

## What is the Carer Gateway?

The Carer Gateway is the new, national carer support service that is rolling out across Australia in 2019-2020. 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 or mental illness, or who is frail aged. This does not include people who provide care under a service contract, as a formal volunteer or as part of a training course.

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. But any carer will be able to access the system.

### How can I access support?

Online and phone support is already available via the Carer Gateway (1800 422 737, [www.carergateway.gov.au](http://www.carergateway.gov.au)) and in person services will commence from April 2020. In person services will be 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
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 packages
	8. Emergency respite care
	9. In person coaching ( <i>from Feb 2021</i> )

### Where can I get more information?

You can read more about the new system on the Department of Social Services website: <https://www.dss.gov.au/disability-and-carers-carers/integrated-carer-support-service-implementation-updates-and-information>.

Carers NSW also regularly publishes updates in our bimonthly newsletter *Carers News*, in our monthly e-newsletter *Carers NSW eNews* and via social media. For more information on how to connect with Carers NSW, visit our website: [www.carersnsw.org.au](http://www.carersnsw.org.au).