

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



Are you a young carer?

You are not alone. Support is available.



An Australian Government Initiative

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

How do I know if I am a young carer?

Tick if you are under 25 years old and:

- ☐ Help take care of someone in your household or a friend who has a disability, chronic or mental illness, who is frail aged, or has an alcohol or drug problem.
- ☐ Assist this person with daily tasks.
- ☐ Talk with service providers and health care professionals on your loved one's behalf.
- ☐ The caring responsibilities affect your social life, schoolwork and time for yourself.
- ☐ Feel stressed, anxious, tired, or lonely.
- ☐ Often think about whether your loved one is safe and if they need you when you're away.
- ☐ Miss out on activities and hobbies you enjoy because of your caring responsibilities.

If you ticked one or more boxes above, you are likely to be a carer.



Being a carer can look like ...

Helping with
or doing
the shopping

Providing
emotional
support

Taking
care of your
siblings

Lending
a hand
with house
chores

Helping with
personal needs,
like hygiene
and feeding

Providing care
all the time
or only
occasionally

Taking
them to
appointments

Helping them
in or out
of bed

What can we help you with?



Counselling

If you are feeling stressed, anxious, sad or frustrated, you can talk to a counsellor either in-person or online.



Coaching

You can talk to a professional coach to identify personal, school, or work goals and create a plan to reach them.



Peer Support Groups

Connect with young carers like yourself and share stories, knowledge, and experience. You can join an in-person group in your area, or online.



Goods & Equipment

Receive goods and equipment to help with your education such as books, school uniform, IT equipment, and other items.



Help at Home

Get help with home chores such as cleaning, cooking, grocery shopping, or delivery of prepared meals.



Training, Learning & Tuition

We can cover costs of driving lessons, skills development classes, tutoring, online training, workshops, and other education-related courses.



Social Recreational Activities

We can cover your school or youth camp fees and extracurricular activities such as fitness class, gym membership, sports, yoga, or personal training so you can socialise with your friends and enjoy some 'me time'.

