

Do you provide care and support to a family member or friend?

Carer Gateway is for you



Do you provide care and support to a family member or friend with disability, a medical condition, mental illness, or who is frail due to age?

Would it help to have services to support you so that you can continue to be there for the person you care for?

If you answered yes to any of these questions, Carer Gateway can help you.

What is Carer Gateway and who is it for?

Carer Gateway provides free support services and information to people who provide care and support to a family member or friend. It may be because they have disability, a medical condition, mental illness or are frail due to age.

It doesn't matter if you receive a government payment or not, you can still access Carer Gateway. After all, every caring situation is different.

Some carers look after another person 24 hours a day and help with daily living, while others support people for a few hours to help with everyday things.

How are services provided?

A range of organisations across Australia provide Carer Gateway services to carers in local communities.

Services are provided in-person, online and via phone.

How do I access services?

By calling 1800 422 737 Monday to Friday, 8am–5pm local time, you can talk to a Carer Gateway service provider in your area. They will talk to you about your situation and help you access services that are specific to your needs.

You can access online services and more information on the Carer Gateway website: carergateway.gov.au.

What services are available?



Coaching

Learn new ways to manage stress and improve your wellbeing.

- **In-person coaching** – meet one-on-one with a coach in your area.
- **Self-guided coaching** – undertake online interactive courses.



Counselling

If you feel stressed, anxious, sad or frustrated, a professional counsellor can talk with you about your worries and offer help.

- **In-person one-on-one counselling** – speak one-on-one with a professional counsellor in your local area.
- **In-person group counselling** – come together with other carers to discuss your situations in a safe environment with a professional counsellor.
- **Phone counselling** – speak with a professional counsellor over the phone from wherever it's convenient for you.



Respite care

- **Emergency respite** – get assistance in looking after the person you care for if an unplanned event stops you from being able to provide care. For example if you are ill or injured.
- **Planned respite** – plan for regular breaks to rest and recharge while respite services look after the person you care for.



Peer support groups

Meet with people in similar caring situations and share your stories, knowledge and experience.

- **In-person** – meet local carers, share advice and learn from each other in a safe space.
- **Online community forum** – join the online forum and be 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 about the supports and services available to you. 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

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Connecting carers  to support services

