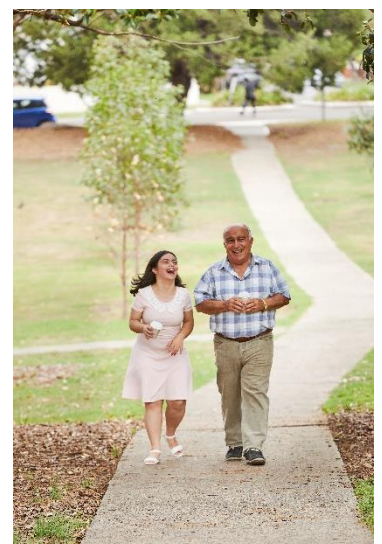


Connecting carers  to support services



Stakeholder Kit
www.carergateway.gov.au

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Introduction

Research tells us that helping carers manage their daily challenges can make a big difference to their lives and improve overall health and wellbeing.

The Australian Government is investing nearly \$700 million over five years to help carers get the support they need before reaching crisis point. This is the single biggest reform to carer services in more than a decade.

The new service delivery model known as Carer Gateway is the Australian Government's national approach to providing reliable services, supports and advice for Australia's 2.65 million unpaid carers.

Carer Gateway services have been rolled out in a two-phase approach. The first phase was implemented in July 2019 and the second from April 2020.

Phase one saw the introduction of online and phone-based supports including free phone counselling, online peer support, self-guided coaching and practical educational resources. The online supports are accessible via the Carer Gateway website: carergateway.gov.au and aim to improve carer wellbeing, skills and knowledge.

As of April 2020, the new Australia-wide network of Carer Gateway service providers will provide carers with access to:

- carer needs assessment and support planning
- in-person and phone-based counselling
- in-person and online peer support
- targeted financial support packages with a focus on employment, education, respite and transport
- Emergency respite
- Young Carer Bursary
- online self-guided coaching
- information and advice
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme (NDIS), My Aged Care and palliative care.

Carer Gateway service providers will have shopfronts, service outlets and a flexible workforce to ensure that carers have access to services and supports no matter where they live.

The new supports are free to access for anyone looking after a family member or friend with disability, a medical condition, a mental health condition, or who is frail due to age.

Coronavirus impact on carer services

Given the current situation with coronavirus (also known as COVID-19), which is rapidly evolving, the in-person services that were to be delivered through the new nationwide network of Carer Gateway service providers are likely to be affected.

The department is working closely with Carer Gateway service providers to ensure business continuity plans are in place to manage and respond appropriately to the impact of coronavirus.

In cases where in-person services are not possible due to the impact of coronavirus, service providers will aim to find alternative supports for carers. Carers should call Carer Gateway on 1800 422 737 to find out what changes have been made to in-person services in their area and what alternatives are available.

Carers can continue to access online and phone-based supports via carergateway.gov.au

Help us spread the message

This kit has been created to help you inform Australia's 2.65 million unpaid carers about the new services available through Carer Gateway. In this kit, you will find content to use on your website, social media channels and within newsletters.

Together we can increase understanding in the community about who carers are, what they do, and what supports are available to help them in their caring role.

What's new for carers?

The new service delivery model known as Carer Gateway is the Australian Government's national approach to providing reliable services, supports and advice for Australia's 2.65 million carers.

As of April 2020, Carer Gateway services include access to the following:

- **Online self-guided coaching** that allows carers to complete online interactive courses to improve their skills in building resilience and planning for the future.
- **In-person and phone counselling** with a professional counsellor.
- **Emergency respite** to ensure care recipients will be cared for if an unplanned emergency event occurs and prevents their usual carer from being there.
- **In-person and online peer support** where carers can connect with people in similar caring situations and share their stories, knowledge and experience.
- **Online skills and education resources** to help carers improve their skills in dealing with situations such as stress and legal issues, as well as taking care of their own wellbeing.

- **Young Carer Bursary** which assists eligible young carers aged 25 years or under to continue or return to study.
- **Tailored financial packages for eligible carers:**
 - one-off practical support such as equipment or items to assist carers in their caring role
 - a range of ongoing practical supports, such as planned respite or transport, provided over a twelve-month period.

Carers can call the Carer Gateway contact centre number on **1800 422 737** Monday to Friday between 8am and 5pm local time, to talk to a Carer Gateway service provider who will assist them in accessing and navigating carer-specific services and support.

Online services and supports are available via the Carer Gateway website:
carergateway.gov.au

The new supports are free to access for anyone looking after a family member or friend with disability, a medical condition, a mental health condition or who is frail due to age.

However, given the current situation with coronavirus (also known as COVID-19), which is rapidly evolving, in-person services that were to be delivered through the new nationwide network of Carer Gateway service providers (as noted in the above list of services) are likely to be affected.

In cases where in-person services are not possible due to the impact of coronavirus, service providers will aim to find alternative supports for carers. Carers should call Carer Gateway on 1800 422 737 to find out what changes have been made to in-person services in their area and what alternatives are available.

Online services remain accessible via the dedicated Carer Gateway website:
carergateway.gov.au

Products

You can request copies of the new range of printed products to help you promote Carer Gateway and the new services for carers.

To order printed products, go to <https://publications.carergateway.gov.au>

A selection of some of the products available are below.

A4 and A3 Posters



Fact sheets – A4 double-sided

Translated fact sheets are also available in a range of languages on the Carer Gateway website.

Where carers can find support



An Australian Government Initiative



Pat, carer to her son.

Do you look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age?

Do your caring responsibilities affect your wellbeing or your ability to work, study or socialise?

If you answered yes to any of these questions, Carer Gateway can help you.

What is Carer Gateway?

Carer Gateway provides in-person, phone and online services and support to Australia's 2.65 million unpaid carers.

By calling 1800 422 737 Monday to Friday between 8am and 5pm, you can talk to a Carer Gateway service provider who will help you access services and support.

The dedicated Carer Gateway website (carergateway.gov.au) connects you with online support and information.

Services available through Carer Gateway include:

- Coaching**
Reflect on how your caring role impacts your life and learn new ways to manage stress and improve your wellbeing.
• **Self-guided coaching** - undertake online interactive courses.
- Counselling**
If you're feeling stressed, anxious, sad or frustrated, a professional counsellor can talk with you about your worries and offer help.
• **In-person** - speak one-on-one with a professional counsellor in your local area.
• **Phone counselling** - speak with a counsellor over the phone in the comfort of your own home.
- Respite care**
• **Emergency respite** - get assistance in looking after the person you care for if an unplanned event stops you from being able to provide care. For example if you are ill or injured.
• **Planned respite** - plan for regular breaks to rest and recharge while respite services look after the person you care for.
- Connect with other carers**
Meet with people in similar caring situations and share your stories, knowledge and experiences.
• **In-person** - meet local carers, share advice and learn from each other in a safe space.
• **Online forum** - join the online forum and be part of a supportive community with other carers.
- Online skills courses**
Learn new skills in caring for someone and your own wellbeing, including dealing with stress and legal issues.

'It's very rewarding to be able to care for someone you love, but the biggest challenge is balancing time to care for yourself.'
Doug, carer to his daughter.



Financial support

Get financial support to assist you in your caring role.

Financial support packages:


- one-off practical support in the form of equipment or an item to assist you in your caring role.
- a range of ongoing practical supports, such as planned respite or transport, provided over a twelve-month period.

How do I contact Carer Gateway?
Carer Gateway offers a national website at www.carergateway.gov.au or you can phone 1800 422 737 Monday to Friday between 8am and 5pm.


 **Carer Gateway**
An Australian Government Initiative

carergateway.gov.au
Connecting carers to support services

Where carers can find support



An Australian Government Initiative



Mikala, carer to her son.

Do you look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age?

Do your caring responsibilities affect your wellbeing or your ability to work, study or socialise?

If you answered yes to any of these questions, Carer Gateway can help you.

What is Carer Gateway?

An Australian Government service providing information and support to help people who look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age.

How will Carer Gateway help me?

By calling 1800 422 737 Monday to Friday between 8am and 5pm, you can talk to a Carer Gateway service provider who will help you access services and support.

The Carer Gateway website (carergateway.gov.au) connects you with online supports and information. The new supports can help you manage daily challenges, improve your health and wellbeing and plan for the future.

Who can use Carer Gateway?

Anyone who cares for a friend or family member can use Carer Gateway. You can find out what types of services and supports are right for you. We know that all caring situations are different. Some carers look after another person 24 hours a day, and help with daily living, while other carers look after people for a few hours to help with everyday things.

What services can I use?

- Coaching**
Learn new ways to manage stress and improve your wellbeing.
• **Self-guided coaching** - undertake online courses.
- Counselling**
If you feel stressed, sad or angry, a counsellor can talk through your worries and help you.
• **In-person** - speak one-on-one with a counsellor in your local area.
• **Phone counselling** - speak with a counsellor over the phone.
- Respite care**
Respite means taking a break, if you get sick or hurt and you can't look after someone, then emergency respite services can help you. They will find ways to look after the person you care for while you have a break. Planned respite care can help you plan for regular breaks to rest and recharge.
- Talk to other carers**
Meet with people like you who care for someone. Share stories, knowledge and experiences.
• **In-person** - meet other people in your area who care for someone. Learn from each other in a safe space.
• **Online community** - join the online chat groups and talk to other people who look after someone.
- Online skills courses**
Learn new skills to look after someone and yourself. Learn new ways to deal with stress, legal issues, and your happiness, health and safety.
- Financial support**
Get financial support to help you look after someone. **Financial support packages:**
• equipment or an item to help you look after someone.
• get a service provider to look after the person you care for so that you can have a break.
• transport.

'Carer Gateway is a great resource to help promote carer wellbeing, which is so important to avoid carer burnout.'
Mikala, carer to her son.



How do I contact Carer Gateway?

Carer Gateway offers a national website at www.carergateway.gov.au or you can phone 1800 422 737 Monday to Friday between 8am and 5pm.

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Connecting carers to support services

DL trifold brochures



Lyall, carer to his mother-in-law.



How do I contact Carer Gateway?

Carer Gateway offers a national website at www.carergateway.gov.au or you can phone **1800 422 737** Monday to Friday between 8am and 5pm.

Carer Gateway
An Australian Government Initiative

carergateway.gov.au
Connecting carers to support services

Where carers can find support



Rosemary, carer to her husband.

Carer Gateway
An Australian Government Initiative

Do you look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age?

Do your caring responsibilities affect your wellbeing or your ability to work, study or socialise?

If you answered yes to any of these questions, Carer Gateway can help you.

What is Carer Gateway?

Carer Gateway provides in-person, phone and online services and support to Australia's 2.65 million unpaid carers.

By calling **1800 422 737** Monday to Friday between 8am and 5pm, you can talk to a Carer Gateway service provider who will help you access services and support.

The dedicated Carer Gateway website (carergateway.gov.au) connects you with online support and information.

Services available through Carer Gateway include:



Coaching

Reflect on how your caring role impacts your life and learn new ways to manage stress and improve your wellbeing.

- **Self-guided coaching** – undertake online interactive courses.



Counselling

If you're feeling stressed, anxious, sad or frustrated, a professional counsellor can talk with you about your worries and offer help.

- **In-person** – speak one-on-one with a professional counsellor in your local area.
- **Phone counselling** – speak with a counsellor over the phone in the comfort of your own home.



Respite care

- **Emergency respite** – get assistance in looking after the person you care for if an unplanned event stops you from being able to provide care. For example if you are ill or injured.
- **Planned respite** – plan for regular breaks to rest and recharge while respite services look after the person you care for.



Connect with other carers

Meet with people in similar caring situations and share your stories, knowledge and experience.

- **In-person** – meet local carers, share advice and learn from each other in a safe space.
- **Online forum** – join the online forum and be part of a supportive community with other carers.



Online skills courses

Learn new skills in caring for someone and your own wellbeing, including dealing with stress and legal issues.



Financial support

Get financial support to assist you in your caring role.


Financial support packages:

- one-off practical support in the form of equipment or an item to assist you in your caring role.
- a range of ongoing practical supports, such as planned respite or transport, provided over a twelve-month period.

'Since becoming a carer for my husband I've learned that there is plenty of support available in the community, you just need to access it.'

Rosemary, carer to her husband.





...

Do you look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age?

...

Do your caring responsibilities affect your wellbeing or your ability to work, study or socialise?


...

If you answered yes to any of these questions, Carer Gateway can help you.


Let Carer Gateway help you care

How do I contact Carer Gateway?


Carer Gateway offers a national website at www.carergateway.gov.au or you can phone 1800 422 737 Monday to Friday between 8am and 5pm.



Julie-anne, carer to her son.



carergateway.gov.au
Connecting carers to support services



What is Carer Gateway?

An Australian Government service providing information and support to help people who look after a family member or friend with disability, a medical condition, mental illness or who is frail due to age.

How will Carer Gateway help me?

By calling 1800 422 737 Monday to Friday between 8am and 5pm, you can talk to a Carer Gateway service provider who will help you access services and support.

The Carer Gateway website (carergateway.gov.au) connects you with online supports and information. The new supports can help you manage daily challenges, improve your health and wellbeing and plan for the future.

Who can use Carer Gateway?

Anyone who cares for a friend or family member can use Carer Gateway. You can find out what types of services and supports are right for you. We know that all caring situations are different. Some carers look after another person 24 hours a day, and help with daily living, while other carers look after people for a few hours to help with everyday things.



What services can I use?



Coaching

Learn new ways to manage stress and improve your wellbeing.

- **Self-guided coaching** – undertake online courses.



Counselling

If you feel stressed, sad or angry, a counsellor can talk through your worries and help you.

- **In-person** – speak one-on-one with a counsellor in your local area.
- **Phone counselling** – speak with a counsellor over the phone.



Respite care

'Respite' means taking a break. If you get sick or hurt and you can't look after someone, then emergency respite services can help you. They will find ways to look after the person you care for while you have a break. Planned respite care can help you plan for regular breaks to rest and recharge.



Talk to other carers

Meet with people like you who care for someone. Share stories, knowledge and experience.

- **In-person** – meet other people in your area who care for someone. Learn from each other in a safe space.
- **Online community** – join the online chat groups and talk to other people who look after someone.

'Being a carer can be restrictive, your time is not your own. It's a difficult juggling act but you need to look after yourself too.'

Lyall, carer to his mother-in-law.



Online skills courses

Learn new skills to look after someone and yourself. Learn new ways to deal with stress, legal issues, and your happiness, health and safety.

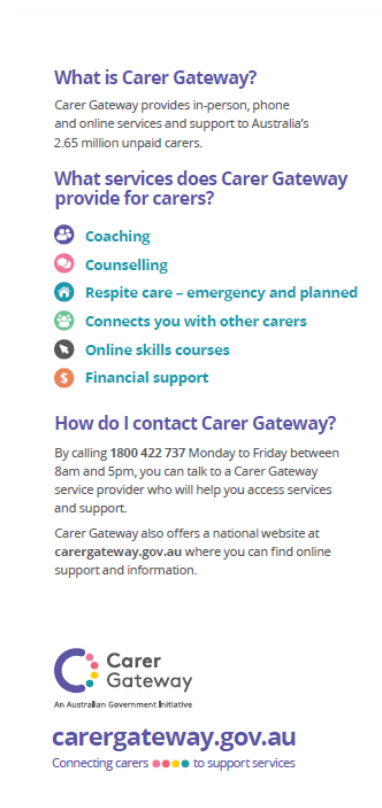
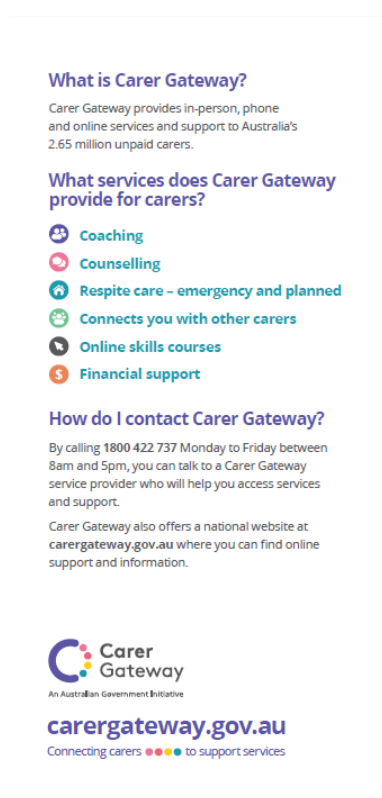


Financial support

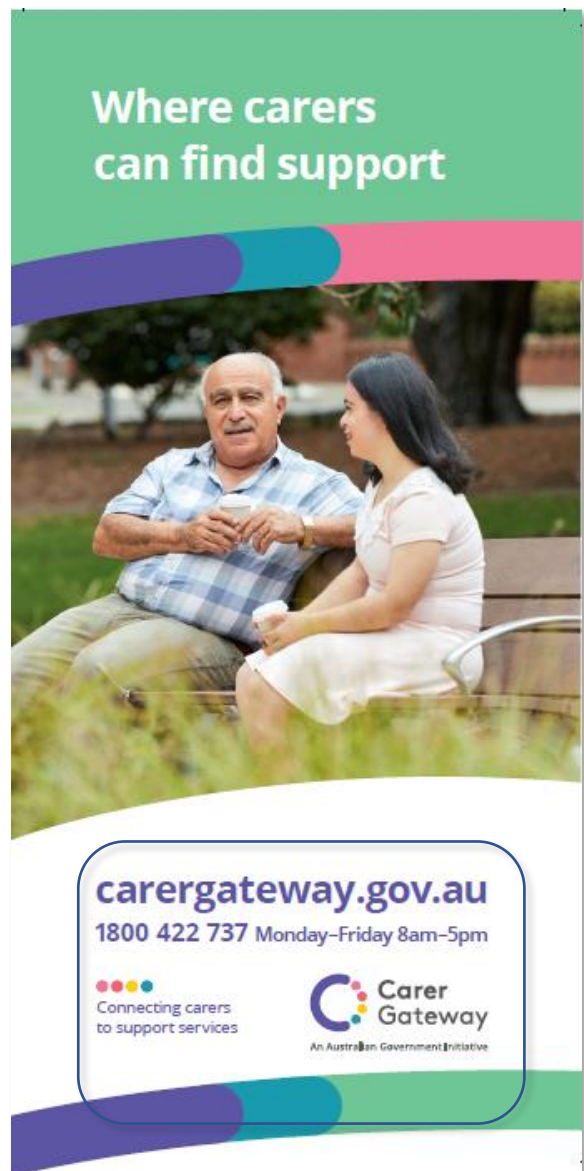
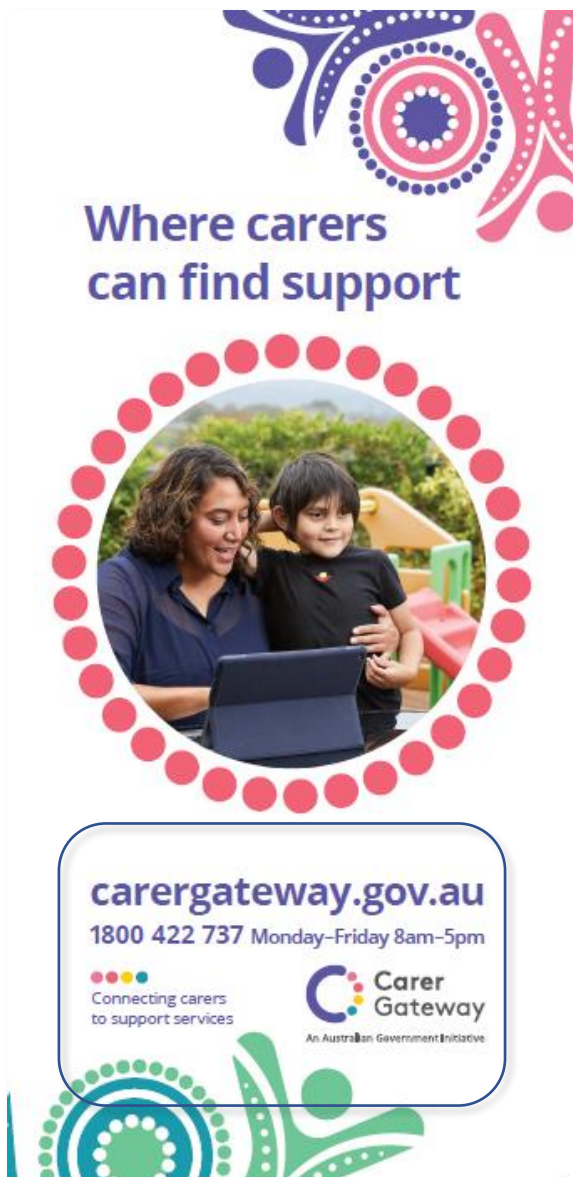
Get financial support to help you look after someone. **Financial support packages:**

- equipment or an item to help you look after someone.
- get a service provider to look after the person you care for so that you can have a break.
- transport.

DL Flyer – double-sided



Magnet – DL flyer with magnet



Social media posts

Use the text below to distribute messages about Carer Gateway and the new services for carers through your own social media platforms.

Hashtag: #CarerGateway



Facebook

1. The Australian Government has introduced a new nationwide network of Carer Gateway service providers, delivering a range of support services to unpaid carers. Counselling, online coaching, emergency and planned respite, peer support and financial support packages are now available. Visit carergateway.gov.au or call 1800 422 737 Mon-Fri, 8am-5pm local time to learn more.
2. Are you one of Australia's 2.65 million unpaid carers? You can now access a range of support services including counselling, online coaching, emergency and planned respite, peer support, online skills courses and financial support packages. For more information, visit carergateway.gov.au or call 1800 422 737 Mon-Fri, 8am-5pm local time.



Twitter

1. New #CarerGateway service providers across Australia are now providing counselling, online coaching, emergency and planned respite, financial packages, skills courses and peer supports. Find out more at carergateway.gov.au or call 1800 422 737 Mon-Fri, 8am-5pm local time.
2. A new nationwide network of #CarerGateway service providers are helping carers to find supports and services tailored to their unique needs. Find out more at carergateway.gov.au call 1800 422 737 Mon-Fri, 8am-5pm local time.

Social media tiles

To access digital copies of the below tiles for Facebook and Instagram, contact your Carer Gateway service provider.





Newsletter or website content 1

Coronavirus set to impact in-person carer services

Carer support services delivered through the new nationwide network of Carer Gateway service providers have commenced.

Given the current situation with coronavirus (also known as COVID-19), which is rapidly evolving, our new in-person services are likely to be affected.

Carers are assured that the department is working closely with service providers to ensure business continuity plans are in place to manage and respond appropriately to the impact of coronavirus.

In cases where in-person services are not possible due to the impact of coronavirus, service providers will aim to find alternative supports for carers.

Carers can continue to access online and phone-based supports via carergateway.gov.au. Carers who need access to services or information should contact:

Carer Gateway
1800 422 737
Monday to Friday, 8am to 5pm local time.

If you are in crisis, anxious or depressed and want to talk with someone, call:

Lifeline
13 11 14

Kids Helpline (for people aged 5 to 25)
1800 55 1800

Carers are encouraged to stay up to date on the most current information relating to coronavirus by visiting aus.gov.au

Newsletter or website content 2

New nationwide network of Carer Gateway service providers now operating

A new nationwide network of Carer Gateway service providers are delivering a range of support services to Australia's 2.65 million unpaid carers.

Services include counselling, online coaching, emergency and planned respite, peer support and financial support packages.

The new service providers will have shopfronts, service outlets and a flexible workforce to ensure that carers have access to supports and services no matter where they live.

Carer Gateway aims to support carers through any daily challenges, and emotional and financial stresses that they may experience in their role as a carer.

Services are free to access for anyone looking after a family member or friend with disability, a medical condition, a mental health condition or who is frail due to age.

The new service delivery model is the second stage of the Australian Government's \$700 million reform of carer services.

For more information or advice on the supports and services available, visit www.carergateway.gov.au or call **1800 422 737** Monday to Friday between 8am and 5pm local time.

Newsletter or website content 3

Emotional help and support available for carers

Getting help early can make a big difference to a carer's life by helping to reduce emotional and physical strain and improving their overall health and wellbeing.

A new nationwide network of Carer Gateway service providers are delivering counselling to carers, to support their emotional wellbeing.

Carers who are feeling sad, stressed, anxious or frustrated may benefit from talking over the phone with a professional counsellor. Counsellors can talk through your worries and support you through the difficult times you may experience as a carer.

If you feel alone or want to get advice from other carers, the Carer Gateway website also connects carers who are in similar caring situations. You can join the online forum and share your stories, knowledge and experiences together in a safe and supportive environment.

Find out more at www.carergateway.gov.au or call **1800 422 737** Monday to Friday between 8am and 5pm local time.

Key messages

- The Australian Government has introduced a new nationwide network of Carer Gateway service providers.
- Carers can now access dedicated services including phone-based counselling, online coaching and skills courses.
- In-person services such as respite and in-person counselling may be impacted by the coronavirus pandemic.
- If in-person services are impacted, Carer Gateway service providers will work with carers to find alternative supports.
- Carer Gateway supports are free to access for anyone looking after a family member or friend with disability, a medical condition, a mental health condition or someone who is frail due to age.
- Phone-based counselling will assist carers who may be feeling stressed or anxious, or are just looking for some emotional support to manage their caring role.
- Online courses will help carers to learn skills and strategies to care for themselves while caring for others.
- Carers can access interactive and self-guided coaching sessions online, in the comfort of their own home.
- Getting help early can make a big difference to a carer's life, reducing carer strain and improving health and wellbeing.
- The new Carer Gateway service providers will have shopfronts, service outlets and a flexible workforce to provide coverage across urban, regional and rural Australia.
- The introduction of a new nationwide network of Carer Gateway service providers represents part of the biggest reform to carer services in over a decade.
- The Australian Government has consulted extensively with carers and the sector over the past four years to develop a system of supports to meet the unique needs of the carer community.
- Carers can access Carer Gateway at www.carergateway.gov.au or by calling 1800 422 737 Monday to Friday, 8am – 5pm local time.

Further information

For carers

Website: www.carergateway.gov.au

Facebook: www.facebook.com/carergateway/

Phone: 1800 422 737 Monday to Friday between 8am and 5pm local time.

For stakeholders

Website: www.dss.gov.au/disability-and-carers/carers

Email: carersupport@dss.gov.au