

Carer Gateway FAQs

Who is a carer?

A carer is someone who provides unpaid care and support to a family member or friend who has disability, a mental health challenge, long term health condition (including chronic or terminal illness), alcohol or substance dependency or frail due to age.

What is Carer Gateway?

Carer Gateway is an Australian Government program providing free services, supports and advice just for carers.

What services are available to carers through Carer Gateway?

In-person peer support groups -An opportunity for carers to share stories, knowledge and experience in a safe and supportive environment. Groups meet regularly on a drop-in basis.

Carer coaching – Coaches work with carers one-on-one to explore any personal goals and find a balance between responsibilities as a carer and their own needs.

Counselling – Available in-person, online or over the phone through qualified and accredited counsellors.

Tailored support package – Packages combine a range of practical supports to assist with the caring role or help access education or employment.

Emergency respite – Available for carers who experience an urgent and unplanned event that temporarily restricts their ability to continue caring such as illness or injury. Please note that this is not a crisis service.

Online supports - Skills courses, self-paced coaching and community forums can be accessed via the Carer Gateway website www.carergateway.gov.au

What can I expect when I call?

The Carer Gateway team will book a planning session for you, which can take up to 60 minutes (depending on personal circumstance) and is conducted over the phone or face-to-face. From this planning session we will create an action plan of services and supports tailored to your individual needs.

(NB. face-to-face planning is only available in Perth Metro)

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

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What supports are available in regional areas?

Carer Gateway supports and services are available in regional areas.

Who is eligible to access Carer Gateway services?

Carer Gateway is for anyone who is an unpaid carer. Whether receiving a government carer payment or not, all carers can get support through Carer Gateway.

Can I access planned respite through Carer Gateway?

Planned respite may be available, however eligibility is subject to the Carer Gateway planning session. If deemed appropriate, it will be included as part of a tailored support package. Respite is not a guaranteed inclusion in every carer's action plan and cannot be funded retrospectively.

The person I care for has a NDIS plan or a Home Care Package. Can I still access Carer Gateway?

Yes. Carer Gateway is completely independent of the NDIS and My Aged Care. All the supports and services available are just for you, the carer.

I am receiving a Centrelink carer payment. Can I still access Carer Gateway?

Yes. This is still considered unpaid as you are not employed to look after your loved one.

How long will it take to receive supports?

It may take 6-8 weeks for supports to be implemented after your planning session, depending on which services are being utilised.

What other programs are available at Carers WA?

In addition to Carer Gateway, Carers WA programs include social support and the opportunity to meet with other carers regularly, educational and wellbeing workshops, employment assistance to re-enter the workforce, support specific to young carers and those caring for someone over 65 years, advocacy opportunities, information when preparing to care for a loved one and many more. For more information visit our website www.carerswa.asn.au

How do I access Carer Gateway and Carers WA services and programs?

Call 1800 422 737 and press 1 to book in a planning session. Visit www.carerswa.asn.au and fill out the 'request callback' form.

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