

Support for unpaid carers



A carer is someone who looks after a family member or friend with disability, a medical condition, mental illness, or someone who is frail due to age.

If you are a carer, you can get help and support through Carer Gateway.

What is Carer Gateway?

Carer Gateway provides in-person, phone and online services and support to Australia's unpaid carers.

Carer Gateway has many services that can help you with any daily challenges, and emotional stresses that you may experience in your role as a carer.

Carer Gateway helps people from all different backgrounds, and can provide support that works for you.

If you want to talk with someone in your language, you can phone the Translating and Interpreting Service on **131 450**. The Translating and Interpreting Service provides access to interpreters who speak more than 150 languages. The service is available 24 hours a day, 7 days a week.

How do I use Carer Gateway services?

You can talk to a Carer Gateway service provider by calling **1800 422 737** Monday to Friday, 8am-5pm. Carer Gateway staff will talk through what you need and help you to find services and support.

Carer Gateway also has a national website (carergateway.gov.au) that has online services and information to support you as a carer.

Carer Gateway provides many services, including:



Coaching

If you want to learn new ways to manage stress and improve your wellbeing, the self-guided coaching courses on the Carer Gateway website can help you. You can also meet one-on-one with a coach in your local area.



Counselling

If you're feeling stressed, anxious, sad or frustrated, a professional counsellor can talk through your worries and offer help. You can talk one-on-one, in-person with a professional counsellor in your local area or over the phone from wherever it's convenient for you. If you want to talk with someone in your language, you can phone the Translating and Interpreting Service on 131 450.



Respite care

'Respite' or 'respite care' is when someone else takes care of the person you care for. You might need emergency respite care if you suddenly find you can't provide care, for example if you are ill or injured. You can also plan respite care so that you can have a break. To arrange emergency respite care, or planned respite care, call Carer Gateway on 1800 422 737 to talk about options in your area.



Peer support groups

If you feel alone or want to get advice from other carers, Carer Gateway can help you meet with people in similar caring situations to share your stories, knowledge and experience. You can meet local carers in-person and share advice and learn from each other in a safe space. The Carer Gateway website also provides an online forum that you can join and become part of a supportive community with other carers.



Online skills courses

Learn new skills for looking after yourself. Find out about new ways to deal with stress and legal issues, and improve your health and safety. Each course covers a different topic and you can complete them online at your own pace.



Tailored support packages

Supports and services are tailored to help you in your caring role. You may be able to access:

- services or equipment to help with your continued education, for example, tutoring, educational supplies or training courses.
- planned respite, where a service provider steps in to take care of your family member or friend while you take a break.
- services and assistance with household tasks and transport.

How do I contact Carer Gateway?

Call Carer Gateway on **1800 422 737**

Monday to Friday, 8am-5pm to speak with your local Carer Gateway service provider.

Emergency respite is available 24 hours a day, seven days a week on the same number.

If you need information in a language other than English, call the Translating and Interpreting Service on 131 450.

If you are deaf, or have a hearing or speech impairment, you can call the National Relay Service on 133 677.

Online services and more information are available on the Carer Gateway website: carergateway.gov.au



An Australian Government Initiative



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Connecting carers ●●●● to support services