

# Where carers can find support

**Carer Gateway**  
An Australian Government Initiative

**benevolent** SOCIETY

In partnership with **YourSide**



Mikala, carer to her son.

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

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

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

## What is Carer Gateway?

An Australian Government service providing information and support to help people who look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age.

## How will Carer Gateway help me?

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 Carer Gateway website ([carergateway.gov.au](http://carergateway.gov.au)) connects you with online supports and information. The new supports can help you manage daily challenges, improve your health and wellbeing and plan for the future.

## Who can use Carer Gateway?

Anyone who cares for a friend or family member can use Carer Gateway. You can find out what types of services and supports are right for you. We know that all caring situations are different. Some carers look after another person 24 hours a day, and help with daily living, while other carers look after people for a few hours to help with everyday things.

## What services can I use?



### Coaching

Learn new ways to manage stress and improve your wellbeing.

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



### Counselling

If you feel stressed, sad or angry, a counsellor can talk through your worries and help you.

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



### Respite care

'Respite' means taking a break. If you get sick or hurt and you can't look after someone, then emergency respite services can help you. They will find ways to look after the person you care for while you have a break. Planned respite care can help you plan for regular breaks to rest and recharge.



### Talk to other carers

Meet with people like you who care for someone. Share stories, knowledge and experience.

- **In-person** – meet other people in your area who care for someone. Learn from each other in a safe space.
- **Online community** – join the online chat groups and talk to other people who look after someone.

*'Carer Gateway is a great resource to help promote carer wellbeing, which is so important to avoid carer burnout.'*

Mikala, carer to her son.



### Online skills courses

Learn new skills to look after someone and yourself. Learn new ways to deal with stress, legal issues, and your happiness, health and safety.



### Financial support

Get financial support to help you look after someone. **Financial support packages:**

- equipment or an item to help you look after someone.
- get a service provider to look after the person you care for so that you can have a break.
- transport.

## 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.



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[carergateway.gov.au](http://carergateway.gov.au)

Connecting carers ●●●● to support services