



## New services for carers coming in 2019

The Australian Government is rolling out a range of new early-intervention services and supports for carers in 2019. These new services have been designed based on evidence that shows the best way to help carers is to help them early in their caring role, increase their skills and reduce the strain of caring.

These new services will help you get the support you need before reaching crisis point.

### New services to give you support and skills

From July 2019, you will be able to access:

- **Peer support** to connect you with an online community forum for carers to share their stories, knowledge and experience with other carers.
- **Self-guided coaching** to support and teach you skills online at your own pace on a range of topics related to your caring situation.
- **Phone-based counselling service** to provide you with short-term emotional and psychological support when you need it.
- **Practical skills courses** to improve your general skills and knowledge about your caring role.

**1800 422 737**  
**carergateway.gov.au**

## New local service delivery

From September 2019, you will be able to access support and services through a new network of Carer Gateway service providers including:

- **Carer support planning** to help you identify what areas of support will best help you in your caring role and to develop a simple plan for ongoing support and service.
- **Tailored financial packages** to help you with practical one-off support (up to the value of \$1,500) or a range of practical supports (up to the value of \$3,000) over a twelve-month period for services relating to your caring role such as respite and assistance with transport. Eligibility will be based on a needs assessment between you and your service provider.
- **In-person counselling** for one-on-one support with a professional counsellor if you feel stressed or overwhelmed.
- **In-person peer support** for a place to meet other carers and to share your stories, knowledge and experience.
- **Navigating supports** to help you find services provided through federal, state and local government and non-government providers.
- **Emergency respite care** to make sure the person you care for can be looked after in case of an urgent or unplanned event.

## Why are these services changing?

The Australian Government has carried out extensive research and engaged with stakeholders over two years to re-design services for carers to better suit carers needs. This has resulted in the development of the Integrated Carer Support Service model.

Improvements include the introduction of new early-intervention services and a new service delivery model that will provide carers with a support system that is easy to navigate and provides a consistent experience across Australia.

## What about my current service provider?

If you are currently accessing supports from a service provider funded by the Australian Government (such as a Commonwealth Respite and Carelink Centre) you can continue to access this support until 30 November 2019.

Once the new Carer Gateway service providers commence from September 2019, you will receive help to move from your current service provider to your new Carer Gateway service provider.

These changes do not affect any other state or territory carer services you may be receiving, young carer bursaries or other services delivered through My Aged Care or the National Disability Insurance Scheme (NDIS).

## What should I do now?

You do not need to do anything right now. The new services are currently being designed and tested with carers.

For more information or advice on current supports and services available:



**1800 422 737**

Monday to Friday, 8am-6pm

**[carergateway.gov.au](http://carergateway.gov.au)**

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