

# Media Release



**Embargoed until: 6am, 6 April 2020**

## Carer Gateway launches new support services for carers

Australia's 2.7 million unpaid carers will have access to greater supports from 6 April 2020, with the introduction of the new Carer Gateway support service.

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 Coronavirus (COVID-19) pandemic with current limitations on face to face contact.

Online and phone based supports are already available, and carers can access these services by calling the national Carer Gateway number on 1800 422 737 or visiting [www.carergateway.gov.au](http://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.

Anyone can become a carer at any time - through the birth of a child who has special needs, as a result of a loved-one's accident or illness, if someone close to you has an addiction or a long-term health condition, and sometimes because the people we love simply get older. Whatever your circumstance, Carer Gateway is a great 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 who are working collaboratively to deliver consistent support services for carers across the state.

Carers NSW has been chosen as the Carer Gateway Service Provider across Hunter New England, Central Coast and the North Coast of NSW, and will provide services to carers in this region.

Carers NSW CEO, Elena Katrakis said Carer Gateway provides practical advice and support for all carers.

"Carers based in regional or remote areas will now have greater access to carer support services."

"No matter where you are located, you can contact Carer Gateway on 1800 422 737 and be directed to the Carer Gateway Service Provider in your region who will help identify the supports best suited to your needs." Ms Katrakis said.

"Getting help early can make a big difference to a carer's life, reducing carer stress and improving wellbeing. Carer Gateway is focussed on early intervention services to ensure carers get the support they need," Ms Katrakis 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](http://www.carergateway.gov.au)

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## **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
- 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.

## **About Carers NSW**

Carers NSW is the peak non-government organisation for carers in NSW and a member of the National Network of Carers Associations. Our vision is an Australia that values and supports all carers.

For more information please visit our website: [www.carersnsw.org.au](http://www.carersnsw.org.au)

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