



 **Carer
Gateway**
An Australian Government Initiative

liveBetter





Carer Gateway & Local Service Providers

Carer Gateway is the national service for carers funded by the Australian Government.

It includes:

- A website with information and advice: www.carergateway.gov.au
- Phone or online services: 1800 422 737
- Face to face services: delivered by local Service Providers
- Available: Monday – Friday, 8am – 5pm

Carer Gateway NSW Region 3



South Eastern NSW

Murrumbidgee NSW

Western NSW

Partnerships

LiveBetter in partnership with
The Benevolent Society and
Mission Australia will cover these
areas

Carers Call the 1800 422737

If the Carer resides or is callings from the NSW Area 3 they will be routed to our intake team based in Orange

The intake team will then talk to the carer to determine their eligibility for services, discuss the Carer Gateway services, discuss their needs and the urgency of the support required.

If the Carer would like to register for immediate support or possible future needs with consent the intake staff member will register the Carers by asking for some basic information about the carer and the person their care for. Some carers will not require any additional support at this time

but others may require-

Urgent Support
Carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other services are

Depending on the Carers location LiveBetter and our partners will broker emergency respite care (on behalf of the carer) to secure replacement care for the care recipient.

If a Carer that would like to find out more about the available supports or plan for the future they will be referred to a planner

Depending on the Carers location LiveBetter and our partners planners will talk to the Carer to understand their caring role, responsibilities, living circumstances, support networks and general wellbeing.



Carers Star

Planners will use the Carers Star when working with Carers

The Carers Star is an evidence based conversational tool that looks at the Carers Journey and where supports maybe be needed

The key areas that the Carers Star look at are

-The Carers Health

-The Caring Role

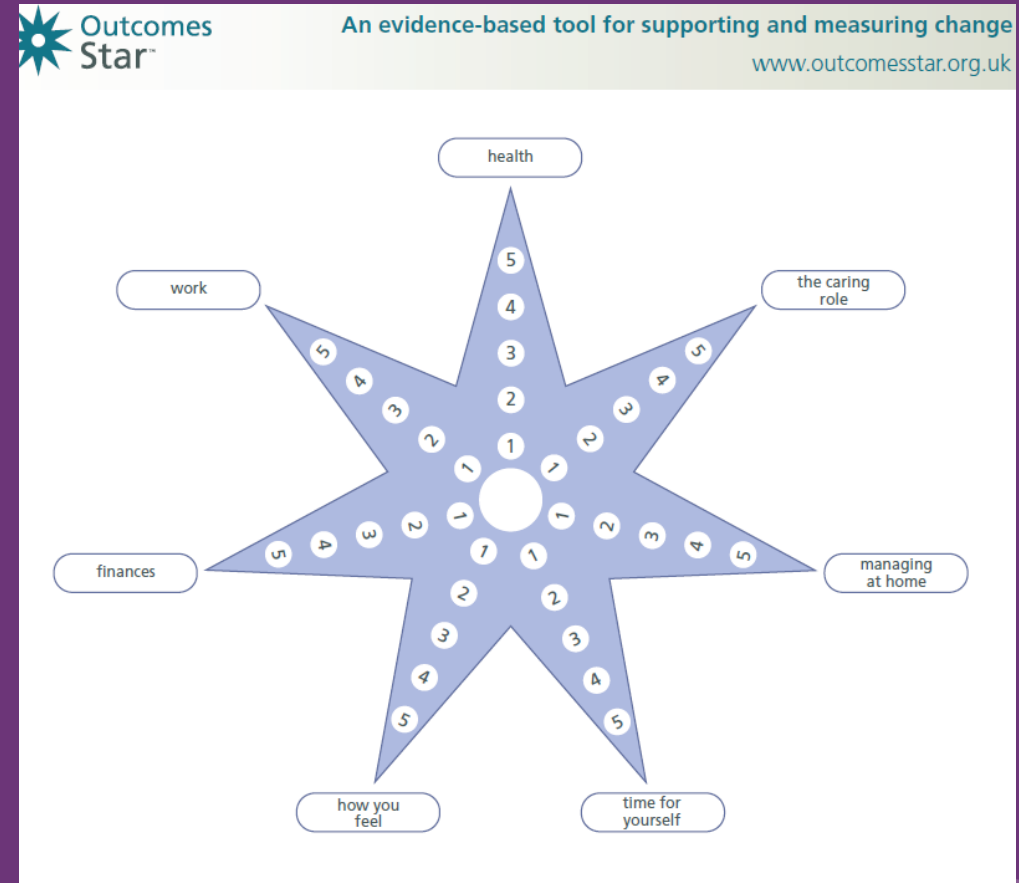
-How they are managing at home

-Do they have time for themselves

-How they feel

-Finances

-Work or educational needs



Supports Carers can access



The Carer Directed Support is a consumer directed approach to supporting carers in their caring role. It gives carers a greater say and more control over the type of support provided to them and the persons/s they care for.

Support is offered in two forms:

- ● One-off practical support – up to an amount of \$1,500 (e.g. may include the purchase of a laptop or a training course for the carer)
- ● Carer Directed Package – a range of practical supports to assist carers in their role. The total value of the package is up to \$3,000 over a 12 month period.

Not all carers will be eligible for a carer directed package this is be discussed when completing the Carers Star



A free facilitated support forum designed to assist carers to:

- Connect with people in similar circumstances;
- Learn from their peers though the sharing of experiences and;
- Aid in decreasing carer strain through connection and sharing of personal stories and experiences
- The groups are facilitated by a trained Peer Support staff member



Free short-term counselling service for carers who are experiencing difficulties with anxiety, stress, depression and low mood.

- Assist carers to manage their own health in order to remain effective in their caring role and avoid crisis events through a series of counselling sessions in person with a professional counsellor.
- Designed to deliver high quality counselling in person that is specifically aimed at carers across 3-6 sessions of one hour each.
- ● Regional Delivery Partners will act as the referral point for entry into the service.
- ● The service will be delivered by both the the Partners and third party counsellors

Emergency Respite, Planners, Counselling and Peer Support will be provided by



- LiveBetter cover Western NSW and Murrumbidgee NSW



- Mission Australia cover South Eastern NSW except the Illawarra area



- The Benevolent Society cover between Helensburgh and Kiama in the Illawarra region

Thank you for your time today

To contact NSW Region 3 call
1800 422 737 or email
carergateway@livebetter.org.au

