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## Carer Gateway: What Can It Do for You?

### A Quick-Reference Checklist

Prepared by Your Story Community Supports

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The Carer Gateway is an Australian Government program that provides free support to unpaid carers. If you're looking after a family member or friend with a disability, chronic illness, or age-related condition — these services are for you.

Use this checklist to see what's available and tick off what you'd like to access.

### Am I Eligible?

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You can access Carer Gateway services if you:

- Provide unpaid care to someone with a disability, chronic condition, mental health condition, or age-related needs
- Are an Australian resident
- Are aged 15 or over (some services available for younger carers)

**You don't need to be a full-time carer.** Even if you provide a few hours of care a week, you may be eligible. **The person you care for doesn't need an NDIS plan** — Carer Gateway is separate from the NDIS.

### Services Available Through Carer Gateway

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#### Counselling

- Up to 6 free sessions with a professional counsellor
- Available face-to-face, by phone, or online
- Covers stress, grief, relationship issues, burnout, and more

#### Peer Support

- Connect with other carers who understand what you're going through
- Group sessions (in-person or online)
- Facilitated by trained peer support workers



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### Carer Coaching

- One-on-one coaching sessions
- Practical strategies for managing the caring role
- Help with goal-setting, problem-solving, and self-care

### Skills Courses

- Online and in-person workshops
- Topics include stress management, communication, navigating the system
- Free to attend

### Planned Respite

- Regular, scheduled breaks from caring
- In-home respite (support worker comes to you)
- Community-based respite (day programs, social activities)
- Short-term accommodation (overnight or multi-day stays)

### Emergency Respite

- Available when you're in crisis
- If you're hospitalised, experiencing a mental health emergency, or can't continue caring safely
- Arranged quickly — usually within 24-48 hours

### Carer Support Planning

- A personalised plan developed with you
- Identifies your needs, goals, and the services that can help
- Reviewed regularly to make sure it's still working

### Online Resources

- Self-guided courses and information at [www.carergateway.gov.au](http://www.carergateway.gov.au)
- Carer forum for peer connection
- Phone support line for immediate guidance

## How to Access Carer Gateway

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**Option 1: Call directly** — 1800 422 737 (Mon-Fri, 8am-5pm)

**Option 2: Go online** — [www.carergateway.gov.au](http://www.carergateway.gov.au)



**Option 3: Contact Your Story Community Supports** — As a registered Carer Gateway delivery partner, we can help you access services directly. We'll guide you through the process and connect you with the right support.

## Quick Comparison: Carer Gateway vs NDIS

	Carer Gateway	NDIS
<b>Who it's for</b>	The carer	The person with a disability
<b>Eligibility</b>	Any unpaid carer	People with permanent, significant disability
<b>Cost</b>	Free	Funded through NDIS plan
<b>Includes respite?</b>	Yes	Yes (if in the plan)
<b>Includes counselling?</b>	Yes (for the carer)	No (but therapy for the participant)
<b>Need a plan?</b>	No formal plan required	Yes — NDIS plan needed

**You can access both.** If the person you care for has an NDIS plan AND you're a carer, you can use Carer Gateway for yourself and NDIS services for them.

## My Carer Gateway Checklist

Use this to track what you've accessed or want to explore:

Service	Interested?	Accessed?	Notes
Counselling	<input type="checkbox"/>	<input type="checkbox"/>	
Peer support	<input type="checkbox"/>	<input type="checkbox"/>	
Coaching	<input type="checkbox"/>	<input type="checkbox"/>	
Skills courses	<input type="checkbox"/>	<input type="checkbox"/>	
Planned respite	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency respite	<input type="checkbox"/>	<input type="checkbox"/>	



Service	Interested?	Accessed?	Notes
Support planning	<input type="checkbox"/>	<input type="checkbox"/>	
Online resources	<input type="checkbox"/>	<input type="checkbox"/>	

## Helpful Contacts

Service	Contact
Carer Gateway	1800 422 737
Carer Gateway website	<a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
Lifeline	13 11 14 (24/7)
Beyond Blue	1300 22 4636 (24/7)
Centrelink (Carer payments)	132 717
Your Story Community Supports	<a href="http://www.yourstorycommunitysupports.com">www.yourstorycommunitysupports.com</a>

**Your story. Your way.**