

Integrated Carer Support Service

The Integrated Carer Support Service (ICSS) is the new, national carer support system that will be rolling out across Australia from September 2019.

Who can access support?

Anyone who provides personal care, support and assistance to a family member or friend who has a disability, medical condition or mental illness, or who is frail aged, can access support. This does not include people who provide care under a service contract, as a formal volunteer or as part of a training course.

Primary carers (those who provide the most care for a person) will be prioritised for certain kinds of support, as will carers who are at risk of not being able to continue in their caring role. But any carer will be able to access the system.

How can I access support?

The system will start to roll out between September and November 2019, and officially commence from 1 December 2019. Carers will be able to access support via the Carer Gateway phone number (1800 422 737) and website (www.carergateway.gov.au).

What kind of support can I access?

Following an in depth assessment, carers will be referred to supports that match their needs. Support will be available online, over the phone and in person through **regional delivery partners (see ICSS Fact Sheet 2 for more information)**. Nine types of support will be available to carers:

Online	In person
1. Peer support	4. Carer support planning
2. Counselling	5. Coaching
3. Coaching	6. Peer support
	7. Counselling
	8. Carer directed packages
	9. Emergency respite care

Where can I find out more?

You can read more about the new system on the Department of Social Services website: <https://www.dss.gov.au/disability-and-carers-carers/integrated-carer-support-service-implementation-updates-and-information>.

Carers NSW also regularly publishes updates in our bimonthly newsletter *Carers News*, in our monthly e-newsletter *Carers NSW eNews* and via social media. Face to face information sessions will be advertised soon. For more information on how to connect with Carers NSW, visit our website: www.carersnsw.org.au or phone 1800 242 636.