

# Where carers can find support

Carer Gateway  
An Australian Government Initiative

benevolent SOCIETY



**Do you look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age?**

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

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

## **What is Carer Gateway?**

Carer Gateway provides in-person, phone and online services and support to Australia's 2.65 million unpaid carers.

By calling **1800 422 737** Monday to Friday between 8am and 5pm, you can talk to a Carer Gateway service provider who will help you access services and support.

The dedicated Carer Gateway website (**[carergateway.gov.au](http://carergateway.gov.au)**) connects you with online support and information.

Services available through Carer Gateway include:



### Coaching

Reflect on how your caring role impacts your life and learn new ways to manage stress and improve your wellbeing.

- **Self-guided coaching** – undertake online interactive courses.



### Counselling

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

- **In-person** – speak one-on-one with a professional counsellor in your local area.
- **Phone counselling** – speak with a counsellor over the phone in the comfort of your own home.



### 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.



### Connect with other carers

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 forum** – join the online forum and be part of a supportive community with other carers.



### Online skills courses

Learn new skills in caring for someone and your own wellbeing, including dealing with stress and legal issues.

*'You are stronger than you think. Look after yourself and trust your gut.'*

Pam, carer to her son.



### 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.

### How do I contact Carer Gateway?

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