



An Australian Government Initiative



## What is Carer Gateway?

Carer Gateway is a new national service funded by the Australian Government. Carer Gateway includes a website and phone service for carers to access practical information and support.

## Who is Carer Gateway for?

If you help a family member or friend who has a disability, chronic illness, dementia, mental illness, an addiction or is frail aged, then Carer Gateway could help you.

Carers can be family members or friends, they can be parents, children, siblings, grandparents or neighbours. 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.

## 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:

- information on the types of care and stages of caring;
- advice on how to look after yourself while caring for someone;
- managing day to day care;
- legal and financial support considerations;
- what to do in an emergency or crisis situation;
- help on combining caring with work or study.

Carer Gateway website also has information for carers including young carers, older carers, working carers, Aboriginal and Torres Strait Islander carers and culturally and linguistically diverse carers. If you are looking for a particular service or would like to know what types of services you may be eligible for, Carer Gateway can help. You can call 1800 422 737 or use the find a service tool on the website. By answering a couple of questions, Carer Gateway will provide you information on services in your area, to suit your needs.

## How do I contact Carer Gateway?

Carers can call **1800 422 737** by phone Monday – Friday between 8am and 6pm to speak to our helpful, Australian-based team.

Through the website you can request for someone to call you back at a convenient time. Look on [www.caregateway.gov.au](http://www.caregateway.gov.au) for the 'Request a call back' button, at the bottom of every page.

## What if I am already receiving carer support services?

There are no changes to how carers currently access support services and carers can continue to directly contact their existing service providers.

## 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 Readspeak 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) in two easy steps:

1. Visit the National Relay Service website ([www.relayservice.gov.au](http://www.relayservice.gov.au)) to choose your preferred access point.
2. Ask for Carer Gateway on **1800 422 737**.

## More information

For more information about Carer Gateway, please browse this website or call **1800 422 737**, Monday to Friday 8am to 6pm.