



What is Carer Gateway?

Carer Gateway is a new national service funded by the Australian Government, providing a range of phone-based, online and face-to-face services and supports specifically for carers.

Who is Carer Gateway for?

You can be any age and be helping a family member, a friend or neighbour who has a disability, chronic illness, dementia, mental illness, an addiction or is frail aged.

Some carers look after another person 24 hours a day and help with daily living activities, while other carers look after people who are fairly independent but need help with some everyday tasks. Whatever your circumstance, Carer Gateway is here to help.

Carer Gateway also offers specialised support to young carers under 25, older carers, working carers, Aboriginal and Torres Strait Islander carers, and culturally and linguistically diverse carers.

How can Carer Gateway help me?

Carer Gateway provides a range of information that can help carers in their role, from practical advice and resources, to help finding support services including:

- Advice on how to look after yourself while caring for someone
- Managing at home and in your caring role
- Assistance in navigating financial support services
- What to do in an emergency or crisis situation
- Help on combining caring with work or study
- Planning for the future
- Linking you with people in similar caring situations and share your stories, knowledge and experiences
- Counselling - if you're feeling stressed, anxious, sad or frustrated, a professional counsellor can talk with you about your worries and offer help.

By answering a couple of questions when you call, Carer Gateway will provide you information on services in your area, to suit your needs.

How do I contact Carer Gateway?

Call 1800 422 737

Monday – Friday between 8am and 5pm to speak to our helpful intake team or visit carergateway.gov.au for information. You can also request for someone to call you back at a convenient time by clicking on the phone icon at the top of each page.

What if English is not my first language?

If you are more comfortable having a conversation in a language other than English, you can phone the Translating and Interpreting Services (TIS) on 131 450. TIS can translate in more than 100 languages and is available 24 hours a day, 7 days a week.

What if I can understand English, but have difficulty reading it?

Carer Gateway website includes a read aloud function provided by Readspeaker which automatically changes written text to speech, providing an audio version of the information on the website.

Simply click the “listen” button on any page and it will be read aloud to you.

What if I have a hearing or speech impairment?

If you have a hearing, speech or vision impairment, you can contact Carer Gateway through the National Relay Service (NRS) by visiting the National Relay Service website (www.relayservice.gov.au) to choose your preferred access point or asking for Carer Gateway on 1800 422 737.