



Giulia, carer to her daughter.

A carer is someone who looks after a family member or friend with disability, a medical condition, mental illness, or someone who is frail due to age.

If you are a carer, you can get help and support through Carer Gateway.

What is Carer Gateway?

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

Carer Gateway has many services that can help you with any daily challenges, emotional and financial stresses that you may experience in your role as a carer.



How do I contact Carer Gateway?

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



carergateway.gov.au

Connecting carers ●●●● to support services

Carers NSW is the dedicated Carer Gateway Service Provider for Hunter New England, the Central Coast and the North Coast of NSW.

Where carers can find support



Razi, carer to his mother.



How do I use Carer Gateway services?

You can talk to a Carer Gateway service provider by calling **1800 422 737** Monday to Friday between 8am and 5pm. Carer Gateway staff will talk through what you need and help you to find services and support. If you want to talk with someone in your language, you can phone the Translating and Interpreting Service on **131 450**. The Translating and Interpreting Service provides access to interpreters who speak more than 160 languages. The service is available 24 hours a day, 7 days a week.

Carer Gateway also has a national website (carergateway.gov.au) that has online services and information to support you as a carer.

Carer Gateway provides many services, including:



Coaching

If you want to learn new ways to manage stress and improve your wellbeing, the self-guided coaching courses on the Carer Gateway website can help you.



Counselling

If you are feeling stressed, anxious, sad or frustrated, a professional counsellor can talk through your worries and help you. You can talk one-on-one, in-person with a professional counsellor in your area or on the phone in the comfort of your own home. If you want to talk with someone in your language, you can phone the Translating and Interpreting Service on 131 450.



Respite care

Respite or 'respite care' is when someone else takes care of the person you care for. You might need emergency respite care if you suddenly find you can't provide care, for example if you are ill or injured. You can also plan respite care so that you can have a break. To arrange emergency respite care, or planned respite care, call Carer Gateway on 1800 422 737 to talk about options in your area.



Connect with other carers

If you feel alone or want to get advice from other carers, Carer Gateway can help you meet with people in similar caring situations to share your stories, knowledge and experience. You can meet local carers in-person and share advice and learn from each other in a safe space. The Carer Gateway website also provides an online forum that you can join and become part of a supportive online community with other carers.



Online skills courses

You can learn new skills through short interactive online courses on the Carer Gateway website. The courses will help you in your caring role and provide information on how to take care of your own wellbeing, deal with stress and legal issues.



Financial support

As a carer, you may be able to get financial help. There are two financial support packages available to eligible carers through Carer Gateway. You may be able to get funding to buy a one-off practical support in the form of equipment or an item to assist you in your caring role. You may also be able to get funding for a range of ongoing practical supports, such as planned respite or transport, provided over a twelve-month period.

'Joining a carer support group was the best thing that happened to me. I became part of a big family of carers with a shared understanding.'

Abbey, carer to her son.

