



People don't always see themselves as a 'carer' or they may have other reasons for not seeking support.

If you or someone you know provides assistance to a family member or friend, support is only a phone call away.

Call us for a chat **1800 422 737**
or visit **carergateway.gov.au**

Wellways
Carer Gateway



Free support for carers



Wellways has been supporting carers for the past 40 years and continue to do this across Queensland and the New South Wales regions of South West Sydney and Nepean Blue Mountains via Carer Gateway. We look forward to supporting your carer journey.



0166 AS services booklet v8





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Who is a carer?

A carer is someone who helps a family member or friend with daily tasks such as:



administering
medicine



emotional
support



grocery
shopping



preparing
meals



personal
care



paying
bills

Many people don't see themselves as a carer – just a mum, dad, sister, son, spouse or friend – but anybody can be a carer at any time, and any age.

Not all caring looks the same.

Some carers provide care all the time, while some only provide care occasionally. Some carers may share their caring responsibilities with a family member or another person close to them.

Popular myths

that may stop someone seeing themselves as a carer and seeking support:



No matter what your caring role looks like, Carer Gateway is here to help.

What is Carer Gateway?



Carer Gateway is a national support service funded by the Australian Government. It provides free services for anyone caring for a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged.



Wellways Australia provides Carer Gateway services throughout Queensland and the New South Wales regions of South West Sydney and Nepean Blue Mountains.

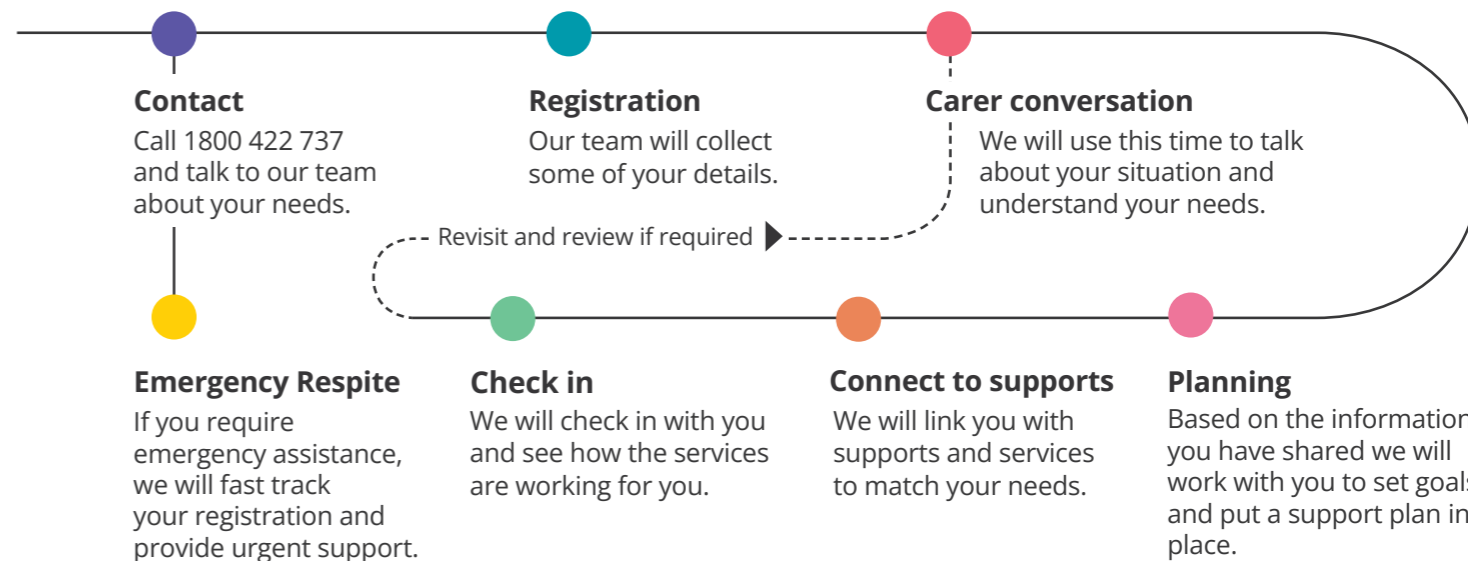
Wellways is a leading not-for-profit provider specialising in mental health, disability support, youth and carer services. We work with individuals, families and communities to imagine and achieve better lives.

For more than 40 years we've recognised that carers need support in their own right.

Accessing Carer Gateway

Carers can register for Carer Gateway by calling 1800 422 737. After an initial assessment and planning session one of our Carer Support Workers will talk you through the range of supports available and put a personalised plan in place to match your individual needs.

The registration process



Carer Gateway Services

Carer Gateway services are designed for carers, by carers to help build skills and reduce strain ensuring you are in the best emotional space for your important caring role.

Services include:

- **Planning** – To help you get the support and services that match your needs.
- **Counselling** – Space to talk about the joys, challenges and stress you experience in your caring role.
- **Support groups** – A place to share stories, knowledge and connect with other carers.
- **Coaching** – To help you to make positive changes to your own life.
- **Practical assistance** – Access to tools and items to support you in your caring role.
- **Respite Care** – 24/7 help at short notice or time for a break to rest and recharge.

Carer Support Planning

There are a lot of great support services available to carers, but it can feel overwhelming figuring out the best fit for your needs.

The Carer Support Planning service helps you find and connect to services that support your wellbeing. Our Carer Support Workers will help you to identify the kinds of services which might be most useful to your caring role and work with you to develop a simple tailored plan for ongoing support.

Counselling

Individual counselling or group sessions offer a safe, non-judgmental space to talk about the joys, challenges and stresses you experience in your caring role.

Speaking with a qualified and experienced counsellor can help you to explore your thoughts and feelings, share concerns and work on resolving specific problems including self-care, self-esteem, assertion and more.

Counselling is available in-person, online using a secure telehealth platform or over the phone.

In-Person Peer Support

Providing care for someone can be an isolating experience, especially if the people around you don't really understand what it's like. Meeting with other carers can help ease some of the stress or loneliness you might feel.

In-Person Peer Support groups are an opportunity to connect with other carers. With the support of a facilitator who has their own carer experience, groups explore common issues and concerns, and share ideas for managing challenges.

In-Person Peer Support is available online or face-to-face and carers are matched with other carers in their local area who share similar caring circumstances.

Facilitated Coaching

When caring for a loved one it can sometimes be hard to balance your responsibilities as a carer with your own needs.

Facilitated Coaching helps you to make positive changes to enjoy a more fulfilling life. Working one-on-one with a carer coach, Facilitated Coaching will empower you to identify your own needs, build resilience and learn strategies to improve your overall wellbeing.

Sessions are flexible and can be delivered in-person, online or over the phone.

Carer Directed Support

Carer Directed Support offers financial assistance packages to support you in the practical demands of your caring role. It ensures you have access to the resources you need when caring for a loved one, such as:

- Access to short-term respite including domestic support, carer retreats and young carer camps.
- Items and tools to assist you in your role, such as appliances for the home or equipment to help you with your study.

Talk to your Carer Support Worker to discuss what supports might be suitable for you.



Respite Care

If you need a break from your caring role for any reason, you can access **planned** or **emergency** respite care to ensure your loved one is looked after.

How can I use Planned Respite?

There are a number of reasons to access planned respite. For example, taking some time to yourself, engaging in education, attending medical appointments or running errands.

Planned respite is designed to suit your individual needs and can include free access to support such as:

- Residential and in-home care while you are away for a few hours or a few days
- Domestic support e.g. cleaning, grocery shopping
- Supports that focus on your own health and wellbeing
- School holiday programs and camps for young carers
- Other Carer Gateway programs such as Counselling, Facilitated Coaching and In-Person Peer Support

What is Emergency Respite?

If something urgent or unforeseen happens that prevents you from being able to be there for the person you support, for example a family emergency, health issue or carer strain, we can make sure they are looked after.

Our emergency respite services are available 24 hours a day, 7 days a week.

Emergency respite services include:

- Residential and in-home crisis care
- Discharge from hospital support
- Palliative care support



Carer spotlight

Carmen, NSW: carer to her frail aging mum

A mother of three boys, trying to raise a family, run a business and take care of her frail ageing mum, Carmen felt worn out, overwhelmed and as though there was nothing left for herself.

Even though she didn't live with her mum, she found she was a full-time carer for her. She would drive 40 minutes to her mum's place to provide emotional support and help take care of her mum's house, including doing the grocery shopping and paying bills. She would also take her mum to her medical appointments.

It was a job she had not planned for, but one she did because she felt it was her responsibility, and she loved her mum.

After many years of struggling to cope, Carmen heard about Carer Gateway on the radio, she called 1800 422 737 and asked for help.

"Without getting the support that I needed, I would have been unable to help those who did need my help. You do not have to do everything yourself and on your own. It is not about being a superwoman, rather about being happy."

Through accessing Carer Gateway counselling services, Carmen was able to look at things from a different perspective. She found the skills and confidence she needed to continue in her caring role, she learned how to better self-manage her own emotional state and she learned to finally give back to herself.

She was also able to find supports for her mum with the reassurance of knowing that she was being looked after the way Carmen herself would have looked after her.

Carmen says that getting support from Carer Gateway has been life changing.

"I love my mum and would do anything for her. I do however need to care for myself and my family. So there has to be something to support that process and Carer Gateway has been part of that."