**3Bridges submission on the Integrated Carer Support Service**

**Key issues with the approach to structuring the service areas.**

Administration and systemic issues that can be costly and time consuming.

**Capacity and capability of organisations to establish and manage a regional presence throughout a large service area**

3Bridges Community supports the Integrated Carer Support Service model and the proposed establishment of RDPs. However, in terms of choosing between option A (20 RDPs) or Option B (11 RDPs), 3Bridges support option A.

Whilst we agree that the establishment of a smaller number of RDPs will deliver economic savings, ensures equitable access and consistent service experience across regions, we are also aware of the challenges that could arise by supporting larger service areas under option B.

As in regard to organisations’ capacity to establish and manage a regional presence throughout a large service area, 3Bridges can only achieve that through the establishment of a partnership with one or more service provider and leading a consortia-based model.

**How to ensure the breadth and reach of services provided under the proposed service area**

This can be achieved by ensuring the following

* Strong support, monitoring and administration between the RDPs and the local services providers;
* Establishing a flexible and mobile workforce that can provide outreach support
* Utilising technologies such as Skype whenever appropriate

**Are there any alternate RDP service area models that you think the Department should consider?**

NO.