

A WIN FOR UNPAID CARERS

The Benevolent Society is today pleased to announce its successful tender, in partnership with Your Side, to deliver the Commonwealth Government's Integrated Carer Support Service (ICSS) Regional Delivery Partner program in Metropolitan Sydney. The Benevolent Society will also deliver services in the Illawarra, with Lead Agency LiveBetter Services.

The ICSS represents a major transformation in the delivery of services to carers of older people, people with a disability and people with mental health issues.

Under the ICSS model, Regional Delivery Partners will provide proactive supports to carers to build their support networks, capacity and resilience. The program includes the delivery of counselling, coaching, peer support and emergency respite services to carers across Australia.

"The Benevolent Society is proud to continue our work as one of Australia's leading providers of support to carers. We deeply value the role of carers in our community, and are excited to align with YourSide, an outstanding, carer-centric organisation to deliver the Regional Delivery Partners program.

This program builds a full suite of proactive services for carers, including counselling, coaching and peer support services as well as Emergency Respite. We designed our delivery model with the input of carers, and are delighted at the chance to continue to support our carers." Andrew Collins – Executive Director, Ageing, The Benevolent Society

Aligned in their organisational values and carer-centric services, The Benevolent Society and Your Side surveyed 267 carers in the design of this program. They found carers need integrated, responsive services, help to manage stress, and system navigation support and will meet identified needs with carer-centric, holistic, prevention-focused services.

Australia's first charity, founded in 1813, The Benevolent Society advocates for a better life for all Australians, and provides in-home services for older Australians, and people with a disability, as well as providing programs in Family support and early intervention.

The Benevolent Society has proudly delivered carer-centric services for more than two decades. This includes the Commonwealth Respite Carer Centre program, Overnight Respite, Young Carers Program, Commonwealth Home Support Programme Flexible Respite, Ageing Parent Carer Program, Mental Health Respite and

Dementia Training and Education Workshops. Across these services, The Benevolent Society supports more than 1500 carers annually.

“Your Side is thrilled with our partnership with The Benevolent Society, to deliver a fresh range of services for carers. Our commitment and service to carers spans 30 years, and we look forward to the ongoing positive impact resulting from the co-designed delivery model”. Danielle Ballantine – CEO, Your Side Australia

Your Side was established 30 years ago and is a leading provider of support services for carers, older people, people living with disability or mental health. Your Side is a customer centric Total Care solution specialising in supports and service integration. Your Side supports more than 1500 people annually.

With implementation of the ICSS model, the Commonwealth Respite and Carelink Centre (CRCC) services across Australia will close down.

“We’re absolutely committed to working with the Department of Social Services and transitioning providers to make implementation of our ICSS model a smooth process for all involved,” said Andrew Collins, Executive Director Ageing.

For information on how to access services under the ICSS, carers are encouraged to visit <https://www.carergateway.gov.au/>

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