

SERVICE SPOTLIGHT

Your Side

To fulfil your caring role, you have to look after yourself too. Knowing there are services out there to support you and your loved ones can help empower you in your role as a carer. In partnership with The Benevolent Society, Your Side provides services through the Carer Gateway to carers in the Northern and Western parts of Sydney. MHCN sat down and spoke to them about how they may be able to assist you.

Tell us a bit about Your Side:

Your Side are a leading provider of support services for older people and people living with a disability or mental illness. We also support unpaid carers. We are a NDIS and Aged Care Registered Provider based in Sydney. Your Side have been operating for 35 years.

Your Side services:

- § Carer Gateway
- § Commonwealth Home Support Program
- § Home Care Packages
- § National Disability Insurance Scheme (NDIS)
- § Private Fee for Service

Over 35 years, Your Side have helped more than 500,000 people through our home and aged care services enjoy greater choice, independence, and wellbeing.

Our focus will always be on offering a high standard of care and service choice based on your needs so that you can enjoy your life every day. We are here to help you live how you choose. Do the things you love with all the support under one roof.

Who can access the Carer Gateway?

Anyone who regularly looks after a family member or friend who is elderly, lives with a mental illness or has a disability can access the Carer Gateway to help reduce stress and find support in their caring journey.



SERVICE SPOTLIGHT

The Carer Gateway provides services for carers including counselling, respite care (emergency and planned), personal care, domestic assistance, coaching, connecting you with other carers through peer support, online skills courses and financial support. There are additional services for young carers including tutoring to help with schoolwork and exam preparation, access to educational programs and even driving lessons.



Carer Gateway:

- Is NOT means tested
- Doesn't affect your Government payments
- Does not require you to provide doctors certificates or reports
- Does not require you to fill in a heavy amount of paperwork

Who do you provide services for?

Your Side is an organisation that provides services for:

- Older & Ageing Australians
- People living with a disability
- Carers / Young Carers
- People experiencing mental health challenges

What services do you provide for mental health carers?

Services that mental health carers commonly access through the Carer Gateway include counselling, coaching, peer groups and respite care (emergency and planned).

We find that most mental health carers benefit a lot from counselling, coaching, peer groups and respite care (emergency and planned)

What challenges have you observed to be unique to mental health carers and how does Your Side services can address these?

It is important first to establish what specific help mental health carers need and this is done with a 1-hour assessment through the Carer Gateway. Everyone's needs are different and we go through the following criteria to come up with a carer support plan that is bespoke to each carer.

These questions will ask about:

- Health
- The caring role
- Managing at home
- Time for yourself
- How you feel
- Finances

SERVICE SPOTLIGHT

Can you tell us some more about the Services Your Side provides that would be best suited to mental health carers?

Counselling

These free short-term counselling services for carers are available to those who are experiencing difficulties with anxiety, stress, depression and low mood. They aim to 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.



Coaching

The one-on-one coaching service provides carers with an opportunity to work with a coach over six sessions to: Identify areas of your life you would like to change or improve

- Create a plan and goals that will facilitate long term and sustainable change
- Identify helpful strategies and resources to support the achievement of these goals
- Create time and space to focus on yourselves, and to discover what your personal needs are
- Support in a wide range of issues related to your caring role

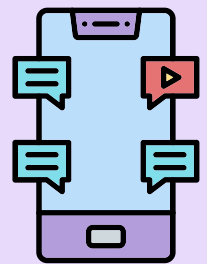


Peer Groups

Meeting with carers in similar situations and sharing your stories, knowledge and experience can be empowering and helpful. Your Side, through the Carer Gateway, offers the following peer support options:

In-person – meet local carers, share advice and learn from each other in a safe space.

Online forum – join the online forum and be part of a supportive community with other carers.



Respite Care

We are committed to supporting carers and giving them a break from the challenges of assisting someone with their daily tasks and providing emotional support as a carer. At Your Side, we believe that respite for carers is more than just taking a break. When you are a carer, it's important to regularly take time for yourself to rest and recharge. If you need a break, respite care services can look after the person you care for.

It's a good idea to find out more about respite services so you can plan breaks, and so you know what to do to get respite care in an emergency.



SERVICE SPOTLIGHT

Through the **Carer Gateway**, Your Side can give you in-home, emergency, overnight, or flexible respite care services depending on your needs. We care about your well-being and goals and will support you, give you advice, and assist you in balancing your carer role. We connect carers with services and networks so they can enjoy a break, take part in other activities, make new friendships and discover new interests.

How people can contact you and seek support?

If you are a carer who needs support reach out to the Carer Gateway Team on:

Phone: 1800 422 737

Web: www.carergateway.gov.au/

Refer online:

<https://yourside.org.au/carergateway-intake/>

If you need a Home Care Package you contact our friendly and experienced team on:

Phone: 1300 134 332

Email: hcp@yourside.org.au

For more about Home Care Packages go to:

<https://yourside.org.au/home-care-packages-sydney/>

For more about the different levels of Home Care Packages go to:

<https://yourside.org.au/home-care-package-levels/>

If you need NDIS support and services contact:

Phone: 1300 134 332

Email: ndis@yourside.org.au

Your Side's NDIS services:

<https://yourside.org.au/our-ndis-services/>

Refer to our NDIS Team here:

<https://yourside.org.au/ndis-referral/>

