

Carer Gateway Stakeholder Kit Overview



Australian Government



Carer Gateway provides free support to First Nations people caring for family, a community member or friend. For our mob, caring is a natural part of life and a cultural, family and community responsibility.

CAMPAIGN KEY MESSAGE

Our communities are strongest when everyone is strong, and Carer Gateway is here to support First Nations carers. There is practical information, advice, and free services available in-person, online and over the phone.

What support is available through Carer Gateway?

- **Coaching** – self-guided or in-person coaching to assist in managing stress and well-being.
- **Counselling** – in-person or over the phone to talk through their current situation and emotions.
- **Emergency respite in a crisis situation**
- **Community and connecting with other carers** – in-person group or online community to connect and support each other.
- **Online skills courses** – learning new skills to handle stress and improve health and safety.
- **Tailored support packages** – to assist carers with practical services or equipment.

How you can help

Sharing stories and empowering carers to seek support can help keep our communities strong. Please visit carergateway.gov.au/first-nations to download content to share with First Nations audiences in your networks. Resources include:

- **Social media content** – ready to use tiles and captions
- **Animated videos**
- **Case studies** – real life stories of First Nations carers
- **Fact sheets**
- **Audio recordings** – in English and 15 First Nations languages

How carers can contact Carer Gateway

Call **1800 422 737** between 8am and 5pm, Monday to Friday or visit the website for online support and more information: carergateway.gov.au

National Relay Service

Carers who are deaf and/or find it hard hearing or speaking with people over the phone can get help contacting Carer Gateway through the **National Relay Service (NRS)**. There are many different types of NRS calls to suit different needs.

To make a relay call, contact the NRS Helpdesk at 1800 555 660 or helpdesk@relayservice.com.au.

For more information or general enquiries please contact:

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