

## What is Carer Gateway?

**Carer Gateway is the new, national carer support service that is rolling out across Australia in 2019-2021. It will replace some existing carer support services and provide additional support to carers across Australia.**

### Who can access support?

Anyone who provides personal care, support and assistance to a family member or friend who has a disability, medical condition (including a terminal or chronic illness) or mental illness, or who is frail aged. To be eligible for services, the carer's role must be ongoing, or likely to be ongoing, for at least six months. This expectation of six months or more does not apply to a carer of a person who needs palliative care.

Primary carers (those who provide the most care for a person) will be prioritised for certain kinds of support, as will carers who are at risk of not being able to continue in their caring role. Support can also be provided when a person's caring role ends.

### How can I access support?

Online, phone and in-person forms of support (within COVID-19 restrictions) are already available via 1800 422 737 (Monday to Friday, 8am to 5pm) or [www.carergateway.gov.au](http://www.carergateway.gov.au). In person services are provided regionally by **Carer Gateway Service Providers (see Fact Sheet 2 for more information)**.

### What kind of support can I access?

Following an in depth assessment, carers will be referred to supports that match their needs. Nine types of support will be available:

Online / phone support	In person support (within COVID-19 restrictions)
1. Online peer support forum	4. Carer support planning
2. Phone counselling	5. In-person peer support
3. Self-guided online coaching	6. In-person counselling
	7. Carer directed support
	8. Emergency respite care
	9. In-person coaching ( <i>from Feb 2021</i> )

### Where can I get more information?

You can find out more about Carer Gateway by visiting [www.carergateway.gov.au](http://www.carergateway.gov.au) or calling 1800 422 737, Monday to Friday, 8am to 5pm.

Carers NSW also regularly publishes updates in our bimonthly newsletter *Carers News*, in our monthly e-newsletter *Carers NSW eNews* and via social media. To sign up for either newsletter, visit our website: [www.carersnsw.org.au](http://www.carersnsw.org.au).