

MEDIA RELEASE

21 August 2019

Carers Tasmania to be the Commonwealth's Carer Gateway Service Provider

The Minister for Families and Social Services, Senator the Hon Anne Ruston, has today announced that Carers Tasmania will be the only Carer Gateway Service Provider for the state.

Nationally, sixteen Carer Gateway Service Providers have been appointed through a competitive process, as part of the Commonwealth's reform of services for Australia's 2.7M informal carers.

The new Regional Delivery Partners will begin operations in April 2020.

Carers that are currently accessing supports from existing organisations can continue to until April and Carers Tasmania will be communicating with throughout this period.

The once-in-a-generation reforms were developed over the past three years with carers and carer-oriented organisations, with the aim of identifying family and friend carers earlier in the caring journey and providing them with new, improved and localised supports.

Carers Tasmania's chairperson, Rebecca Moles, said "we are honoured that Minister Ruston has recognised our 26-years of quality service delivery through this appointment."

"Our extensive experience and knowledge will underpin our success as Tasmania's first Carer Gateway Service Provider."

David Brennan, chief executive said "Tasmania has 85,500 family and friend carers, and at 1:6, has the highest ratio of carers to population in the country."

"The move to prevention-focused supports is welcomed and we are excited to be part of the new approach under the Carer Gateway."

"Having a single front door – one national phone number and website – means less confusion for carers, greater range of proven supports, and reduced stress from trying to navigate access to services."

"We will be partnering with local organisations across Tasmania to ensure carers access support where they live, when they need them" said Mr Brennan.

About the Carer Gateway

The Integrated Carer Support Service (ICSS) will be delivered under the Carer Gateway brand. The ICSS reform is the biggest in over a decade and represents a commitment by the Commonwealth of almost \$700M over five years to support unpaid carers. The Carer Gateway will provide a mix of digital and in-person supports that includes counselling, advice and information, support to navigate various systems and programs, peer support, carer coaching and training.



About Carers Tasmania

Carers Tasmania is a non-profit body supporting informal carers across the state that has been operating continuously since 1993. Carers Tasmania has offices in Hobart, Launceston and Burnie.

About carers

An informal, unpaid carer is a family member or friend that cares for someone that has a disability, chronic or life-limiting illness, is frail aged, has a mental health illness, or a alcohol or other drug issue.

Informal carers are distinct from paid support workers who are colloquially also called carers, but are fully employed and remunerated with all the benefits of employment. Conversely, family carers perform their caring duties without remuneration.

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