

# Quick Reference Handout

## What is Carer Gateway?

Carer Gateway is an Australian Government initiative providing services, supports and advice specifically for family carers.

## What are the new services?

The Carer Gateway will provide a mix of digital and in-person supports. The services to be delivered by the Carer Gateway Service Providers from Monday 6<sup>th</sup> April include:

- Carer needs assessment and planning
- In-person and phone-based coaching, counselling and peer support
- Targeted support packages with a focus on supporting participation in employment and education.
- 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, My Aged Care and palliative care.

Service delivery will be led by Carers WA working in partnership with HelpingMinds who are our main consortia partner. The new service will also be supported by a network of partners whose specialism brings further targeted expert knowledge to support key cohorts in the carer community.

## From 6<sup>th</sup> April how can carers access these new services?

- When carers contact the Carer Gateway they will have a conversation with a Carers WA carer support planner.
- During the conversation with the carer support planner priorities are explored and understood.
- Goals are identified and an action (support) plan is created with the carer.
- The carer support planner provides information to assist the carer and sends referrals in order for the carer to receive support.
- The action plan is reviewed regularly.

All carers will need to undergo the full intake and planning process to access Carer Gateway services.

## The holistic carer planning process includes:

- Capturing a full picture of a carer's circumstances
- Identifying areas that affect a carer's quality of life
- Developing goals to support carer independence, participation and wellbeing
- Identifying supports and creating an action plan

Carer Gateway services within WA are provided by Carers WA, in partnership with HelpingMinds

### Changes to respite funding:

It is important for carers and people with care needs to be aware that the respite funding under the new support model is very different to the model previously delivered by CRCC's. The new federal model focuses on early intervention, preventative and skill building supports to improve carer wellbeing rather than allocating resources primarily to respite activities.

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 ascertained during the intake process.

Respite for people with care needs can be organised through My Aged Care if the person is aged 65 or over or through NDIS if the person has disability and can get an NDIS package.

From 6<sup>th</sup> April 2020, the 1800 phone numbers for the Commonwealth Respite and Carelink Centre (CRCC) will be directed to, and answered by, Carers WA.

### Carer Gateway online services:

Services currently available via the Carer Gateway website include:

- Online peer support – this will connect carers with other carers and provide an online community forum. Carers can join this as well as have an in-person peer group.

- Self-guided coaching – to teach carers valuable skills useful to the caring role.
- Phone based counselling – provides short term emotional and psychological support.
- Practical skills courses – the current modules available are “Dealing with Stress” and “Effective Communications Techniques.”

### Carer Gateway Access Pathways



**Carer Gateway:** 1800 422 737  
**Carers WA:** 1300 227 377

Open normal business hours  
Monday to Friday, 8.00am to  
5.00pm. A limited after hours  
service is available to callers  
requiring respite support in urgent  
situations.



info@carerswa.asn.au



**Walk in at office location:**  
182 Lord Street, Perth WA 6000



**Via Carer Gateway website:**  
Complete online form and request a  
call back [www.carergateway.gov.au/  
request-call-back](http://www.carergateway.gov.au/request-call-back)



Through a third party e.g. a health  
professional, or other government or  
community service

Carer Gateway services within WA are provided by Carers WA, in partnership with HelpingMinds