

A photograph of a woman with short dark hair, wearing a purple patterned top, sitting and reading a book. Two children are with her: a boy on the left with light brown hair wearing a blue hoodie, and a girl on the right with curly blonde hair wearing a green patterned dress. They are all looking at the book together. The background is bright and slightly out of focus, showing a plant.

Government  
funded carer  
services are  
changing

**wellways**

[wellways.org](https://www.wellways.org) | 1300 111 400

# Government funded carer services are changing

## Why the change?

The Commonwealth Government has undertaken research and engaged with stakeholders over two years to redesign carer services. This has resulted in the development of the Integrated Carer Support Service model.

## When do the changes take effect?

From April 2020 the new service delivery model designed by carers, for carers should be fully implemented and operational. Existing service providers will be supporting carers during the transition to the new Carer Gateway Service Providers.

## What services will be delivered?

Carer Gateway Service Providers will give carers access to:

- carer support and planning
- in-person and phone-based coaching, counselling and in-person peer support
- information and advice
- targeted financial support packages
- access to emergency crisis support
- assistance with navigating available services

## Who are the new Carer Gateway Service Providers?

Wellways Australia will be delivering services across Queensland, South West Sydney and Nepean Blue Mountains. Wellways is supported by our consortia partners Dementia Australia, Little Dreamers, North and West Remote Health and selectability.

## Can I stay with my current carer services provider?

Carers in Queensland and the New South Wales areas of South West Sydney and Nepean Blue Mountains can continue to access support through their usual service providers until the new Carer Gateway Service Providers are established and operational in April 2020.

## How do I access the new carer services?

Carers are encouraged to register their interest in the new Carer Gateway support services by completing the expression of interest form on the Wellways website. Carers will receive notifications information, news and updates through regular email communications.

## Career opportunities

People who are interested in working within the new Carer Gateway support services in Queensland, South West Sydney and Nepean Blue Mountains are encouraged to register their interest on the Wellways website. Carers are especially encouraged to consider working in peer positions.

## Who is Wellways Australia?

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. Wellways was established in 1978 by a group of parents/carers concerned for the welfare of their children and care recipients with schizophrenia. Today we provide a wide range of services and assistance for people with mental health issues, disabilities, youth and older Australians. We work with individuals, families and the community to help them imagine and achieve better lives.

## How do I stay up to date with the changes?

### Carers

Register online to receive information updates and news through regular email communications:  
[www.wellways.org/carers-information](http://www.wellways.org/carers-information)

### Job seekers

Register online to receive updates on career opportunities in Queensland, South West Sydney and Nepean Blue Mountains:  
[www.wellways.org/carers-careers](http://www.wellways.org/carers-careers)

Wellways Australia Limited  
QLD | ACT | NSW | VIC | TAS



Wellways respectfully acknowledges the traditional custodians of the lands and waters of Australia. We are committed to inclusive communities.

helpline

1300 111 500

mental health information, support and referral advice  
9am to 9pm Monday to Friday (excluding public holidays)