a witness (the witness date must be the same as the signatory date). You must sign in your capacity as a trustee and not the trust. The trustee is the legal entity entering into the agreement. The words 'as trustee for [name of trust]' should be included in the signature block.
- If you are a **corporate trustee of a trust**, the signatory must be the sole director and company secretary in the proprietary company, or two directors in the company, or one director and one company secretary in the company, as required under section 127 of the Corporations Act 2001 (Cth). If required by your Constitution, please affix your **company seal** in the presence of the sole director and company secretary in the proprietary company, or two directors in the company, or one director and one company secretary in the company, acting as witness (the witness date must be the same as the date the company seal is affixed). For execution by company seal, you must download, print and sign the agreement in wet-ink. The company must sign in its capacity as a trustee and not the trust. The trustee is the legal entity entering into the agreement. The words 'as trustee for [name of trust]' should be included in the signature block.
- If you are an **incorporated association**, you must refer to the legislation incorporating the association as it will specify how documents must be executed. This process may differ between each State and Territory. If an authorised person is executing a document on behalf of the incorporated association, you should be prepared to provide evidence of this authorisation upon request.
- If you are a **university**, the signatory can be an officer authorised by the legislation creating the university to enter into legally binding documents. A witness to the signature is required (the witness date must be the same as the signatory date).

Organisation ID:	s47G(1)(a)	
Agreement ID:		
Program Schedule ID:		

Signatures

Executed as a Deed

Signed for and on behalf of the Commonwealth of Australia by the relevant Delegate, represented by and acting through the Department of Social Services, ABN 36 342 015 855 in the presence of:

s47F

EMMAKATE MCGUIRK

(Name of Departmental Representative)

(Signature of Departmental Representative)

GROUP MANAGER, COMMUNITY GRANTS HUB

1.1.24

(Position of Departmental Representative)

s47F

(Name of witness in full)

(Signature of witness)

1.1.24

Signed for and on behalf of Merri Community Health Services Limited, ABN 24 550 946 840 in accordance with its rules, and who warrants they are authorised to sign this Agreement:

Tassia Michaleas, Chief Executive Officer

(Name and position held by Signatory)

s47F

(Signature)

26/06/2024

Gavin Thompson, Company Secretary/Chief Financial Officer

(Name and position held by second Signatory/Name of Witness)

s47F

(Signature of second Signatory/Witness)

26/06/2024



Australian Government

Department of Health, Disability and Ageing

Organisation ID:	s47G(1)(a)
Agreement ID:	
Program Schedule ID:	

Notice of Change

s47F

Merri Community Health Services Limited
Unit 4 19 Pentridge Blvd
COBURG VIC 3058
info@merrihealth.org.au

Dear s47F

Notice of Change in relation to the Integrated Carer Support Services Program

This Notice of Change is to apply Indexation and Supplementation to your Grant.

Indexation and supplementation are payment additional to the amounts specified in grant agreements offered to grantees.

Indexation is a standard process used to adjust the value of government programs for changes in the level of prices, living costs or wages. In general, indexation aims to maintain the relative value or level of policy settings over time. Your indexation rate is 4.52 percent.

Supplementation is an additional, discretionary payment amount designed to provide additional funding to assist Community Sector Organisations (CSOs) who may be facing additional cost pressures due to staff wages and higher inflation outcomes.

We have a grant agreement in place with you to carry out a grant activity under the Integrated Carer Support Services Program between Merri Community Health Services Limited and the Commonwealth of Australia, represented by the Department of Health, Disability and Ageing.

An annual Supplementation payment amount has been combined with the annual Indexation payment amount and applied to the below payment milestones for this grant addressing the 2025-26 financial year, with Indexation (only) applied to all future payment milestones.

We request that you please let us know if you disagree with this proposed change for any reason, by providing an email response to s47E(d) communitygrants.gov.au within (5) calendar days from the date this Notice of Change was issued, as authorised representative of Merri Community Health Services Limited

If you agree with this proposed change, you are not required to take any action. Where we do not receive a written response in the form outlined above is not received, we will deem that you have accepted the proposed change, and if the funds as varied to give effect to any applicable indexation and supplementation amounts are accepted into your account (or other nominated payment method), and are spent or otherwise appropriated for a Grant Activity.

This Notice of Change is to advise you of the following:

Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

1. **Replace** all payment milestones for the 2025-26 financial year with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2025-26 funds	8 July 2025	s47G(1)(a)		
Half yearly payment of 2025-26 funds	1 December 2025			
2025-26 Total			s47G(1)(a)	

Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

1. **Replace** all payment milestones for the 2025-26 financial year with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2025-26 funds	8 July 2025	s47G(1)(a)		
Half yearly payment of 2025-26 funds	1 December 2025			
				2025-26 Total s47G(1)(a)

We wish to advise you that this is a legally binding change that does not vary your existing obligations under the Grant Agreement, and does not require a formally executed variation to be carried out.

The parties agree that:

(a) the only change/s affected by this Notice of Change are those specified within.

If you wish to know further information regarding the application of indexation/supplementation, including specific amounts, please contact your relevant Funding Arrangement Manager or s47E(d) @communitygrants.gov.au.

If you are deaf or have a hearing or speech impairment, you can use the National Relay Service to access any of the department's listed phone numbers. You can visit the [National Relay Service](#) website or call [1300 555 727](tel:1300555727).

Yours sincerely

s22

Branch Manager
Community Grants Hub

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing



Australian Government

Department of Social Services

Organisation ID:	s47G(1)(a)
Agreement ID:	
Program Schedule ID:	

Notice of Change

Ms s47F
 Merri Community Health Services Limited
 Unit 4 19 Pentridge Blvd
 COBURG VIC 3058
 info@merrihealth.org.au

Dear s47F

Notice of Change in relation to the Disability and Carer Support Program

This Notice of Change is to apply Indexation and Supplementation to your Grant.

Indexation and supplementation are payment additional to the amounts specified in grant agreements offered to grantees.

Indexation is a standard process used to adjust the value of government programs for changes in the level of prices, living costs or wages. In general, indexation aims to maintain the relative value or level of policy settings over time.

Supplementation is an additional, discretionary payment amount designed to provide additional funding to assist Community Sector Organisations (CSOs) who may be facing additional cost pressures due to staff wages and higher inflation outcomes.

We have a grant agreement in place with you to carry out a grant activity under the Disability and Carer Support Program between Merri Community Health Services Limited and the Commonwealth of Australia, represented by the Department of Social Services.

An annual Supplementation payment amount has been combined with the annual Indexation payment amount and applied to the below payment milestones for this grant addressing the 2024/25 financial year, with Indexation (only) applied to all future payment milestones.

We request that you please let us know if you disagree with this proposed change for any reason, by providing an email response to s47E(d) communitygrants.gov.au within (5) calendar days from the date of this Notice of Change, as authorised representative of Merri Community Health Services Limited

If you agree with this proposed change, you are not required to take any action. Where we do not receive a written response in the form outlined above is not received, we will deem that you have accepted the proposed change, and if the funds as varied to give effect to any applicable indexation and supplementation amounts are accepted into your account (or other nominated payment method), and are spent or otherwise appropriated for a Grant Activity.

This Notice of Change is to advise you of the following:

Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

1. **Replace** all payment milestones for the 2024-25 financial year with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2024-25 funds	9 July 2024	s47G(1)(a)		
Half yearly payment of 2024-25 funds	2 December 2024			
2024-25 Indexation and Supplementation Payment	7 January 2025			
2024-25 Total				

2. **Replace** the future years payment milestones from 1 July 2025, noting Indexation has been applied to all future payment amounts with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2025-26 funds	8 July 2025	s47G(1)(a)		
Half yearly payment of 2025-26 funds	1 December 2025			
2025-26 Total				s47G(1)(a)

Activity ID: s47G(1)(a)

Activity Title: Carer Gateway Service Providers

1. **Replace** all payment milestones for the 2024-25 financial year with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2024-25 funds	9 July 2024	s47G(1)(a)		
Half yearly payment of 2024-25 funds	2 December 2024			
2024-25 Indexation and Supplementation Payment	7 January 2025			
2024-25 Total			s47G(1)(a)	

2. Replace the future years payment milestones from 1 July 2025, noting Indexation has been applied to all future payment amounts with the following:

Milestone	Anticipated Date	Amount (excl. GST)	GST (if applicable)	Total (incl. GST if applicable)
Half yearly payment of 2025-26 funds	8 July 2025	s47G(1)(a)		
Half yearly payment of 2025-26 funds	1 December 2025			
2025-26 Total				s47G(1)(a)

We wish to advise you that this is a legally binding change that does not vary your existing obligations under the Grant Agreement, and does not require a formally executed variation to be carried out.

The parties agree that:

(a) the only change/s affected by this Notice of Change are those specified within.

If you wish to know further information regarding the application of indexation/supplementation, including specific amounts, please contact your relevant Funding Arrangement Manager or s47E(d) communitygrants.gov.au.

Yours sincerely

Community Grants Hub



Australian Government

Department of Social Services

Ms s47F

Chief Executive Officer
Merrihealth

Email: s47F @merrihealth.org.au

**Integrated Carer Support Service Carer Gateway Service Provider
2023-24 Anticipated Unexpended Funding for Service Areas VIC1 and VIC2**

Dear Ms s47F

s47G(1)(a)

s47G(1)(a)

Service Area	Activity ID	Amount of remaining 2022-23 funding
VIC1	s47G(1)(a)	
VIC2		
Total		s47G(1)(a)

s47G(1)(a)

Service Area	Activity ID	Amount of remaining 2022-23 funding
VIC1	s47G(1)(a)	
VIC2		
Total		s47G(1)(a)

I am now writing to give notice that, in accordance with Section 3.5 (Unspent Funds and Carry-overs) of the CGSP Operating Manual, s47G(1)(a)

s47G(1)(a)

. This will be implemented through a Deed of Variation.

s47G(1)(a)

s47G(1)(a)

Service Area	Activity ID	Amount of endorsed 2023-24 funding
VIC1	s47G(1)(a)	
VIC2		
Total		s47G(1)(a)

If you have any questions, please do not hesitate to contact the Carer Program section
at s47E(d) [@dss.gov.au](mailto:s47E(d)@dss.gov.au)

Yours sincerely

s22

Director
Carer Program Section
11 July 2024

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

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Australian Government
Department of Social Services

Ref: EC24-001683

MINUTE

BRANCH MANAGER

To: Tony Davidson
A/g Branch Manager
Carers and Early Childhood

Cc: Andrew Whitecross
Group Manager, Disability and Carer Programs

SUBJECT: Carer Gateway Service Provider (CGSP) 2023-24 anticipated significant unexpended funding.

Recommendations:

1. That you **approve** the rollover of the 2023-24 CGSP significant unexpended funding of s47E(d) GST exclusive) to 2024-25.

Approved / Not approved

2. That you **note**, the anticipated significant unexpended funding amount for the CGSPs, represents approximately s47E(d) of the total CGSP funding for 2023-24.

Noted / Please discuss

3. That you **note**, the majority of CGSPs are reporting considerable decreases in their 2023-24 anticipated unexpended funding in comparison to the amounts reported in 2022-23.

Noted / Please discuss

4. That you **note**, details of each CGSP's anticipated 2023-24 unexpended funding at Attachment B and the overview of activities for the funding during 2024-25 at Attachment C.

Noted / Please discuss

5. That you **note**, as part of the 2023-24 grant agreement financial acquittal process (commencing from 31 October 2024), the relevant State Office Manager will utilise this minute to approve the automatic rollover of the CGSP significant 2023-24 unexpended funding to 2024-25.

Noted / Please discuss

s22

A/g Branch Manager..... 06 /9/2024

Purpose

1. To seek your approval to the rollover of the CGSPs' significant 2023-24 anticipated unexpended funding into financial year 2024-25.

Issues:

2. As part of the financial acquittal process for the department's grant agreements conducted in October each year, State Office Managers are the delegates to approve the rollover of significant unexpended grant funding to the next financial year. To enable this decision, the relevant policy/program Branch Manager is to approve the treatment of significant grant agreement unexpended funding.
3. As all the CGSPs have indicated anticipated significant unexpended funding, your approval is being sought to the automatic rollover of the CGSPs underspend funds to financial year 2024-25, at the CGSP program level rather than individually. This is in accordance with the Community Grants Hub (CGH) advice regarding program-wide underspend decisions for 2023-24 (**Attachment A**).
4. The total for the CGSP anticipated significant unexpended funding for 2023-24 is s47E(d) GST exclusive). This includes \$1 million as a mandatory quarantine (see paragraph 6).
5. This amount is approximately s47E(d) of the total CGSP funding for 2023-24 (down from s47E(d) reported for 2022-23).
6. The 2023-24 CGSP unexpended funding is the result of the following reasons;
 - mandatory quarantining of \$100,000.00 for the implementation of Phase 3 of the Enhancing Carer Support Pathways Project (project managed by the Department of Health and Aged Care);
 - lower than expected referral rates of carers from My Aged Care;
 - already committed 2024-25 funding for carer support; and
 - higher than expected indexation and Community Sector Organisation supplementation funding.
7. CGSP significant unexpended funding is still an estimate and will not be confirmed until the financial acquittal process for the 2023-24 financial year is undertaken by the CGSPs and reported to the CGH in October 2024.
8. In most instances the amount will either remain the same or be reduced.

Monitoring of unexpended funding rolled over to 2023-24

9. To obtain an understanding of each CGSP's anticipated unexpended funding, the Carer Program (CP) undertook the following approach to assess the CGSPs' anticipated 2023-24 unexpended funds for rollover and proposed activities for the funding.
10. CGSPs submitted proposals for the expenditure of their anticipated 2023-24 unexpended funds in the 2024-25 financial year and encouraged to focus on core program delivery.
11. CGSPs were also requested to submit details of expenditure against their 2022-23 unexpended funds rolled over to 2023-24.
12. s47 CGSPs indicated they had fully expended funds that had previously been rolled over from 2022-23, except for \$100,000.00, which is required to be quarantined for future expenditure when Phase 3 of the Department of Health and Aged Care's Enhancing Carer Support Pathways project is implemented.
13. There were s47E(d) CGSPs who had the opportunity to expend their 2022-23 funding across 2 financial years and failed to do so.
14. As outlined in EC24-001526, you endorsed the following process to action the unexpended 2022-23 funds:
 - The issue of residual unexpended 2023-23 funding was discussed with s22 and Merrihealth
 - The department wrote to these CGSPs formally advising that any residual from the 2022-23 unexpended funding rollover will be recovered by the department.
 - Total of s47E(d) unexpended funding is to be recovered through a Deed of Variation which will reduce the s CGSPs' December 2024 milestone payment.
15. Recovery of the unexpended funding through a variation will ensure the s47E(d) remain available within the Carer Gateway program for the benefit of the target cohort rather than being returned to Consolidated Revenue (through the CGH financial acquittal process).
16. The CGSPs' proposals to expend 2023-24 unexpended funding align with the objectives and aims of the Carer Gateway program. The department has endorsed the activities and expenditure, and both will be incorporated into the relevant CGSPs' activity work plans and budgets for 2024-25. Copies of the endorsed proposals are saved in ARC for future reference if required.
17. Details of each CGSP's anticipated 2023-24 unexpended funding are listed at **Attachment B** and an overview of approved activities for the unexpended funding is at **Attachment C**.
18. It is expected the CGSPs will fully expend their 2023-24 unexpended funds to be rolled over into 2024-25; and the 2024-25 financial year's unexpended funding amount will again be significantly lower as CGSPs report increasing demand for support as well as increasing costs for the delivery of carer services.
19. Similarly to the process undertaken this year, in March 2025, CGSPs will be requested to submit details of expenditure against their rolled over funds into 2024-25. Any funds that have not been expended either by the end of the activity, or by the end of the financial year will be recovered.

Consultation:

20. s42
21. The CP section will consult with the CGH to undertake the process of issuing variations to the relevant CGSP grant agreements to reduce 2024-25 grant funding.

Next Steps

22. If you approve the proposed treatment of automatically rolling over the CGSPs 2023-24 anticipated significant unexpended funding to 2024-25:
- a copy of this minute will be provided to the CGH for further distribution to the State Office Managers to undertake the automatic rollover of CGSP 2023-24 significant unexpended funding to 2024-25 during the 2023-24 grant agreement financial acquittal process.
 - the rolled over unexpended 2023-24 funding will be utilised by the CGSPs in-line with the endorsed activities.
 - if circumstances change, and CGSPs are not confident the rollover funding will be fully expended in 2024-25, CGSPs will inform the CP section of this issue as soon as possible.

Background:

23. Significant unexpended funds are defined as:
- amounts over \$10,000.00
 - amounts more than 10 per cent of the grant funding or \$50,000.00, whichever is greater, or
 - organisations or activities with any unexpended funding with a risk rating of high or extreme.
24. As part of all Department of Social Services' Grant Agreements, grant recipients are to provide their relevant Funding Arrangement Managers an estimate of any unexpended funds by 31 March each year.
25. The CGH requested delegate approval of program-wide automatic rollover of 2023-24 underspends by 13 September 2024 (**Attachment A**).

Summary of Attachments:

- A – Community Grants Hub Program Wide Underspend Decisions
B - CGSP's significant anticipated unexpended funds summary
C – Summary of CGSP proposed activities for unexpended funds

s22

Director, Carer Programs Section
4 September 2024

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing



Australian Government
Department of Social Services

s47F

Chief Executive Officer
 Holstep Health

Email: s47F holstephealth.org.au

Integrated Carer Support Service Carer Gateway Service Provider
2024-25 Anticipated Unexpended Funding for Service Areas Vic 1 and VIC 2

Dear s47F

s47G(1)(a)

[Redacted]

Service Area	Activity ID	Amount
VIC1	s47G(1)(a)	s47G(1)(a)
VIC2	s47G(1)(a)	

Please update the Activity Work plan to represent the additional activities and where relevant, report in DEX.

s47G(1)(a)

To enable faster processing of final rollover approvals, audited financial acquittals can be submitted any time after 1 July 2025. Holstep Health is encouraged to submit the fully audited financial acquittal as soon as possible through the regular methods. If you become aware of any changes, please tell us immediately.

If you have any questions, please do not hesitate to contact the Carer Program section at

s47E(d) @dss.gov.au

Yours sincerely

s22

s22

Director
 Carer Programs

10 July 2025

MINUTE**BRANCH MANAGER**

Branch Manager

Lydia Ross

Carers and Early Childhood

SUBJECT: Rollover of anticipated unexpended funds for Carer Gateway Service Providers (CGSP) 2024-25 funds and reduction of some December 2025 milestone payments.

Critical Date: 8 August 2025

Reason: The Department of Social Services (DSS) Community Grants Hub (CGH) requires the Carer Gateway Program delegate's approval to rollover significant unexpended funding into 2024-25 and to commence the grant agreement variation process.

Recommendations:

1. That you **approve** the rollover of unexpended 2024-25 base funding totalling s47E(d) GST exclusive), including the quarantined \$1,000,000 (GST exclusive) for My Aged Care (MAC) system upgrades and additional funding paid late in 2024-25 financial year.

APPROVE / ~~NOT APPROVE~~

2. That you **note**, details of each CGSP's anticipated 2024-25 unexpended funding and the overview of activities for the funding during 2025-26 at **Attachment A**.

Noted / ~~Please discuss~~

3. s47G(1)(a)

- 4.

- 5.

APPROVE / ~~NOT APPROVE~~

s22

Branch Manager

Lydia Ross

08/08/2025

Purpose:

6. To seek your **approval** to proceed with treatment of unexpended funds including the variation of existing funding agreement as the delegate for the responsible management of public funds under the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

Issues:

7. In March 2025, all CGSPs were requested to identify anticipated unexpended funds for the 2024-25 period.
 - a. A total of s47E(d) (GST exclusive) across s47E CGSPs was identified as requiring rollover from unexpended 2024-25 base funding (**Attachment A refers**).
 - b. A total of \$1,000,000.00 (GST exclusive) across ten CGSPs was identified due to mandatory quarantining of \$100,000.00 (GST exclusive) each for the implementation of MAC system upgrades under Phase 3 of the Enhancing Carer Support Pathways Project (project managed by the Department of Disability, Health and Ageing), currently on hold.
 - c. s22
8. s47E(d) was approved for rollover on 22 May 2025 by Kathy Dennis, BM of Carers and Early Childhood Branch to deliver pre-employment training support in 2025-26 in Queensland, South Australia, and Tasmania. These amounts have not been included in the totals above as they this has already been executed. Further detail can be found at EC25-001371 (**Attachment B refers**).
9. Reasons for the unexpended base funding includes:
 - a. the late distribution and underestimation of the value of Consumer Price Index (CPI) and Supplementary funding from the department.
 - b. issues with recruitment and contractor capacity to deliver services resulting in delivery delays.
10. s22
11. CGSPs were advised at the time of 2023-24 rollover approval via the acquittal outcome notice that rolled over funds are to be used to deliver the activity in the next financial year, or by the end of the Activity period, whichever is earlier. Milestone payment reductions require rollover of unexpended 2024-25 funds into 2025-26 to be recovered from the December 2025 payment milestone. This allows the unspent funds to be available for the Integrated Carer Support Services (ICSS) Program's appropriation.

Risks:

12. Unexpended funding remaining at the end of the current grant period may result in significant amounts of ICSS program funding being returned to consolidated revenue, rather than remaining in Outcome 3.1 for continued use to support carers.
13. CGSPs expectations that unexpended funds will continue to be rolled over impacting service delivery levels and provider performance.
14. These risks will be mitigated by communications by the department during the rollover proposal and approval process and is in line with the 2023-24 rollover process establishing recovery of funds when unspent over multiple years.

Consultation:

s42

16. Department of Health, Disability and Ageing (DHDA) Grants Branch has reviewed the brief and confirmed it is sufficient for them to work with CGH on finalisation of 2024-25 rollover approvals and issuing variations for the relevant CGSP grant agreements to reduce 2025-26 grant funding

Background:

17. Since commencing service delivery in April 2020, CGSPs have recorded significant unexpended funding each financial year. The majority of CGSPs have seen decreases in the value of unexpended funding year on year with a reduction of 2024-25 base funding underspend of s47E from the year before.
18. In 2023-24 a higher level of scrutiny was applied to requests to rollover unexpended funds, resulting in s47E(d) returned to ICSS program funds.
19. The CP section has undertaken the same process this year. This approach is in line with a recommendation from the Department of Finance (DoF) End Stage Gateway Review of the Integrated Carer Support Service (ICSS), i.e. assess the reasons underpinning the need for the significant annual rollover of funds provided to service providers, the ability of service providers to appropriately expend these funds in subsequent years and the import of the long-term funding of the program.
20. s42
21. All rollover proposals were assessed based on whether:
 - a. the proposal supports the delivery of CGSP core activities in accordance with the Grant Agreement and not for new or existing projects funded through previous rollover of unexpended funds
 - b. the proposal represents value for money, is achievable within the remaining months of 2025-26 financial year and is sustainable beyond this period (e.g. all additional staffing has transition plan at end of the underspend period).

Next steps

22. Following your approval, the CP section will:
 - a. advise CGH via DHDA Grants Branch of all 2024-25 rollover approvals in preparation for the 2024-25 acquittal process due in October 2025.
 - b. s22

Attachments:

- A – CGSP's anticipated 2023-24 unexpended funding
 B – EC25-001371 - pre-employment training support pre-approval