Counselling

Counselling puts Carer needs and preferences at the centre of the conversation. Counsellors see the Carer as the expert in their own life. Counselling empowers Carers to make decisions and take action that makes sense, and is meaningful to their individual and unique circumstances.

Carers SA offers up to six counselling sessions. The counselling sessions are available in metropolitan and regional areas via face to face or online.

One-on-one counselling

Carer Counselling is offered where Carers can speak one-on-one with a counsellor who is experienced in supporting Carers.

This type of counselling allows Carers to speak openly and honestly about how they are feeling in relation to their caring role. Counselling provides a safe space to explore specific concerns or issues and work together on the way forward.

Group counselling

Group counselling can have benefits such as shared learning, increased connection with Carers and the advantage of being able to provide and receive support from others. It isn't recommended for all Carers though; individual counselling may be more suitable for many Carers.

If you are distressed and need immediate support, please call one of the following 24 hour crisis support services:

- **Lifeline 13 11 14** **(for anyone)**
- **Kids Helpline 1800 55 1800** **(for people aged 5 to 25)**

If you provide assistance to a family member or friend who is frail due to age, has a disability, a drug or alcohol related problem, is experiencing mental illness or has a chronic health condition, Carers SA is here to support you

"They put me in contact with an amazing counsellor, and he's been really supportive and helps me get through the hard times. He helps me step back and really look at things clearly because it is so easy to run on autopilot and not see the forest for the trees."

Dani

Please Call Carers SA via the Carer Gateway on **1800 422 737**

Carers SA is committed to the safety, participation and empowerment of all children and young people.

Carer Gateway

An Australian Government Initiative

Carers SA

August 2026

Are you a Carer?

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

- emotional support
- grocery shopping
- preparing meals
- medical appointments
- administering medicine
- personal care
- paying bills
- help to communicate

Is this you?

Free support is just a phone call away. Contact Carers SA via Carer Gateway on 1800 422 737 or visit carerssa.com.au

Carer Gateway
An Australian Government Initiative

Carers SA

Are you a Carer and do you know what support is available to you?

If you provide personal care, support and/or assistance to family or friends who live with:

- Disability
- Mental illness
- Dementia
- Chronic health conditions
- Terminal illness
- Alcohol/drug related issues; or
- Frailty due to age

Then you are a Carer and can access supports and services that Carers SA offer.

People become Carers in different ways. Sometimes Carers start helping someone out bit by bit or it happens suddenly because of an accident or illness. Carers can be any age and any status - parents, grandparents, partners, siblings, children, friends and neighbours may all take on a caring role at some point in their life.

Carers SA is the peak advocacy body for Carers in South Australia. Carers SA has over 30 years of experience providing Carers with a range of services to support them in their caring role.

Free support is just a phone call away.

Contact Carers SA via Carer Gateway on 1800 422 737 or visit carerssa.com.au