

Position description

Title of the role:	Carer Support Planner
Classification:	SCHADS Level 3
Schedule	B
Program Area:	Carer Gateway Services
Location:	Campbelltown, NSW and Upper Mt. Gravatt, QLD
Reports to:	Coordinator
Last Revised:	August 2025

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

About Carer Gateway Service

Carer Gateway was first introduced in 2015 as a website and phone line to help carers find and access support to help them in their caring role. With the Australian Government's commitment to continue improving carer services, an extensive four-year consultation process with carers and the sector was undertaken.

This process found that the best way to support carers is to help them early in their caring role. Through a range of tailored supports and services, carers can be supported to manage their daily challenges, reduce stress, plan for the future and ultimately improve their wellbeing.

This resulted in an updated Carer Gateway service model, which is what it is today. The full Carer Gateway service was introduced in a two-phased approach from July 2019.

Phase one included the introduction of new online and phone-based supports including free phone counselling, online peer support, self-guided coaching, and practical educational resources. These supports aim to improve carer wellbeing, skills and knowledge.

Full roll-out was implemented in April 2020, to include the delivery of in-person services through organisations across Australia known as Carer Gateway service providers.

Carer Gateway aims to provide the same level of support and services to all carers across Australia no matter where they live.

Carer Gateway Services consist of 6 unique service types:

1. Carer Support Planning: Intake needs assessment and planning
2. Carer Coaching
3. In-person peer support
4. In-person counselling
5. Tailored support packages
6. Planned and Emergency Respite

Position Summary

The Carer Support Planner is responsible for undertaking assessment and planning services for carers accessing support provided by the Carer Gateway across South West Sydney, Nepean Blue Mountains & Queensland. The objective of the role is work with carers over the phone to access information, support and referrals relevant to their caring role.

The Carer Gateway Services have been created in the context of national reforms and represent an exciting new era for the delivery of innovative carer services.

Reporting to the Coordinator this role will involve:

- Providing empathetic and respectful support to carers, ensuring they feel heard, supported, in a caring and non-judgmental way
- Provide Planning and Assessment services to Carers as outlined in the Carer Support Framework
- Demonstrate advanced written and verbal communication skills, with the ability to build strong, respectful connections with others
- Completion of quality Carer Star conversations
- The Carer Support Planner role is not limited to the listed responsibilities, and will require assistance with other areas of the program to meet the requirements of the organisation
- Collaborate with carers to develop and implement mutually agreed action plans
- Ensuring the service approach reflects key principles, including being carer-focused, practical and flexible, inclusive, and sustainable
- Fostering an environment that is welcoming, authentic, and inclusive for all carers
- Build holistic, positive support relationships with carers, colleagues and stakeholders that reflect and uphold Wellways values.

Refer to **Attachment 1** for a reference to the Wellways organisational structure.

Responsibilities

Key Functions	Key Performance Indicators
Planning and Assessment	<ul style="list-style-type: none"> • Provide carers with information on internal and external programs/services ensuring referral pathways for carers and their families • Utilising the Carer Support Framework undertake planning and assessment using the Carer Star tool and ensuring carer meets eligibility criteria • Work with carers to develop an agreed holistic action plan that reflects their goals, responds to their current support needs and contributes to the sustainability of their overall health and wellbeing • Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allows for the timely commencement of service(s) • Conduct Risk assessments, including assessment of suicide risk, the safety of children and vulnerable persons as well as identifying risks within the home as a requirement for service provision.
Quality & Safety Drive and support the overall effectiveness of Wellways Carer Gateway Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	<ul style="list-style-type: none"> • Key performance indicator (KPI): quality Carer STAR conversations to be completed after training and induction has concluded. A gradient expectation will be discussed initially based on individual performance • Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive and recovery based • Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures • Ensure that calls are answered as per grant agreement and that the quality of the service provision is constantly maintained • Mandatory reporting requirements when a disclosure of harm to self, others or a child occurs. • Providing follow up support if required, and communicating all risk with Coordinator • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as

	<p>required to meet statutory requirements including statistical data for reporting purposes.</p> <ul style="list-style-type: none"> • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities in line with the Privacy Act 1988. • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers
<p>Stakeholder engagement and advocacy Ensuring active intervention in health promotion and Advocacy</p>	<ul style="list-style-type: none"> • Establishing and maintaining relationships with local service providers and community organisations • Where carer needs are best met through other agencies, advocate with those agencies to access assistance for carers • Supporting lived experience leadership and advocacy • Respectful engagement & clear communication towards all relevant stakeholders

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Qualifications and/or demonstrated experience working in community services, allied health or carer/family peer positions • Appropriate IT skills • Satisfactory National Police Records Check (within the last 12 months) • Working with Children's Check (Blue Card – QLD) • NDIS Worker Screening Check (Yellow Card – QLD) • Right to Work within Australia • 100 Points ID • NDIS Code of Conduct (Orientation Module) • Available to participate in out of hours activities as required to undertake the requirements of the role
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Thorough understanding of the caring role and evidence based, best practice carer supports that enable carers to sustain in their caring role and enhance their own wellbeing and identity

	<ul style="list-style-type: none"> • Demonstrated knowledge of caring roles and the impact on carers health and wellbeing to determine support requirements • Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles • Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles • A commitment to family centred practice and maximising the opportunities and support for people within their local communities <p>Desirable:</p> <ul style="list-style-type: none"> • Strong focus on excellent carer support • Quality data entry and record keeping • Developed communication skills (written and verbal) • An understanding and demonstrated commitment to social inclusion and diversity •
Skills	<p>Communication</p> <ul style="list-style-type: none"> • The ability to communicate effectively and quickly build rapport with others. • Can engage in relational conversations and respond effectively to challenging situations and sensitive disclosures

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

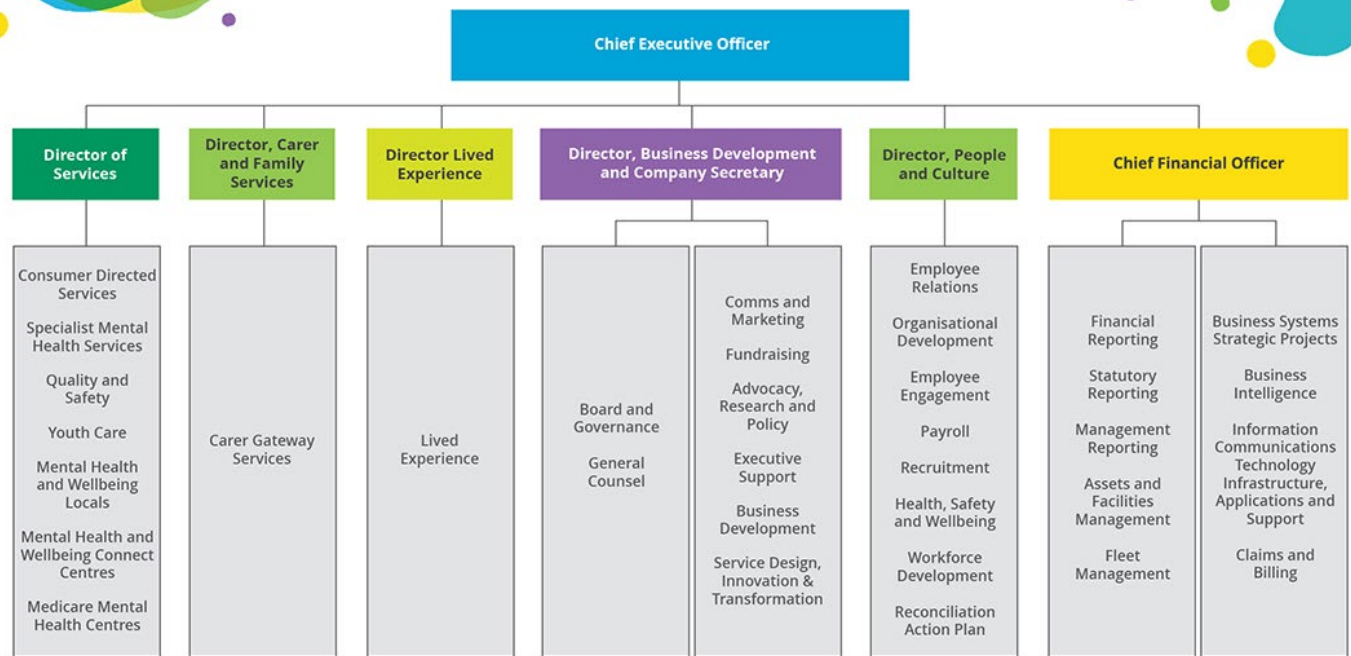
Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Wellways Organisational Chart



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