



Australian Government



Connecting carers  to support services



Stakeholder Kit

For Health Organisations

1800 422 737 Monday–Friday 8am–5pm  carergateway.gov.au

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What is Carer Gateway?

Almost 2.65 million Australians care for someone with disability, a medical condition, mental health condition or someone who is frail due to age.

Of the total number of Australian carers, 235,000 are under the age of 25.

Research tells us that helping carers manage their daily challenges can make a big difference to their lives and improve overall health and wellbeing.

That's why the Australian Government has committed more than \$700 million over five years to help Australia's unpaid carers get the support they need before reaching crisis point.

Following an extensive four-year consultation process with carers and the sector, the Australian Government developed Carer Gateway. It is the single biggest reform to carer services in more than a decade.

Carer Gateway is the Australian Government's national approach to providing reliable services, support and advice to Australia's unpaid carers.

Services are delivered in-person, online and via phone, and are available free of charge to all carers no matter where in Australia they live.

Through the nationwide network of Carer Gateway service providers, carers have access to:

- carer needs assessment and support planning
- in-person and phone-based counselling
- in-person and online peer support
- targeted financial support through Carer Directed Support Packages with a focus on employment, education, respite and transport
- emergency respite
- online self-guided coaching
- information and advice
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme (NDIS), My Aged Care and palliative care.

Carers can access Carer Gateway services by calling Carer Gateway on 1800 422 737, Mon-Fri, 8am-5pm local time, or visiting the website:

carergateway.gov.au.

Emergency respite is available 24 hours a day, 7 days a week by calling 1800 422 737.

Help us spread the message

One of the responsibilities of being a carer may be accompanying care recipients to healthcare and medical appointments. Carers may meet with and seek the advice of clinicians, doctors, allied health professionals and other healthcare professionals as part of their caring role. They may even spend time in the waiting rooms of healthcare settings, where they may absorb information in the form of digital screens, posters, and brochures.

This is why we are seeking the support of the healthcare industry in promoting Carer Gateway to all unpaid carers.

In this kit, you will find templates and content to use on your website, social media channels and within newsletters.

Together we can help carers become aware of the support and services available to them and how to access it.

What services are available for carers?



Coaching

Online self-guided coaching courses help carers to reflect on how their caring role affects their life. The sessions aim to help carers learn new ways to manage stress and improve their wellbeing.



Counselling

If a carer is feeling stressed, anxious, sad or frustrated, a professional counsellor can talk through their worries and offer practical solutions to overcome these emotions. Carer Gateway offers both in-person and phone-based counselling.



Respite care

Carers can get assistance in looking after the person they care for if an unplanned event prevents them from being able to provide care. For example, if they fall ill or become injured.



Peer support

Carers can meet with people in similar caring situations to share stories, knowledge and experience.

Carer Gateway offers both in-person peer support as well as an online forum.

The online forum has a range of topics where carers can share their experiences and chat anonymously. There are also moderators to ensure the environment is safe, helpful and friendly for everyone.



Online skills courses

Carers can learn new skills in caring for someone and their own wellbeing, including dealing with stress and legal issues.

Each self-paced course takes approximately 20–40 minutes to complete. Carers have the option of downloading their responses after completing the course so that they can refer to it at a later stage.



Financial support

Through Carer Gateway, carers may be eligible for Carer Directed Support Packages to assist them in their caring role.

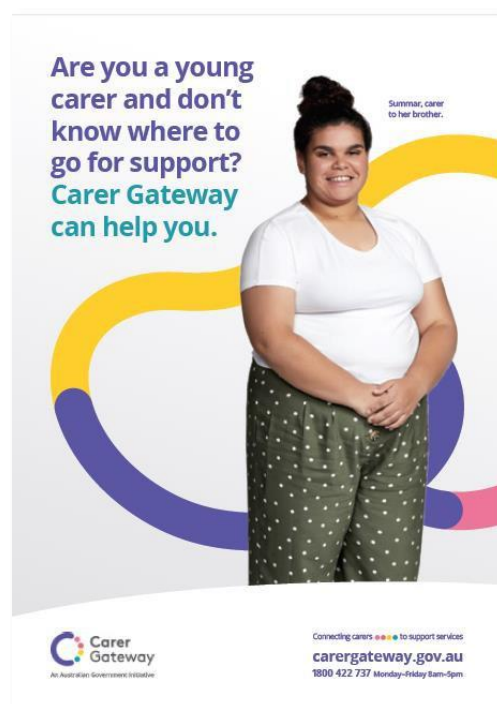
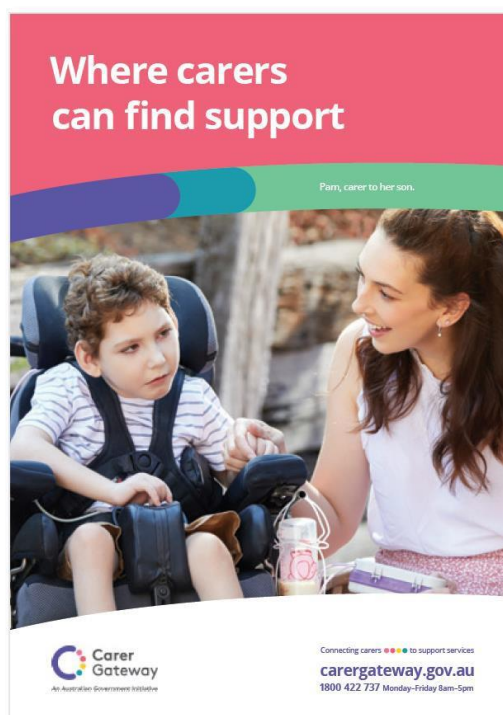
There are two types of Carer Directed Support Packages:

- **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. This type of support can be used multiple times over a twelve-month period.

Printed promotional products

Free copies of printed products such as posters, brochures and fact sheets are available to help you promote Carer Gateway. To order, go to publications.carergateway.gov.au.

A4 and A3 Posters





A4 Fact Sheets

Where carers can find support

Carer Gateway
 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) 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.

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.

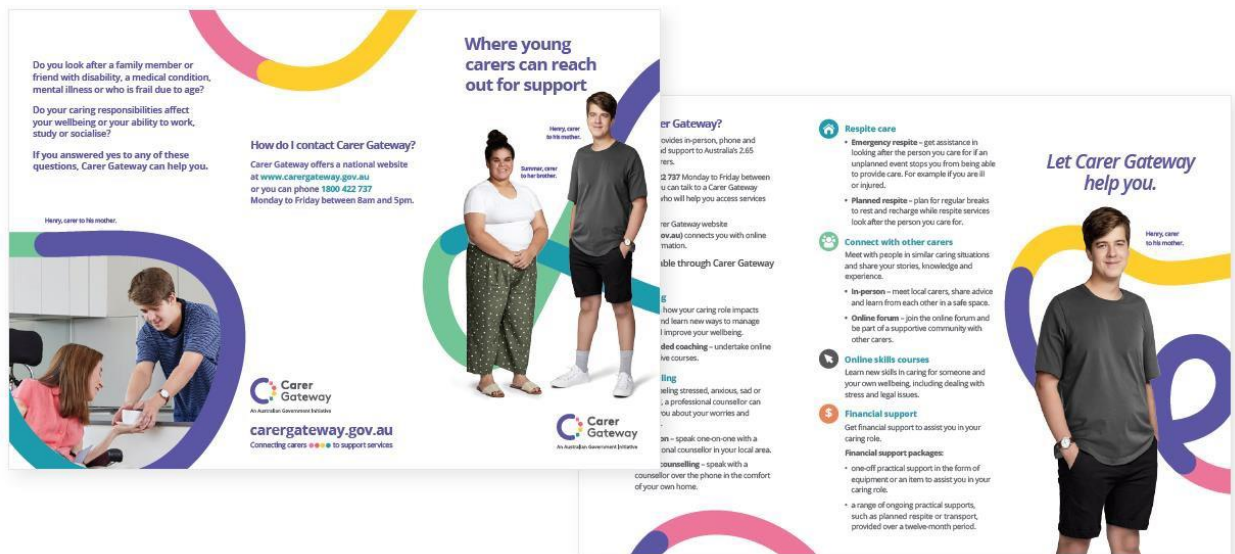
How do I contact Carer Gateway?
 Carer Gateway offers a national website at www.carergateway.gov.au or you can phone 1800 422 737 Monday to Friday between 8am and 5pm.

Carer Gateway
 An Australian Government Initiative

carergateway.gov.au
 Connecting carers to support services

'You are stronger than you think. Look after yourself and trust your gut.'
 Pam, carer to her son.

Brochures, double-sided



Flyers



Easy Read fact sheet

An Easy Read fact sheet is available for carers with cognitive disability and those who have difficulty reading. The Easy Read fact sheet uses pictures and information in easy English to describe what services are available to carers through Carer Gateway and how to go about accessing them.

The Easy Read fact sheet is available to read or download on the Carer Gateway website: <https://www.carergateway.gov.au/help-advice/getting-help>.

Social media posts

Use the text below to distribute messages about Carer Gateway and the services for carers through your own social media platforms.

Hashtag: [#CarerGateway](#)



Facebook

1. It is our job to be here for our patients, but unlike many of us, unpaid carers may not get the chance to 'clock off'. Being an unpaid carer can be a 24/7 job.

The good news is that the Australian Government is providing unpaid carers with support and services to help them in their caring role.

If you're an unpaid carer, find out what's available to you through Carer Gateway.

Visit the website: carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time. Emergency respite is available 24/7 by calling 1800 422 737.

2. There are 2.65 million unpaid carers in Australia that care for a family member or friend with disability, a medical condition, mental health condition or someone who is frail due to age. If you're one of them, there are support services available through the Australian Government's initiative called Carer Gateway to help you in your caring role.

For more information visit carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time. Emergency respite is available 24/7 by calling 1800 422 737.



Twitter

1. Being an unpaid carer can be a 24/7 job. If you provide care to a family member or friend with disability, a medical condition, mental health condition, or who is frail due to age, the Australian Government's [#CarerGateway](#) can help you.

Find out more about the services available at carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time. Emergency respite is available 24/7 by calling 1800 422 737.

2. Are you one of Australia's 2.65 million unpaid carers? Through the Australian Government's #Carer Gateway, help is available to support you. Visit carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time to find out what services may be helpful for you. Emergency respite is available 24/7 by calling 1800 422 737.
3. Support and advice is available for carers through the Australian Government's #CarerGateway. Early intervention is key. Find out more at Carer Gateway or call 1800 422 737, Mon-Fri, 8am-5pm local time.

Social media tiles

Save the below images for use across your own social media platforms, to help promote Carer Gateway and assist carers in getting the support available to support them.





Newsletter or website content

Option 1 – For unpaid carers

Unpaid carers encouraged to look after their own health too

As an unpaid carer, you may find that you spend most of your time and energy caring for your loved one. But it's important to take time to care for yourself too; rest and recharge so that you can continue to be there for the person you care for.

Carer Gateway is an Australian Government initiative providing support and services for unpaid carers to help you look after your emotional health and wellbeing.

Carer Gateway can help you to arrange planned respite to rest and recharge or emergency respite care if an unplanned event stops you from being able to provide care to your loved one. There are also other services such as counselling, coaching and skills courses that may help you to manage any stress related to the caring role and help you to look after your own wellbeing.

For more information or advice on the support and services available, visit carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time. Emergency respite is available 24/7 by calling 1800 422 737.

Option 2 – For doctors, clinicians, allied health professionals and other health professionals

Support for unpaid carers

There are 2.65 million unpaid carers across Australia. These are people who provide care to a family member or friend with disability, a medical condition, mental health condition, or someone who is frail due to age. Many of our patients are often accompanied to their medical appointments by these carers.

If you know a carer, help them out by telling them about the Australian Government's support program for unpaid carers called Carer Gateway.

Through Carer Gateway, unpaid carers can access a range of support services including counselling, emergency and planned respite, peer support and financial support through Carer Directed Support Packages to assist them in their caring role.

Carers can contact Carer Gateway via the website: carergateway.gov.au or call 1800 422 737, Mon-Fri, 8am-5pm local time. Emergency respite is available 24 hours a day, 7 days a week by calling 1800 422 737.

Key messages

General

- Almost 2.65 million Australians provide unpaid care for a friend or family member.
- Carers are anyone who cares for someone with disability, a medical condition, mental health condition or someone who is frail due to age.
- Of the 2.65 million carers, 235,000 are under the age of 25.
- Carer Gateway is an Australian Government initiative providing a range of in-person, online and phone-based support and services to unpaid carers.
- An Australia-wide network of Carer Gateway service providers help carers access:
 - carer needs assessment and support planning
 - in-person and phone-based counselling
 - in-person and online peer support
 - targeted financial support through Carer Directed Support Packages with a focus on employment, education, respite and transport
 - emergency respite
 - online self-guided coaching
 - information and advice
 - assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme (NDIS), My Aged Care and palliative care.
- Carer Gateway service providers have shopfronts, service outlets and a flexible workforce to achieve service coverage across urban, regional and rural Australia.
- Carers can access Carer Gateway at carergateway.gov.au or by phoning 1800 422 737, Mon-Fri, 8am-5pm local time.
- Carers can access emergency respite 24 hours a day, 7 days a week by calling 1800 422 737.

Specific to health professionals

- One of the many responsibilities of being an unpaid carer may be accompanying care recipients to healthcare and medical appointments.
- If you know a carer, help them out by telling them about the Australian Government's support program for unpaid carers called Carer Gateway.

- Together we can help carers become aware of the support and services available to them and how to access it.

Specific to unpaid carers

- If you are feeling stressed, anxious, sad or overwhelmed, Carer Gateway services such as counselling, peer support or online self-guided coaching may be able to help you manage your emotions and improve your wellbeing.
- If you would like to chat to people in a similar caring situation to yourself, jump onto the Carer Gateway online forum to chat with and learn from other carers. Our forum moderators ensure it's a safe and friendly environment for all.
- If an unplanned event stops you from being able to be there for the person you care for, Carer Gateway's emergency respite services can help you.
- Caring can be costly. If you need financial support for equipment to help you in your caring role, or for transport or planned respite, Carer Gateway's Carer Directed Support Packages may be able to help you.
- Dealing with stress and legal issues can be overwhelming. Carer Gateway offers a range of self-paced online skills courses that could help you learn new ways of dealing with these issues.

Further information

For carers

Website: carergateway.gov.au

Facebook: facebook.com/carergateway/

Phone: 1800 422 737, Mon-Fri, 8am-5pm local time or 24 hours a day, 7 days a week for emergency respite.

For stakeholders

Website: dss.gov.au/disability-and-carers/carers

Email: carersupport@dss.gov.au

