

## Carer Gateway FAQs

### **Q: Who answers the Carer Gateway line?**

A: There is a dedicated Carer Gateway phone number available Monday – Friday, 8.00am – 5.00pm. If carers contact the Carer Gateway between 5.00pm and 8.00am local time their phone call will be answered by an Australian based call centre. The caller will be asked to leave their name and details should the query need a follow-up. Carers WA will then contact the caller on the next business day. If the caller is calling due to an emergency situation, carers will be advised to call emergency services Triple Zero (000).

### **Q: When are carers able to receive a Carer Directed Package?**

A: When the Carers Star™ planning process has been completed a carer directed package may be allocated if it is identified as a necessary support.

### **Q: What if you are receiving a package from another program or service?**

A: Eligible Carers have access to Carer Gateway services regardless of other available funding and supports. Our team of Carer Support Planners will work with you to understand your circumstances and situation, taking into account the supports and services you currently have in place and develop your individualized plan from there. The Carers Star™ planning service is for carers that meet the criteria of the Carer Recognition Act 2010.

### **Q: Does the Carer Gateway provide for planned respite?**

A: Yes, Carer Gateway planning services take into account provision for planned respite through Carer Directed Packages.

### **Q: Are there specific companies used by Carer Gateway for respite?**

A: We recommend only well-established and local care providers depending on the circumstances.

### **Q: Will you be finding the respite service provider for carers and providing the details?**

A: Respite service provider information and other details will be provided based on the outcome of the carer support planning process. Carer Support Planners will work with carers to find a provider that will suit their individual needs.

### **Q: Will I have to repeat my details each time I contact the Carer Gateway number?**

A: No, your details will be kept on our secure information system that each Carer Support Planner will be using. If you want to talk to the same team member each time, please ask and we will try our best to arrange this.

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### **Q: What if the respite is already arranged with Commonwealth Respite and Carelink Centre?**

A: If you are an existing client of a CRCC and have respite previously booked and paid for by the CRCC - this arrangement will remain in place. Existing clients of CRCC's can continue to access respite services until the **31<sup>st</sup> May 2020**. After 31<sup>st</sup> May 2020 the CRCC will no longer provide respite services.

### **Q: Do I need to register for Carer Gateway if I am already registered with Carers WA?**

A: Carers who have completed an intake with Carers WA will currently need to undergo a new registration with the Carer Support Planning team due to remote working arrangements. In the future, this will not be necessary, however, carers will need to undertake the Carers Star™ support planning process to access services.

### **Q: I do not have the time to sit for more than thirty minutes at a time on the phone. How will I give my information without a long conversation?**

A: We will work with what is convenient for you and have multiple short conversations with you when you are available. We will collate the details from each call and have it securely stored in our information database so you do not need to repeat yourself each time.

### **Q: Will there be a contact list of respite providers in an emergency?**

A: Yes, however, we cannot ensure they will have an availability at the time respite is required.

### **Q: If I already have some respite, but it is not enough, can I receive a Carer Directed Package?**

A: Your support planner will work with you to identify and allocate the supports you need according to your current situation.

### **Q: How much funding will I receive in my Carer Directed Package?**

A: That will be determined through the carer support planning process and will differ person to person based on the results of the planning session.

### **Q: Are there limits on how often you can access a package?**

A: Yes, once per financial year.

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**Q: The CRCC previously provided me with a certain number of days of respite. Will I still receive that under this model?**

A: No, the new support model is very different to the model previously delivered by Commonwealth Respite and Carelink Centres and does not provide a specific number of respite days. Some funding for respite for carers may be available in the new model as either emergency respite or planned respite, depending on eligibility criteria which will be determined during the intake and planning process. Respite for people with care needs can be organised through My Aged Care if the person is aged 65 or over (or aged 50 or over for Aboriginal people) or through NDIS if the person is eligible for an NDIS package.

**Q: If I register with Carer Gateway will I receive Centrelink carer payments?**

A: No, registering with Carer Gateway does not mean you will automatically receive financial help through Centrelink. A carer must register with Centrelink separately. Carer Gateway support planners do not have access to a carer's Centrelink record and cannot provide advice about an individual's payments. Information on financial assistance is available from the Carer Gateway website.

**If you have a question that has not been answered please let us know. Email [info@carerswa.asn.au](mailto:info@carerswa.asn.au) or call 1800 422 737.**

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