

The Carer Gateway – information sheet June 2020

- Website : <https://www.carergateway.gov.au/> Contact number 1800 422 737 (This is a national helpline from 8am to 6pm Monday to Friday).
- Note this is for all carers including physical disability and aged care

How to get Help

You can ring Carer Gateway Contact Centre 1800 422 737 or register on the website for a call back - <https://www.carergateway.gov.au/request-call-back>

- 1 Your call to or call back from the Carer Gateway will be handled by an Intake worker.
- 2 The worker will ask the following and will register you with the Carer Gateway.
 - Your contact and personal details, Details of the person for whom you care - address, health issues etc., Emergency contact details.

Note. If you need emergency respite will be addressed straight away by this service.

- 3 They will tell you that the provider for our area is Alfred Health who will contact you in 24 - 48 hrs
4. Someone from Alfred Health will ring you and talk to you in more detail about your situation and what your needs are.

You don't have to know exactly what to ask for – you can just talk through any problems you are having, and Carer Gateway staff will try to match you with services that can help.

What support is available?

- Counselling – if you are feeling stressed, anxious, sad or frustrated, a counsellor can talk with you either in person or over the phone in the comfort of your own home.
- Respite Care – if you get sick or hurt and you cannot look after someone, emergency respite services can help you. Service providers will find ways to look after the person you care for while you have a break. Planned respite care can also help you plan for regular breaks to rest and recharge.
- Online information and assistance
 - Self-guided coaching – you can work through interactive online coaching sessions at your own pace. You can find a range of topics to help you in your caring role.
 - Skills courses – you can use these short online courses to help you to learn new skills in caring for someone and yourself.
 - Practical help and advice or information about financial support on the Carer Gateway webpages.
 - Fact sheets
 - Connect with other carers – you might like to meet with people like you who care for someone and share stories, knowledge and experience. You can do this with people in your area or you can join the carer forum online.

The website www.carergateway.gov.au has all the details of the services that are available.