



Australian Government



A great place to start for support and services

What is Carer Gateway?

Carer Gateway is a new, national carer service which provides reliable information specifically for carers. Funded by the Australian Government, Carer Gateway offers a website and phone service for carers to access practical information and support.

Who is Carer Gateway for?

If you assist a family member or friend who has a disability, chronic illness, dementia, mental illness or is frail aged, then Carer Gateway could help you.

How can Carer Gateway help me?

Carer Gateway provides information, resources and practical advice on:



local support such as respite services



how to look after yourself while caring for someone



financial and legal considerations



what to do in an emergency or crisis situation



how to adjust when caring ends.

1800 422 737

carergateway.gov.au

How do I find out about services?

If you are looking for a particular service or would like to know what types of services you may be eligible for, Carer Gateway can help. You can call **1800 422 737** or use the smart service finder tool on the website. By answering some quick questions, Carer Gateway will be able to provide you with information on services in your area to suit your needs.

What if I am already receiving carer support services?

There are no changes to how you currently access support services and you can continue to directly contact your existing service providers.

What if English is not my first language?

If you are more comfortable having a conversation in a language other than English, you can phone the Translating and Interpreting Service (TIS) on **131 450**. TIS can translate in more than 100 languages and is available 24 hours a day, seven days a week.

What if I have a hearing or speech impairment?

If you have a hearing or speech impairment, you can contact Carer Gateway through the National Relay Service (NRS) in two easy steps:

1. visit the National Relay Service website (www.relayservice.gov.au)
2. ask for the Carer Gateway on **1800 422 737**.

What if I have a vision impairment?

The Carer Gateway website includes a ReadSpeaker function which automatically changes written text to speech, providing an audio version of the information on the website.

Simply click the **"listen"** button on any page and it will be read aloud to you.

How do I contact Carer Gateway?

Carers can call the **1800 422 737** phone number Monday-Friday 8am-6pm to speak to our helpful, Australian based team. There is also a website carergateway.gov.au which can be accessed at all times.

Through the website, you can also request for someone to call you back at a convenient time.



1800 422 737

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carergateway.gov.au
