

## **Integrated Carer Support Service: Regional Delivery Partners – draft regional delivery model Discussion paper**

Thank you for the opportunity to provide feedback on the discussion points listed in the draft delivery model for ICSS Regional Delivery Partners (RDP's). Intereach prefers model A as the most suitable option. Smaller carer populations in regional and rural areas encompass a large geographic area. To have larger areas would possibly lead to under resourcing and add additional gaps to the service gaps that already exist. Regardless of which model is chosen the model needs to ensure regional and rural areas are given as much weight as metropolitan areas or there could be risk of the model becoming "metro-centric".

### **1. Issues with the approach to restructuring the service areas**

The discussion paper highlights one of the benefits of Model B as greater funding being made available for the direct provision of carer services. Additional resourcing however would be required for the establishment of additional service outlets. Having such an expansive region as detailed in Model B and needing to subcontract and partner with such a large number of organisations could also inevitably lead to reduced consistency of service delivery and a higher number of contracts and transactions to manage requiring additional resourcing and cost implications.

### **2. Capacity and capability of organisations to establish and manage a regional presence throughout a large service area, including the ability lead a consortia-based model, and undertake service area planning.**

The diverse needs of rural and regional communities are complex and could be more difficult to address within larger regions. Working within community and gaining community support are critical factors that contribute to the overall success of carer engagement in rural and remote areas.

How will the funding model take into account the time taken to build these local relationships and engagement?

Smaller regions would provide more opportunity to become embedded in the local communities.

How will a consortia-model based in smaller regions reduce the associated loss of intellectual property and local knowledge from current CRCC programs once the rollout of the new program begins?