



Where carers can reach out for support

Do you look after a family member or friend who is ill or has a disability?

Do your caring responsibilities affect your ability to work, study or socialise?

Are you looking for some support to improve your wellbeing?

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

carergateway.gov.au

1800 422 737 Monday–Friday 8am–5pm



Australian Government



Connecting carers ●●●● to support services

What is Carer Gateway?

Carer Gateway is the Australian Government's national carer hub providing reliable services, supports and advice specifically for carers.

Who can use Carer Gateway?

We encourage you as a carer, and your friends and family, to access the Carer Gateway to find out what types of services and supports you may be eligible for. We recognise all caring situations are unique and that's why we offer a range of services, information and advice to suit individual needs.

How will Carer Gateway help me?

Carer Gateway is the best place to start to help you navigate the many services and supports available for carers through federal, state and local government and non-government providers.

You can now access new supports to help you manage daily challenges, improve your health and wellbeing and plan for the future.

Carer Gateway now offers the following services:

- Free one-on-one phone counselling with a professional counsellor over the phone if you feel stressed or overwhelmed or simply to ask for practical support.
- Self-guided online carer coaching sessions to help you reflect on how you're going, how you'd like things to be and how you might take steps towards making things happen.
- New online skills courses to help you learn new skills in caring for someone as well as yourself.

- A new online forum for carers where you can register and join other carers in a supportive community. You can share stories and advice and learn from each other in a safe space.

The new supports are free to access for anyone looking after a family member or friend with disability, a medical condition, mental health condition or someone who is frail due to age.

When should I use Carer Gateway?

Research tells us that helping carers manage their daily challenges can make a big difference to a carer's life and improve your overall health and wellbeing.

We strongly encourage you to reach out to Carer Gateway as early as possible to help you get the support and skills you need for your caring journey.

What's coming next?

From April 2020 the Australian Government is rolling out a range of new early-intervention regional services and supports for carers. New local Carer Gateway service providers will mean that the person you talk with knows your area and can give you direct help.

If you're using carer services already, your service provider will let you know if anything changes. These changes to carer services do not affect services delivered through My Aged Care or the National Disability Insurance Scheme (NDIS), or any state or territory carer services or carer payments you may be receiving.

How do I contact Carer Gateway?

Carer Gateway offers a national website at www.carergateway.gov.au or you can phone **1800 422 737** Monday to Friday between **8am and 5pm**



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