

Connecting carers ●●●● to support services

Where carers' needs are met



Do you regularly look after a family member or friend who is frail, ill, has disability or is an older Australian?

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

Are you looking for some support to make your life easier?

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



What is Carer Gateway?

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

What is a carer?

Carers are people who look after someone who needs help with their day-to-day living. There are various types of carers working in different situations i.e. looking after someone with disability, mental illness, dementia, a long-term health condition, a terminal illness, an alcohol or drug problem, or someone who is looking after older Australians. Carers can be any age.

What services can carers access online?

Carer Gateway website

www.carergateway.gov.au

The following services are free:

- Digital counselling
- Online peer support community forum
- Online self-guided coaching
- Online carer skills course

What services can carers access through the Carer Gateway Service Provider?



Emergency Respite

If you experience an urgent, unplanned event, that temporarily restricts your ability to care for your loved one, we can organise emergency respite care for your care recipient.



Tailored Support Packages

As a carer, you may be able to get tailored support packages. There are two tailored support packages available to eligible carers. You may be able to get a package to buy a one-off support item or training program, to assist you in your caring role. You may also be able to get a package for a range of other practical supports, such as planned respite or transport, provided over a twelve-month period.



In-Person Peer Support

You can connect with people in similar circumstances and decrease carer strain through connection and shared experiences.



In-Person Counselling

If you are feeling stressed, anxious, or depressed, you can access free short-term counselling services in person, online or by phone with a qualified counsellor.



Facilitated Coaching

You can improve your skills and resilience needed to achieve your goals in your caring role, through this free psycho-educational service by engaging with a coach across a period of time in person, online or by phone.



How do I contact Carer Gateway and the Carer Gateway Service Provider in my area?

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

If you call the Carer Gateway in the NSW 1 region, the call comes directly to The Benevolent Society – your Carer Gateway Service Provider in Metropolitan Sydney.

NSW 1 regions include:

- Central and Eastern Sydney
- Inner West Sydney
- Western Sydney (part thereof)
- Northern Sydney
- South West Sydney
- Nepean



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