

**Do you** provide unpaid practical or emotional support to a family member or friend with disability, is frail aged, ill or has mental illness?

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

**Are you** looking for some support to make your life easier?

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

## How do I contact the Carer Gateway?

[www.carergateway.gov.au](http://www.carergateway.gov.au)

03 6144 3729

Monday to Friday  
Between **8am and 5pm**



**Do you care for someone with disability, a chronic, terminal or mental illness, or who is frail aged?**

**We can Help.**



[www.carergateway.gov.au](http://www.carergateway.gov.au)

1800 422 737 Monday to Friday 8am - 5pm

## What is the Carer Gateway?

It is the Australian Government's national carer hub, providing a single access point for services, supports and advice for carers.

## Who can use the Carer Gateway?

Anyone providing unpaid practical and emotional support to a family member or friend with disability, medical condition, mental health condition or is frail due to age.

## What does the Carer Gateway offer to help me?

Carers can access services either online or in-person.

## Do services cost me anything?

No, but a contribution towards financial supports and Carer directed packages of up to 15% may apply.

## How do I contact the Carer Gateway?

☎ 03 6144 3729

🌐 [www.carergateway.gov.au](http://www.carergateway.gov.au)

✉ [intake@care2serve.com.au](mailto:intake@care2serve.com.au)

## Who is the Carer Gateway Service Provider in Tasmania?

Care2Serve, which is the service-arm of Carers Tasmania.

Care2Serve has offices in Hobart, Launceston and Burnie.

## What if I am not in a city?

Care2Serve has also partnered with a local organisations to offer Carer Kiosks.

Carers can access the kiosks for information or to have phone or video meetings or counselling sessions with Care2Serve's specialist Carer Support Officers and Counsellors. Kiosks are located at:

- Beaconsfield House
- Devonport Neighbourhood House
- Dorset Community House
- Dunalley Neighbourhood House
- George Town Neighbourhood House
- Riverlands Centre (Longford)
- DV Community House (New Norfolk)
- Prosser House/SECC (Orford)
- SECC Sorell
- St Helens Neighbourhood House
- May Shaw Health Center (Swansea)
- Wyndarra Community & Resource Centre (Smithton)
- Zeehan Neighbourhood House

## What services can I access?

### National online services include:

Online forum for carers to share stories and advice and learn from other carers

Self-guided carer coaching sessions to help you reflect on how you're going and how you might take steps to creating change.

- Short skills courses
- Telephone-based one-to-one counselling (M-F 8am-5pm)

### In-person services include:

- Carer support planning
- Advice, information and referrals
- Counselling (face-to-face, over the phone, videolink)
- Facilitated peer support sessions with other carers
- Emergency respite
- One-off financial supports
- Carer directed packages

### Jobs & training support:

In partnership with Carers Queensland, Carers can receive vocational coaching, training and placement support.

