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## What is Carer Gateway?

If you care for a family member or friend, then Carer Gateway could help you.

Carer Gateway:

- provides practical information and advice
- helps you to get the services and support you need
- provides free counselling services over the phone
- provides free coaching to help you in your role
- lets you connect with other carers through an online forum

Carer Gateway is an Australian Government initiative.

## Am I a carer?

Anyone can be a carer.

Many people don't see themselves as carers. They are just children, parents, partners or friends who care for someone close to them.

You may be a carer if you are looking after someone with disability, mental illness, dementia, a long-term health condition, an illness that will cause their death, an alcohol or drug-related problem, or someone who is frail because they are old.

If you are a carer, you can get help and support from the government and other organisations.

### Key contacts

#### Carer services

For support and services, call Carer Gateway **1800 422 737** Monday to Friday, 8am to 5pm local time or request a call back.

➤ [carergateway.gov.au/request-call-back](https://carergateway.gov.au/request-call-back)

#### Emergency

In an emergency or if someone is in danger, call Triple Zero **000**.

#### Emergency respite

If you need someone to take over care in an emergency, call Carer Gateway on **1800 422 737**, 24 hours a day, 7 days a week.

#### Need to talk?

If you are in crisis, anxious or depressed and want to talk with someone, call Lifeline on **13 11 14** (for anyone) or Kids Helpline on **1800 55 1800** (for people aged 5 to 25).



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# How to use Carer Gateway

## You can talk with someone to get the support and services you need

### If you want to talk with someone in English

Call 1800 422 737 Monday to Friday between 8am and 5pm to speak with our helpful, Australian-based team.

You can also ask someone to call you back at a convenient time.

➤ [carergateway.gov.au/request-call-back](https://carergateway.gov.au/request-call-back)

### If you want with talk to someone in another language

If you would like to talk to Carer Gateway staff in your own language, you can phone the Translating and Interpreting Service on 131 450. The service can translate over the phone for you in more than 100 languages. The service is available 24 hours a day, 7 days a week.

## You can talk with a counsellor

You can talk with a professional counsellor over the phone if you are feeling stressed or if you need advice. You can also arrange to talk with a counsellor in person.

➤ [counselling.carergateway.gov.au](https://counselling.carergateway.gov.au)

## You can talk with other carers

You can join the Carer Gateway forum to be part of an online community and get support and advice from other carers.

➤ [forum.carergateway.gov.au](https://forum.carergateway.gov.au)

## You can learn new skills to help with your role

Carer Gateway has short interactive courses and self-guided coaching to help you. You can also arrange to work one-on-one with a coach to learn new skills through the coaching service.

➤ [coaching.carergateway.gov.au](https://coaching.carergateway.gov.au)



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## Top tips for carers

### See whether you can get any payments

If you are a carer you may be able to get financial help from the Australian Government, such as a Carer Payment or Carer Allowance.

To find out what payments you could get, visit the Services Australia website or use their online Payment and Service Finder. You can also call Centrelink on 132 717.

➤ [servicesaustralia.gov.au/individuals/services/centrelink](https://servicesaustralia.gov.au/individuals/services/centrelink)

### Make an emergency care plan

An emergency care plan has all the information about the person you care for in one place, so you can get it quickly and easily. This makes it easy for someone to take over from you in a hurry.

Download a blank emergency care plan to fill in.

➤ [carergateway.gov.au/ecp](https://carergateway.gov.au/ecp)

### Take a break

'Respite' or 'respite care' is when someone else takes care of the person you care for, so that you can have a break. You might need respite care if you suddenly find you can't provide care – for example, if you are ill or injured. You should also plan to take regular breaks to rest and recharge.

If you need respite care, talk with Carer Gateway on 1800 422 737 about options in your area.

➤ [carergateway.gov.au](https://carergateway.gov.au)

If the person you care for has disability and is aged between 7 and 65, you can talk with the National Disability Insurance Scheme on 1800 800 110.

➤ [ndis.gov.au](https://ndis.gov.au)

If the person you care for is over 65, you can talk with My Aged Care on 1800 200 422.

➤ [myagedcare.gov.au](https://myagedcare.gov.au)



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## Find local support

You can find help in your local area. You can:

- join a carer group in your community, or for your language or culture
- use local counselling services, in your home or in professional offices
- get help at home or take a break with local respite services.

Call Carer Gateway on **1800 422 737** to talk about what support is available in your area.

➤ [carergateway.gov.au/help-advice](https://carergateway.gov.au/help-advice)

## Get help at home

You can get home help or equipment to help you and the person you care for. You can call Carer Gateway on **1800 422 737** to find out more about the home help and equipment you can get.

If the person you care for has disability, you can talk with the National Disability Insurance Scheme on **1800 800 110**.

➤ [ndis.gov.au](https://ndis.gov.au)

If the person you care for is over 65, you can talk with My Aged Care on **1800 200 422**.

➤ [myagedcare.gov.au](https://myagedcare.gov.au)

If you find it hard to shop and prepare food, community groups such as Meals on Wheels can deliver meals to your home.

➤ [mealsonwheels.org.au](https://mealsonwheels.org.au)

## Find legal advice

If the person you care for can't make decisions, they may need someone to make decisions and act for them. They can have:

- a guardian to make decisions about health care and living arrangements
- someone with a power of attorney to make decisions about financial and legal matters

You should get legal help if you need to appoint a guardian and/or power of attorney for the person you care for. Legal Aid commissions in each state and territory provide free legal services.

➤ [australia.gov.au/information-and-services/public-safety-and-law/legal-aid](https://australia.gov.au/information-and-services/public-safety-and-law/legal-aid)