

# Where carers can find support



An Australian Government Initiative



Pam, carer to her son.

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](https://www.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.

*'It's very rewarding to be able to care for someone you love, but the biggest challenge is balancing time to care for yourself.'*

Doug, carer to his daughter.



### Financial support

Get financial support to assist you in your caring role.

#### Financial support packages:

- one-off practical support in the form of equipment or an item to assist you in your caring role.
- a range of ongoing 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.



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

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

Connecting carers ●●●● to support services