



MEDIA RELEASE

18 October 2016

icare PARTNERS WITH CARERS NSW TO MENTOR FAMILIES, KIDS & YOUNG CARERS

icare today announced a new partnership with Carers NSW to deliver two new carer support programs for families and carers. People who will benefit from this are the families and carers of people who have sustained serious injuries in either a motor vehicle or workplace accident in NSW.

Commencing in January 2017, the *icare Families and icare Kids & Young People* programs will seek to build the resilience, knowledge and emotional wellbeing of families and carers. Each program is modeled on support services currently used in the brain injury and dementia care space.

icare Executive General Manager, Care, Don Ferguson said icare recognises the critical role families and carers play in supporting our customers to achieve their recovery and life goals.

“At icare we put people, their families and carers at the centre of what we do. We are always looking at new ways to provide individualised services to our customers,” Mr Ferguson said.

“icare Families and icare Kids & Young People are our first dedicated programs to offer customised support to families, and are just one of many ways we’re transforming the customer experience by improving the level of care for the injured person and those that support them.

“Our participants have typically sustained serious injuries, such as a brain or spinal cord injury. So we understand the vital role families and carers play in supporting people at their most vulnerable.

“The icare programs are referral-based and provide professional mentoring and counselling support for approximately 400 carers and families of our care scheme customers. We will deliver them in the communities people live in and not in a group or hospital environment,” he said.

icare Families Program includes:

- A 6 session face-to-face mentoring program with a Carers NSW Mentor with qualifications in counselling who will provide information, emotional support and help individuals strengthen coping strategies to address the challenges being experienced;
- Assistance to the carer to establish connections to existing and ongoing support services such as Carers NSW support groups.

icare Kids and Young People Program includes:

- Access to a dedicated Carers NSW youth worker for young people aged up to 25 offering information, referral and advocacy to ensure young carers needs are better understood, addressed and strategies implemented to increase the amount and types of support received.

“Our new programs will assist families and carers to overcome the significant life changes they experience in caring for a loved one after a serious road or workplace accident. We’re incredibly proud to partner with Carers NSW to deliver these programs to provide valuable coping and life-skills to carers,” Mr Ferguson said.

Carers NSW CEO Elena Katrakis said the programs will be of enormous benefit to families and carers of icare customers and welcomed the timing of the announcement in National Carer’s Week.

“Carers NSW has been working closely with icare to develop new avenues of support for the family members of people who have experienced severe injury. We are excited by this new partnership and welcome the opportunity to support even more carers across NSW,” Ms Katrakis said.

Media Contact: media@icare.nsw.gov.au | 02. 8297 7570