

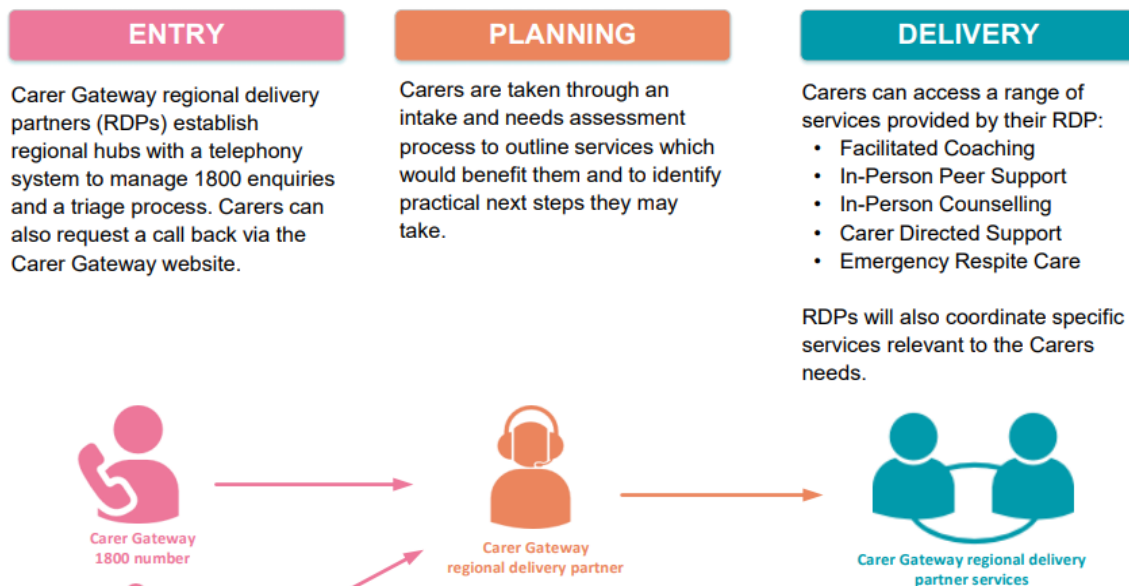
Carer Gateway Service – Implementation Update

In August 2019, The Benevolent Society (TBS) announced its successful tender to deliver the Carer Gateway program (sometimes referred to as the Integrated Carer Support Service).

About Carer Gateway:

The Carer Gateway program represents a major transformation in the delivery of services to carers of older people, people with a disability and people with mental health issues. Carers will be able to access a range of services and support as part of this program. To ensure eligibility, carers will follow the Regional Delivery Partner’s (RDP) service framework designed to simplify and streamline access to gaining these services.

Carer Gateway RDP Delivery Framework



From April 2020, The Benevolent Society will commence services as the Carer Gateway Service Provider for Metropolitan Sydney (excluding South West Sydney and Nepean), continuing our long history of supporting carers as they play an invaluable role in our community. We are working in partnership with Your Side, who have a strong reputation delivering services for carers in Northern and Western Sydney.

Our internal progress to date:

Since the announcement of our successful tender, we have integrated and implemented various models throughout our business to meet the needs and expectations of service delivery. Our goal is to provide our teams with the expertise, tools, technologies and systems that will enable them to

Connecting carers ●●●● to support services

deliver services in the most efficient manner, ensuring our clients are receiving a high level of customer service.

Some of the operations update, include:

- Implementation of a new, best practice Client Relationship Management System
- Recruitment of new staff – we are 70% there and have a great team ready to hit the ground running
- Learning and development - TBS and partner staff have completed rigorous training in DSS RDP Operating Guidelines, Carer Support Planning Process and In-Person Peer Support. We know our staff will deliver consistent services across the board and have the required skills supporting them to do so
- Marketing and communications plan developed for partners and clients. It is important that we are frequently keeping our clients and partners up-to-date on progress or changes to the Carer Gateway program
- We have a strong targeted Marketing strategy to reach carers who might be eligible to access these services which includes a targeted Social Media and advertising campaign

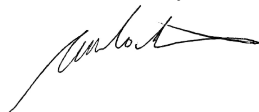
We are continuously improving and monitoring our internal processes to meet the needs of our clients to ensure successful delivery of the Carer Gateway Program.

How do I register or refer someone I know?

We will be accepting referrals from **Monday 6th April 2020**. You can contact our team on 1800 052 222 for further information.

To discuss partnership opportunities, please contact our team at rdpintake@benevolent.org.au .

Yours sincerely,



Andrew Collins
Executive Director, Ageing
The Benevolent Society