

# Information Handout

## What is Carer Gateway?

Carer Gateway is an Australian Government initiative providing a mix of free in-person, phone and online services, supports and advice for carers in Australia.

In addition to resources available through the national Carer Gateway website, dedicated in-person supports and services are being delivered throughout the states and territories through a network of Carer Gateway Service Providers.

For Western Australia, Carers WA is leading the delivery of these in-person services, in partnership with delivery partner, HelpingMinds.

Carer Gateway aims to support carers to manage daily challenges, reduce stress and plan for the future by:

- Providing support earlier in a proactive way, and building capacity to help carers sustain their caring role;
- Providing support when carers are at risk of a crisis, which might adversely affect their caring role;
- Providing support for carers to improve long term social and financial outcomes; and
- Supporting carers to participate in everyday activities such as education and the workforce.

## Who can use Carer Gateway?

All carers can access Carer Gateway services. You are a carer if you are looking after someone with disability, a long-term medical condition, mental health challenge or who is frail due to age.

You don't need to be a new carer to use Carer Gateway services – any carer can use the services at any time in their caring journey.

## How can carers access Carer Gateway services?

All carers will need to undergo the full Carer Support Planning process to determine eligibility and access Carer Gateway services. The Carer Support Planning process is fundamental to the way in which services are delivered to carers.

Carers Star™ is a unique assessment tool utilised by Carer Support Planners to capture a full picture of a carer's individual circumstances. The Carers Star™ is designed to assess the impacts of the caring role on the carer through a collaborative and "carer-guided" process that is completed over the phone. The assessment helps the Carer Support Planner to develop a targeted action plan of goals, supports and services, tailored to the carer's needs. The Carer Support Planner works with the carer to coordinate the appropriate services.

**Carer Gateway services within WA are provided by Carers WA, in partnership with HelpingMinds**

## What services are available to carers?

- **Carer directed support**

Financial assistance providing access to practical supports to assist the carer in their caring role and ability to access or maintain employment or education.

- **Counselling**

Available to carers experiencing difficulties with anxiety, stress, depression or low mood as a result of the caring role. Counselling aims to assist carers to manage their wellbeing, to better sustain their caring role and prevent burnout and crisis events.

- **In-person peer support**

A free facilitated group peer support program offering carers an opportunity to connect with other carers and learn new skills to help sustain their caring role.

- **Emergency respite care**

Access to emergency respite is available for carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other services are available.

- **Online support**

Carers can access online counselling, skills courses, carer forums and self-guided coaching sessions through the Carer Gateway website ([www.carergateway.gov.au](http://www.carergateway.gov.au))

## How can carers contact Carer Gateway?

### Carer Gateway Website

[www.carergateway.gov.au](http://www.carergateway.gov.au)

Request a call back and access online services

### Carer Gateway Phone Line

1800 422 737

To speak to your local Carer Gateway team

## Resources

### Carer Gateway Website

[www.carergateway.gov.au](http://www.carergateway.gov.au)

### Carers WA Website

[www.carerswa.asn.au](http://www.carerswa.asn.au)

### Frequently Asked Questions (FAQs)

[www.carerswa.asn.au/resources/digital-resources](http://www.carerswa.asn.au/resources/digital-resources)

### Carers WA Service Provider Webpage and Enquiry Form

[www.carerswa.asn.au/our-services/carergateway-service-providers/](http://www.carerswa.asn.au/our-services/carergateway-service-providers/)

### Online Referral Form

[www.carerswa.asn.au/referral-form](http://www.carerswa.asn.au/referral-form)

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