

Carer Gateway — National Digital and Phone Support Service for Unpaid Carers

Digital Inclusion · Good practice · Australia

Quality score: 88/100

Evidence strength: Strong

Summary

Carer Gateway is Australia's national digital-first support service — website, app, phone line and 24/7 respite booking — for the country's ~3 million unpaid carers. A 2025 evaluation found it improves carer wellbeing, though many carers remain unaware it exists.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-22

[Australian Government Department of Social Services \(Carer Gateway\)](#) — accessed 2026-07-22

[DSS – Outcome of the evaluation of carer support programs](#) — accessed 2026-07-22

[APO – Impact evaluation of the Integrated Carer Support Service \(Carer Gateway\)](#) — accessed 2026-07-22

[The Senior – Carer Gateway: Australian government helps 3 million carers](#) — accessed 2026-07-22

[Carer Gateway official site](#) — accessed 2026-07-22

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