

Wellways Carer Gateway offers free, personalised and local services for carers of all ages. These include:

Planning

To help you get the support and services that match your needs.

Counselling

A private 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.

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.

If you or someone you know is a carer, **support is only a phone call away.**

Call us for a chat on
1800 422 737

or visit carergateway.gov.au

Are you a carer?

Carers can access free supports including Planned and Emergency Respite.

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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.



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Who is a carer?

A **carer** is someone who helps a family member or friend with:



grocery shopping



preparing meals



emotional support



personal care



administering medicine



finances

How can I use **Planned Respite**?

There are a number of reasons to access planned respite. For example taking a break, 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 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

Carers can access Planned and Emergency Respite at no cost.

Talk to our team on **1800 422 737** about how we can best support you.