



FAMILIES  
OF VETERANS GUILD

*Guide to  
Carer Gateway Services*



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# CARER GATEWAY: GUIDE TO SERVICES

## What is Carer Gateway?

### National Support System for Carers

Carer Gateway is a free Australian Government initiative dedicated to assisting carers—people who provide care and support to a relative or friend who has a disability, a life-limiting or chronic medical condition, a mental health illness, a drug or alcohol-related condition, and/or is frail due to age. Their services provide tailored support, including, Counselling and emotional support to help carers navigate challenges with things like:

- Peer support groups for connection and shared experiences
- Respite care to offer carers time to rest and recharge
- Practical coaching to assist with managing care responsibilities
- Financial assistance to ease the burden of caregiving
- Online courses and resources to develop skills and knowledge

**Website** : [carergateway.gov.au](http://carergateway.gov.au)

**Phone number** : 1800 422 737

## Key Services for carers

Their services are available to carers who are Australian citizens or residents, as well as those holding a visa or refugee status.

### Online services

#### *Self-guided Coaching Service*

The self-guided Coaching Service provides you with the opportunity to explore how your caring role affects different areas of your life.

Designed in partnership with carers, each coaching session will get you thinking about how you are going, how you'd like things to be and how you might be able to take steps towards making that happen. Each session includes information, practical tips, resources, reflection activities and stories from Australian carers.



The online coaching sessions can be accessed anywhere, anytime via your home computer, mobile or tablet.

**Website:** [coaching.carergateway.gov.au](https://coaching.carergateway.gov.au)

## *Carer Skill Courses*

The Carer Skills Courses provide information, insights and practical tips to help carers develop new understanding and skills important in their caring role.

Each free online self-paced learning modules takes approximately 20–40 minutes to complete and you can download your responses to questions in the module to use as a resource and reminder.

**Website:** [skills.carergateway.gov.au](https://skills.carergateway.gov.au)

## *Financial assistance programs*

This section provides links to services and information on financial support you may be eligible for.

Using Carer Gateway services will not affect any supports and services delivered through My Aged Care, the National Disability Insurance Scheme (NDIS), or any other carer services or carer payments you may be receiving.

**Website:** [carergateway.gov.au/help-and-support/caring-me/available-support-carers/financial-support](https://carergateway.gov.au/help-and-support/caring-me/available-support-carers/financial-support)

## **In-person services**

### *Counselling for carers*

If you feel stressed, sad or frustrated, it may help to speak with a counsellor to discuss your situation. They can provide strategies to help you work through your emotions.

Carer Gateway provides free counselling to carers.

There are three types of counselling options available:

- In-person one on one counselling
- In-person group counselling
- Phone counselling

**Website:** [carergateway.gov.au/help-and-support/caring-me/talk-and-connect/counselling-carers](https://carergateway.gov.au/help-and-support/caring-me/talk-and-connect/counselling-carers)



## *In-person one-on-one counselling*

Carer Gateway service providers offer in-person counselling where you can speak one-on-one with a professional counsellor who is experienced in supporting carers.

This type of counselling allows you to speak openly and honestly about how you're feeling in relation to your caring role. A trained counsellor will work with you to understand and help you explore your concerns. Your counsellor will provide a safe space to explore specific issues and work together on the way forward.

Carers can access six in-person one-on-one counselling sessions over a shorter or longer period of time, depending on your needs.

To access this type of counselling, call **Carer Gateway on 1800 422 737**.

## *In-person group counselling*

Carer Gateway service providers run group counselling sessions, where carers can come together and discuss their situations and emotions in a safe environment with a professional counsellor facilitating the discussion.

Group counselling, led by a professional counsellor can have benefits such as shared learning, increased connection with carers and the advantage of being able to provide and receive support from others. It isn't recommended for all carers though, so individual counselling may be more suitable for you.

The carer planning process will help you and your local service provider determine your interest as well as suitability for group counselling.

To access this type of counselling, call **Carer Gateway on 1800 422 737**.

## *In-person coaching*

Carer Gateway offers the opportunity to work one on one with a coach to identify, explore and move towards your own personal goals.

As carers, we often have to set aside our own needs because the needs of another must take priority. In-person coaching is about taking time out to think about your own wellbeing and consider how you can find space in your life to balance your needs and the needs of the people you care for.



In conversation with your coach, you can reflect on how things are going for you and whether there are areas in your life where you might like to make some changes. Together, you can explore possible steps that move you in the direction of your goals.

## *In-person peer support groups*

Carer support groups enable carers to meet with other carers in their local community in a safe and supportive environment.

The groups are led by a facilitator who will work with your group to design and run a program with topics of interest to you, and also give you opportunity to build connections with other carers.

To find out more about the in-person peer support groups available near you, call **Carer Gateway on 1800 422 737**.

## Additional supports and services

### Tailored support packages

Tailored support packages are designed to provide you with services and support specific to your needs to help you in your caring role.

You may be able to get free:

- services or equipment to help with your education—for example, tutoring, educational supplies or training courses
- planned respite, where a service provider steps in to take care of your family member or friend while you take a break
- cooking and cleaning services
- assistance with shopping
- transport, to help you do things like go to medical appointments or do shopping.

Providing you (as the person providing care and support) with tailored support aims to give you time to balance your caring responsibilities and manage your own wellbeing so that you can continue to be there for those you care for.

**Visit:** <https://www.carergateway.gov.au/help-and-support/caring-me/available-support-carers/tailored-support-packages>



## Phone counselling

The Carer Gateway Counselling Service provides counselling and resources to support carers. Professional counsellors talk one-on-one with you about the concerns you have and how you feel about your carer role.

For more information or to book a phone counselling appointment you can call Carer Gateway on 1800 422 737 and select option 2 to speak to their phone counselling team.

The Carer Gateway Counselling Service is available to carers over 18 years.

If you are a carer and you are under 18 years of age, contact the Kids Helpline on 1800 55 1800 for support.

## Access to emergency respite

‘Respite’ or ‘respite care’ is when someone else takes care of the person you care for, so that you can have a break. A break can give you time to do everyday activities or to relax, deal with stress and look after yourself.

### *Planned respite*

If you aren’t sick or injured but need a break from your caring role, planned respite is available.

As part of a tailored support package, you may be able to get free planned respite, where a service provider steps in to take care of your family member or friend while you take a break. Call Carer Gateway on 1800 422 737 to organise a planned respite.

### *Respite care in an emergency*

If you become sick or injured and can’t continue to care for your loved one, our Carer Gateway service providers can help to organise emergency respite services to take over care while you recover, if a suitable service is available in your local area.

If you need emergency respite care, call Carer Gateway on 1800 422 737 at any time.





## Supports for young carers – Young carers program

### What is a young carer?

If you are aged 25 or under and care for someone, you may be a young carer.

Young carers can face particular challenges. You might find it hard to find the services and help you need. You might find it hard to do well at school when you're looking after someone else. You might find it hard to make or keep friends, or to go out and socialise.

As a carer, you may be able to find ways to catch up on missed work, or to get later deadlines for assignments.

### Young Carer Program

As a carer you may be able to apply for the Young Carer Bursary Program. The Young Carer Bursary Program supports young carers to continue with their education. The program offers 1000 bursaries of \$3000 each year to assist with education needs and resources. Young carers across Australia can apply annually from July until mid September.

**Visit:** [youngcarersnetwork.com.au/bursary/young-carer-bursary/apply/](http://youngcarersnetwork.com.au/bursary/young-carer-bursary/apply/)  
or call their care team on 1800 422 737 to ask more about the Young Carer Program.

## Getting Started

The first step to take would be to check your eligibility to find out if you're able to receive support services from Carer Gateway.

**Visit:** [carergateway.gov.au/eligibility-checker](http://carergateway.gov.au/eligibility-checker)

If you're eligible to receive support services from Carer Gateway and the above services align with you and your needs, it's best to contact Carer Gateway to discuss the service you are interested in, plan, arrange, then receive.

Carer Gateway service providers help carers access a range of free services and support just for carers.





## How do I contact Carer Gateway and a provider in my area?

Carer Gateway has a national website at [www.carergateway.gov.au](http://www.carergateway.gov.au) or you can phone 1800 422 737 Monday to Friday, between 8am and 5pm.

If you call Carer Gateway in the NSW 1 region, the call goes directly to The Benevolent Society – your Carer Gateway Service Provider in Metropolitan Sydney (this excludes South West Sydney and Nepean).

NSW 1 regions include:

- Central and Eastern Sydney
- Inner West Sydney
- Western Sydney (part thereof)
- Northern Sydney

## Frequently asked questions (FAQ's)

### Carer Gateway FAQ's

#### *What is Carer Gateway?*

Carer Gateway is the national service for carers, funded by the Australian Government. It includes a website and phone or online services for carers to access practical information and face-to-face services, to assist and support them in their day-to-day roles.

#### *Who can access the Carer Gateway services?*

Carers of all ages can access Carer Gateway services. This support is available to anyone providing unpaid care for older people, people with chronic illness, people with disability, people with addictions or people living with mental illness. It includes carers who are Australian citizens, Australian residents or those carers living in Australia who receive a visa or have a refugee status.

#### *What are the operating hours for the Carer Gateway call centre?*

You can contact Carer Gateway on 1800 422 737, Monday to Friday from 8am – 6pm.



## *For after-hours support what number do carers call?*

You can still call the same 1800 number (1800 422 737). There is an after-hours team on call.

## *Who are the Carer Gateway service providers and what regions do they cover?*

- The Benevolent Society (NSW1 – Sydney metropolitan area including: City of Sydney, Northern, South-Eastern, Inner West and Western Sydney suburbs)
- Wellways Australia (NSW2 – South-Western Sydney including Campbelltown and Liverpool; and the Nepean and Blue Mountains regions)
- Live Better in partnership with Benevolent Society and Mission Australia (NSW3 – South-Eastern NSW including Goulburn and Wollongong; the Murrumbidgee region including Griffith and Wagga Wagga; and Western NSW including Bourke and Broken Hill)
- Carers NSW (NSW4 – Hunter, New England and Central Coast regions including Armidale, Newcastle and Tamworth; and the North Coast region including Coffs Harbour and 12 Port Macquarie)

**To view more FAQ's, please visit:** [familiesofveterans.org.au/wp-content/uploads/2025/06/Carer-Gateway-FAQs-Aug-24.pdf](https://familiesofveterans.org.au/wp-content/uploads/2025/06/Carer-Gateway-FAQs-Aug-24.pdf)

## Resources & Extra's

### Carer Conversation Podcast

The Benevolent Society, in association with Carer Gateway, has launched 'Carer Conversations,' a new podcast that provides tips and resources to help unpaid carers look after their emotional, mental and physical wellbeing.

Subscribe and listen to all episodes of Carer Conversations on your favourite platforms using the QR code.

**Or visit:** [www.benevolent.org.au/services-and-programs/carers-gateway-services/carers-gateway-podcasts](https://www.benevolent.org.au/services-and-programs/carers-gateway-services/carers-gateway-podcasts)





## Making an emergency care plan

An emergency care plan has all the information about the person you care for in one place, so you can get it quickly and easily.

An emergency care plan makes it easy for someone to take over from you in a hurry. The plan is also useful if someone else will be providing care for a while, or if you need to talk with someone such as a health care professional.

### ***Your emergency care plan should include:***

- personal information about the person you care for (name, address, age, condition, health)
- details of any emergency contacts, including
- family and friends
- guardians or someone who may have a power of attorney
- health professionals
- medical history
- a list of medicines and how and when they should be given
- care needs, such as what they usually eat and drink and details of personal care
- a list of the regular support services they use and upcoming appointment dates, times and locations

And anything else you think someone taking over for you in a hurry would need to know.

You can download or ask to be sent a blank emergency care plan and card to fill in by visiting: [carergateway.gov.au/resource/emergency-care-plan](http://carergateway.gov.au/resource/emergency-care-plan)

Once you have filled in the plan, you should save it to your phone or computer. You should also print out copies of the plan, and:

- keep a copy of the plan somewhere safe and easy to see in your home. You should also keep a copy of important documents such as wills, guardianship and powers of attorney with your emergency care plan
- take a copy with you when you leave home or travel with the person you care for
- give a copy to each of your emergency contacts
- give a copy to your doctor, and anyone else who may need to know what to do



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This guide was developed by the Families of Veterans Guild and is current as of 2025. The information has been sourced from publicly available Carer Gateway materials, including their website and published communications. While we have taken care to accurately summarise and present this information, it may not reflect the most recent updates or changes made by Carer Gateway and some information might be missing. Eligibility requirements apply to many services, and not all programs will be available to everyone. We strongly encourage readers to contact Carer Gateway directly on **1800 422 737** or visit **[www.carergateway.gov.au](http://www.carergateway.gov.au)** to confirm current service details, check eligibility, and access the most up-to-date information.

## CARER GATEWAY CONTACTS



Contact Carer Gateway on **1800 422 737 Monday to Friday, 8am-5pm**. Select option 1 to speak with your local service.



Visit **[www.carergateway.gov.au](http://www.carergateway.gov.au)** for further information on services available for you or **[www.carergateway.gov.au/about-us/contact-us](http://www.carergateway.gov.au/about-us/contact-us)** for alternative ways to get in touch.