## Hubs- Page 26-39

Regional hubs would certainly centralize information and service facilitation, though there are some concerns with employing unqualified volunteers at the operational level. Some concerns are inadequate information delivery and also, due to a high turnover rate with employing volunteers, consumers won’t be able to build relationships with the provider.

The service also needs to recognize that community access for some carer’s is extremely difficult due to lack of transport, respite etc. Will home visits be available for those who are unable to travel to their local hub?

## Emergency respite- Page 24

The ‘Emergency respite plan’ may indicate to carers that they will automatically have access to a respite bed in the event of a crisis. A ‘Plan A’ and ‘Plan B’ would need to be discussed with the carer to ensure they are aware that access to emergency respite is not guaranteed.

## Online Forum- Page 19, 35 & 37

While online forums provide access to first-hand information and social support, it will not provide a proper platform for carers to access emergency support. If a carer is distressed and needs support immediately, waiting for someone to reply on the forum would not be appropriate.

We acknowledge that the forums will be monitored for safety provisions, though there are still safety concerns associated with carers meeting other people in the forum which need to be considered. Providing a safe place for these carers to meet would eliminate some risk.

## Online Concerns

There are many concerns with having the majority of supports online.

* A lot of people do not have access to a computer, the internet or a printer, so there is a risk of these people falling through the cracks.
* With a huge reliance of everything being online, what happens if the Gateway crashes? Will there be a back-up plan so carers can still access services until the Gateway is restored?
* There are many risks with entering/sharing private, personal and confidential information online. Many people will be deterred by this risk and may pass on services to protect their personal information.
* Navigating online services can be very difficult for some, particularly for the aged population. This could cause anxiety and be time consuming for carers.
* No relationship building between consumer and service provider. This could lead to a range of issues with service provision i.e. not identifying needs or areas of concern that the carer may not recognize.
* To access online services the carer will need to have full capacity to be self-directed and informed.
* With everything online, people may forget their plans or the services they are linked in with as they do not have hard copies of these documents.