

How does Carer Gateway work?



Get in touch

Call 1800 422 737 or visit carergateway.gov.au and request a call-back.

Initial phone call

Speak with our Carer Gateway intake team, who will gather basic information about you. They will register you with the program if you wish to proceed.



Local team

Based on where you live, the intake team will refer you to the local service provider.

Support planning

The local team will talk with you about your caring role and needs.



Access to supports

The local team will connect you with the services best suited to your needs.

Check in

Carer Gateway will check in to see if the services are helpful and if you need anything else.



What is Carer Gateway?

Carer Gateway is an Australian Government program offering a range of free supports and services tailored to the unique needs of unpaid carers.

This inclusive and accessible program ensures safety and support for anyone, regardless of age, ability, gender, culture and sexuality. Services are delivered in-person, online and over the phone.

In Victoria, Carer Gateway services are delivered by a consortium of seven health and social support providers, led by **Holstep Health** to provide comprehensive care and support across the state.

How do I contact Carer Gateway?

Visit www.carergateway.gov.au or call **1800 422 737** Monday to Friday between **8am and 5pm**.



If you require an interpreter you can access our service via the **National Translating and Interpreting Service** on **131 450**

If you are deaf, or have a hearing or speech impairment, contact us through the **National Relay Service**. For more information visit: www.relayservice.gov.au



Scan here to complete a callback form



An Australian Government Initiative



Holstep Health

Family Carers

Every "**helping hand**" in the family matters!

Carer Gateway supports your whole family while you support each other!



An Australian Government Initiative

carergateway.gov.au

1800 422 737 Monday-Friday 8am-5pm

Who is a carer in a family?

You are a carer if you look after a parent, friend, child, sibling, or neighbour with a disability, medical condition, mental illness, alcohol or drug issue, or is frail **due to age**. Every situation is unique. You might be providing care around the clock, or just a few hours a week. Regardless of whether you receive government payments, you can access Carer Gateway for support.

Roles of carers in a family

This role of the carer in a family may be taken up by:

- **Parents:** May be balancing work, household tasks and caregiving.
- **Siblings/Young Carers:** Balancing work or school, helping with daily activities or chores, companionship or emotional support.
- **Grandparents:** Offering additional care and wisdom; often stepping in when needed.

Family carer support

At Carer Gateway, we understand that every family's caregiving dynamics are different. We offer services to help you navigate conversations, recognise each family member's contributions and support each other on your caring journey.








Our goal is to ensure no one in your family is alone in their caring role.



Being a carer in a family can look like...



How will Carer Gateway help me?

-  **Emergency Respite**
If you suddenly get sick or injured and you can't continue to look after the person you care for, emergency respite services can help to take care of them while you recover.
-  **Tailored support packages**
You may be able to access a range of practical supports like planned respite, at-home assistance, transport services, goods or equipment to help with your work or education.
-  **Peer support groups**
Connect with other carers, share stories, knowledge and experience to learn from and support each other in a safe environment.
-  **Counselling**
Feeling stressed, anxious, sad or frustrated? Talk to a counsellor in-person or online to get the emotional support you need.
-  **Coaching**
Work with a professional coach to reflect on your experience, identify personal goals and create a plan to achieve them. Alternatively, engage in interactive online coaching sessions at your own pace to build your caring skills.
-  **Learning & Tuition**
Learn new skills to look after someone and yourself. Discover new ways to handle stress, manage legal matters and improve health and safety. Carer Gateway may also cover costs for skills development classes and other education-related courses.
-  **Social Recreational Activities**
Enjoy some "me time" by participating in social and recreational activities so you can socialise and rejuvenate.

