

Media release:
For immediate release

5 April 2020

Carer Gateway launches new support services for NSW carers

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

The Australian Government is investing \$550 million in support services for carers across the country through the 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 the new 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

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, the new 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.

Wellways Australia has been chosen as the Carer Gateway Service Provider across the NSW regions of South West Sydney and Nepean Blue Mountains and will provide services in across this area.

Laura Collister Wellways Australia CEO said the Carer Gateway provides practical advice and support for all carers. Carers based in the metropolitan areas of South West Sydney and the more regional areas of Nepean Blue Mountains 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 Collister said.

"Getting help early can make a big difference to a carer's life, reducing carer stress and improving wellbeing," Ms Collister said. "The Carer Gateway is focussed on early intervention services to ensure carers get the support they need."

Since July 2019, the 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

-ENDS-

Wellways Australia Limited
ABN 93 093 357 165
276 Heidelberg Road, Fairfield VIC 3078
W: wellways.org T: 1300 111 400

QLD | ACT | NSW | VIC | TAS

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 [Wellways Australia](#)

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives.

We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people with mental health issues, disabilities, youth, those requiring community care and carers.

For comment contact:

Rachael Lovelock, Wellways National Manager Carer Services Project

Email: rlovelock@wellways.org or Phone: 0438 507 166

General media contact:

Scott Samson, Media, Wellways Australia

Email: media@wellways.org or Phone: 03 8486 4208 or 0429 022 248