



# Walking with Carers

## Supporting people who look after someone



**A Carer is someone who provides ongoing support and care to a family member or friend with a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail aged. They may care for a husband, wife, parent, child, grandparent, grandchildren, uncle, aunty, a neighbour or a friend.**

### Carer Gateway

Carer Gateway is a national online and phone support service for carers that provides:

- Practical information and advice
- Services to support carers
- Carer support planning
- Counselling services
- Coaching to help carers in their role
- Carer directed support packages
- Respite services, including emergency respite.

### Working Carers

Working Carers are people who are in paid employment and also looking after a relative or friend. They can work full-time, part-time, casually or manage their own business.

The Carer Gateway website offers a variety of Working while Caring resources to support your role as a working Carer. Visit [www.carergateway.gov.au/help-advice/working-while-caring](http://www.carergateway.gov.au/help-advice/working-while-caring) for more information.

### Young Carers

Young Carers are children or young people, 25 years or under, who help or take on the caring role in their family.

For support and advice call the Carers NSW Young Carers Program on (02) 9280 4744 (Mon-Fri, 9am-5pm) or visit [www.youngcarersnsw.org.au](http://www.youngcarersnsw.org.au).

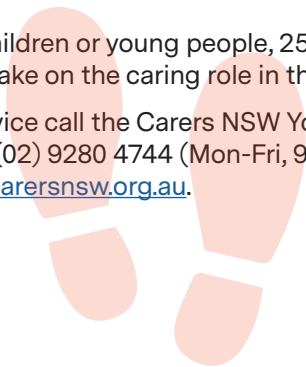
### Carers NSW

Carers NSW is the peak non-government organisation that supports and advocates for Carers in NSW. Carers NSW provides:

- Carer Peer Connect - online support where Carers can link in with other Carers
- Mental Health Respite Carer Support
- NDIS Support Coordination
- Information and resources for Carer support groups
- Resources and publications for Carers
- Young Carer Program
- Education and training for both Carers and service providers
- Carer representatives and policy submissions to the government.

For carer information and support call: Carer NSW on (02) 9280 4744, Mon-Fri 9am-5pm, or visit [www.carers.nsw.org.au](http://www.carers.nsw.org.au)

**Carer Gateway is a good place to start when looking for support. Call them on 1800 422 737, Mon-Fri, 8am to 5pm or visit [www.carergateway.gov.au](http://www.carergateway.gov.au)**



## My Aged Care

My Aged Care is the Australian Government's contact centre for older people, as well as their families and carers, to access aged care services. It provides information about:

- Different types of aged care services
- Eligibility for services
- How to find local services
- How to select a service provider
- Costs of aged care services.

For more information call My Aged Care on 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is Australia's first national scheme for people with disability. It provides individualised support for people with permanent and significant disability, their families and carers.

NDIS can provide an opportunity for people with disability to participate in social and recreational activities. This can also be a time for Carers to rest and have relief from the caring role.

To see if you are eligible call 1800 800 110 or visit [www.ndis.gov.au](http://www.ndis.gov.au)

## Centrelink assistance

If you are a Carer you may be eligible for a Carer Payment and/or Carer Allowance. Centrelink assistance will depend on your income and personal circumstances.

Contact Centrelink or visit your local Centrelink office where staff will ask some questions to determine individual circumstances.

Centrelink may provide help with:

- Concession cards e.g. Health Care Card
- Special disability trusts
- Pharmaceutical allowance
- Mobility allowance
- Rent assistance

- Bills (through Centrepay)
- Telephone allowance
- Pensioner Education Supplement
- Utilities allowance

For more information, call Centrelink on 13 2717 or visit [www.humanservices.gov.au/customer/themes/carers](http://www.humanservices.gov.au/customer/themes/carers)

## Your legal concerns

As a Carer you may be responsible for the legal and financial affairs of the person you care for. This responsibility can be overwhelming but it is important to plan for the future, for the sake of your own security, and that of the person you care for.

Things to consider:

- Financial arrangements for both yourself and the person your caring for.
- Who would care for the person you are caring for if you were unable to do so due to illness or injury.
- Having an Emergency Care Plan in case something happens to you.
- Advance care planning helps you and the person who you are looking after consider what type of health care they would want to receive if they become seriously ill, injured or unable to say what they want. Visit NSW Advance Care Planning [www.health.nsw.gov.au/patients/acp/pages/default.aspx](http://www.health.nsw.gov.au/patients/acp/pages/default.aspx).

There are a variety of legal arrangements that need to be made while the person being looked after is still able to make their own decisions, including:

- Wills
- Power of Attorney
- Enduring Power of Attorney
- Enduring Guardianship

For more information visit NSW Civil and Administration Tribunal at [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)

For general legal advice contact LawAccess NSW on 1300 888 529 or visit [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

## Contact Information

**Carer Gateway**  
1800 422 737

**Carer NSW**  
(02) 9280 4744

**NSW Young Carers Program**  
(02) 9280 4744

**NDIS**  
1800 800 110

**LawAccess NSW**  
1300 888 529

**Kids Helpline**  
1800 551 800

**Centrelink**  
13 2717

**My Aged Care**  
1800 200 422

**FACS Helpline 24/7**  
13 2111



**Health**  
Nepean Blue Mountains  
Local Health District

PO Box 63  
Penrith NSW 2751  
**Telephone:** (02) 4734 2000  
**Fax:** (02) 4734 3737

**Web:** [www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)  
**Email:** [NBMLHD-mail@health.nsw.gov.au](mailto:NBMLHD-mail@health.nsw.gov.au)  
**Facebook:** [www.facebook.com/NBMLHD](http://www.facebook.com/NBMLHD)  
**Twitter:** @NBMLHD  
**YouTube:** Nepean Blue Mountains Local Health District