

MEDIA RELEASE

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Carer Gateway launches new support services for carers

The Benevolent Society to deliver metropolitan Sydney services

Australia's 2.7 million unpaid carers will have access to greater supports from today, with the introduction of the new Carer Gateway support service which will be delivered by The Benevolent Society in metropolitan Sydney (excluding South Western Sydney and Nepean).

The Australian Government is investing \$550 million in support services for carers across the country through Carer Gateway – the biggest carer support reform in Australia in more than a decade.

New services for carers include carer support planning, counselling, peer support, carer directed support packages and emergency respite services through Carer Gateway.

Some service delivery will be impacted by the COVID-19 pandemic, with current limitations on face-to-face contact, but online and phone based supports are already available. Carers can access these services by calling the national Carer Gateway number on 1800 422 737 or visiting www.carergateway.gov.au

These services are free to access for anyone caring for a family member or friend who is living with a disability, a long-term medical condition, mental illness, alcohol or drug dependency or someone who is frail due to age. Whatever the circumstance, Carer Gateway is a free resource available to all carers.

Carer Gateway provides support through a network of regional Carer Gateway Service Providers. In NSW, there are four service providers working collaboratively to deliver consistent support services for carers across the state.

Australia's first charity, The Benevolent Society, has been selected as the Carer Gateway Service Provider in **Central** and **Eastern Sydney, Northern Sydney** and **Western Sydney** (in partnership with Your Side).

"The Benevolent Society has been a leading provider of support to carers for many years," said Jo Toohey, Chief Executive, The Benevolent Society. "We are very pleased to build on our service offering to carers in metropolitan Sydney through our involvement with Carer Gateway, particularly in the midst of the challenging times brought on by the COVID-19 pandemic."

"Carer Gateway provides practical advice and support, with phone and online options available which will prove even more important given we are all spending more time at home.

"Receiving support early can make a significant difference to a carer's life, reducing their stress and improving their wellbeing. Carer Gateway is focussed on early intervention services to help ensure carers get the help they need as soon as possible," Ms Toohey said.

Since July 2019, Carer Gateway has been offering free phone-counselling and online self-guided coaching and skills courses through the Carer Gateway website

www.carergateway.gov.au

Carer Gateway Service Providers in New South Wales

There are four Carer Gateway regions in NSW. The Carer Gateway Service Providers for each region in NSW are:

- NSW 1 – The Benevolent Society – Central and Eastern Sydney, Northern Sydney and Western Sydney (in partnership with Your Side)
- NSW 2 – Wellways Australia – South Western Sydney and Nepean Blue Mountains
- NSW 3 – LiveBetter Services Ltd – Western NSW, Murrumbidgee and South Eastern NSW
- NSW 4 – Carers NSW – Hunter New England, Central Coast and North Coast.

FOR ALL MEDIA ENQUIRIES, CONTACT:

The Benevolent Society

M: 0413-995-189 (Jon Abbott) / 0421-761-332 (Lisa Hresc)

E: jon.abbott@benevolent.org.au lisa.hresc@benevolent.org.au

About The Benevolent Society

The Benevolent Society is Australia's first charity, working as a catalyst for social justice and change for over 200 years. 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 disability, as well as providing programs in family support and early intervention. We help people age well and live their best lives, staying in their homes wherever possible. For more information, please visit www.benevolent.org.au, on Facebook/thebenevolentsociety or on Twitter - @BenevolentAU