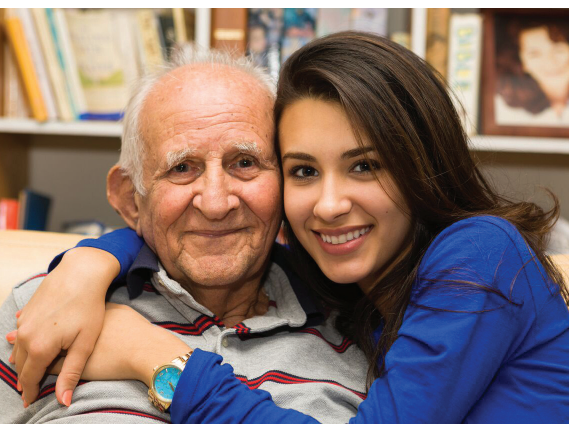


Information For Carers

Support and services to assist carers of a person with chronic illness, disability, age related frailty, or mental illness.



Health
Western NSW
Local Health District

Acknowledgement

We acknowledge and respect the traditional owners and custodians of this region. We honour their cultural, spiritual, and emotional connection to this land. We also acknowledge the many Aboriginal people from other nations and lands, whose traditional homes are elsewhere, but who have come to the Western NSW Local Health District to live or visit.

Working Together for a Carer Friendly Health Service

Western NSW Local Health District values and acknowledges carers as partners in health care and supports the NSW Carers (Recognition) Act 2010.

We are working toward creating a carer friendly health service and welcome your stories and feedback regarding your experience as a carer in our health facilities. To contact a Carer Program Coordinator within your Local Health District please phone:

Dubbo: 02 6809 8707

Mudgee: 02 6378 6280



This booklet has been developed by the Western NSW Local Health District Carer Support Program, Integrated Primary Care and Partnerships Directorate.

The Carer Support Program wish to recognise that information in this booklet has been partially sourced from:

- South Eastern Sydney Local Health District, The Journey of Caring (2010)
- Commonwealth Carer Resource Centre
- Carers NSW
- Commonwealth Carer Gateway

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To obtain further copies of this booklet, please phone a Western NSW Local Health District Carer Program Coordinator.

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Are you a Carer?

Do you

provide support to someone with a chronic health condition, disability, age related frailty, terminal illness or mental illness?

Are you

a family member, partner, friend or a neighbour that provides support?

Do you

assist the person with any of these activities: personal care such as showering or dressing, mobility, transport, emotional support, communication, meals, medication, housework or assistance with the management of finances?

If you answered yes to these questions – then you are a carer.

Anyone, at any time throughout life can become a carer. Carers are a very diverse group of people, of differing ages and backgrounds with each caring situation being unique. Caring may involve a few hours assistance per week through to sustained 24 hour care. It may also involve balancing full or part time work with caring responsibilities.

Caring can be a rewarding experience, however it can make many demands on you. These demands may be physical, financial and/or emotional. Looking after your own health and well-being is important when you are a carer.



Feelings about caring

The constant demands of a caring role and the many changes in family life may bring about a range of feelings and emotions. People may feel a sense of satisfaction about being a carer, though at times many carers say they can feel overwhelmed. These emotions can sometimes be difficult to cope with, however these feelings are a natural and normal reaction to caring. Some of the feelings carers often say they experience are:

Feeling overwhelmed, confused and shocked by:

- The diagnosis of illness or disability, especially at first; and
- Finding yourself caring and realising the changes that caring for someone will bring to your life

Feeling guilty for:

- Believing you bear some responsibility for the person's disability or illness
- Not wanting to be a carer
- Lost tempers and harsh words
- Needing a break from caring
- Placing the person you care for in residential care
- Feeling resentful over doing the same things every day

Feeling afraid about:

- What will happen if you don't cope
- Picking up your life when your caring role ends
- What happens if you get sick

Feeling sadness for:

- Loss of a relationship – the parent, husband, wife, partner or child you once knew
- Loss of the life you once knew and plans for the future
- Loss of opportunities for the person you are caring for



Taking Care of Yourself

Carers are vulnerable to stress because of the physical and emotional demands of caring. Stress may bring physical symptoms such as headaches or difficulty sleeping, anxiety or feeling very emotional. Although it can be difficult, you need to consider your own needs as well as those of the person you are caring for. If your health begins to suffer, caring will become more difficult and it will not be easy to continue doing all the things you need to do.

The following tips about how to take better care of yourself may be helpful.

Getting out

Try to continue with activities you enjoy. Even though the many responsibilities of caring can make it difficult to manage, it is important that you develop and maintain your own interests outside of your caring role. Maintaining your interests can help your general health and well-being.

Some carers say that they feel guilty when they leave the house or enjoy an activity without the person they are caring for. If you are finding it difficult to get out and about, it may help to talk to someone about how you are feeling.

Knowing you are not alone

It's easy to feel isolated when you are a carer. You might be too busy to keep up with friends and family and people may visit less often. Talking to someone who understands what you are going through can be a great relief. Sharing your experiences with someone you trust can help. When feelings, concerns and problems are shared, the experience of caring can seem less isolating. It is important that you don't feel alone.

Why join a carer support group?

- To meet other carers in a similar situation to yourself
- To have a break from your caring role
- Sharing of ideas, feelings, worries or problems can help you feel less isolated
- To access information and resources about available support services in your local community

Carers NSW can help put you in touch with a carer support group in your area. **Contact Carers NSW on 1800 242 636.** Western NSW Local Health District Carer Program Coordinators can also provide information about local support groups, resources and services for carers.

Keeping Healthy

Try to make sure you are;

- Making time for regular exercise – this will help you feel more energetic and provide a break from your daily activities.
- Having healthy regular meals – this is not always easy to do, but it is important for your long term health and well-being.
- Getting enough rest and sleep – tiredness and exhaustion often add to the stress of caring.
- Looking after your back – if you need to lift or transfer the person you are caring for, get professional advice on the safest way to lift and any available aids to assist you.

Taking breaks

You cannot constantly care without a break. Even though it's not easy to do, don't be afraid to ask for help. Respite care services can help you plan for regular breaks. The sort of break you take will depend on what suits you and the person you are caring for, as well as the services that are available in your local area.

Breaks can be taken in your home or away from home. They might be for a few hours, a day, overnight or longer. It might mean that you get the opportunity to have a massage, go to an exercise class, enjoy coffee with a friend, or go on a short break or longer holiday.

Contact the **Commonwealth Respite and Carelink Centre on 1800 052 222** to discuss what respite options might be available to you and the person you are caring for.

Planning to look after yourself

Getting into the habit of making time for yourself as a regular part of your day is important. Don't feel guilty about this time – it's time for you! Planning ahead and pacing yourself will also help. If possible, plan activities such as housework for times when you are feeling you have the most energy. Don't rush, and remember to value yourself in all that you do.

Practicing relaxation

Although it can be easier said than done, you need to take time for yourself every day. It doesn't need to be long; 15 minutes can do wonders. Try to take some time to just sit and relax, read a magazine, listen to a relaxation CD or your favourite music.

Taking care of yourself - a Checklist:

- ✓ Do I have someone I trust to talk about how I am feeling?
- ✓ Am I trying to get some regular exercise?
- ✓ Am I trying to get enough rest and sleep?
- ✓ Am I trying to eat regular meals?
- ✓ Do I take enough breaks from caring?
- ✓ Do I take time out for regular relaxation?

What if I am not coping?

Most carers will tell you that they have times when they feel they are unable to cope. If you are feeling this way, seek someone to talk to – either your family, friends, doctor (GP), minister or a counsellor.

Counselling can help

Counselling involves talking to someone who listens and understands and can work with you to give you the encouragement and support you need. Talking with a counsellor can make a difference to your caring role and your well-being. It may be a way to assist with the changes in your relationships and roles as well as dealing with feelings associated with caring.

Counselling may involve just you and the counsellor, either face-to-face or over the telephone. Anything said is completely confidential, so it's a good chance to talk about things you feel you can't raise with family or friends. Counselling usually involves a limited number of sessions but will vary according to your needs.

Counselling can help with:

- Finding balance in your life
- Changes in care relationships
- Managing stress
- Difficulty sleeping
- Anxiety
- Isolation
- Coping skills
- Depression
- Grief and loss

For information about the availability of counselling services contact your local Community Health Centre, speak to your doctor, or contact **Carers NSW on 1800 242 636**.

Counselling Services that can help:

• National Carer Counselling Program (Carers NSW)	1800 242 636
• Relationships Australia	1300 364 277
• Lifeline	13 11 14
• Kids Helpline	1800 551 800
• Dementia Helpline	1800 100 500
• Commonwealth Respite and Carelink Centre	1800 052 222
• Young Carer Counselling Line	1800 242 636

Your personal care checklist ✓

Financial Assistance

Caring has many direct and hidden financial costs, which can stretch the budget. Financial assistance may be available to offset or directly subsidise some of the costs, even if only to a small extent. There may also be assistance to help with the cost of obtaining aids and equipment.

A good starting point for help and information about financial assistance is the **Carers NSW Carer Line** which can be contacted on **1800 242 636**.

You can also call the **Centrelink Carers and Disability Information Line on 132 717**.

Types of financial assistance which may be available include:

Carer Payment

The carer payment is an income support payment to carers who are unable to work while caring for an adult or child who has a disability, is chronically ill or is frail aged, and needs fulltime care and attention. This payment is income and asset tested.

Carer Allowance

A carer allowance is a supplementary payment for carers who provide daily care and attention for an adult or child who has a disability, is frail aged, or is chronically ill. A carer allowance can be paid on top of a carer payment (it is not means tested). If you receive a carer payment for a child aged less than 16 years you will automatically be eligible for a carer allowance.

Disability Support Pension

For people who are unable to work full-time for at least two years because of a disability.

Concession Cards

Pensioner Concession Card (PCC) and Health Care Card (HCC). If a carer payment or allowance is granted, you or the person you care for may be entitled to one of these cards. PCC and HCC cards entitle the holder to many concessions including prescription medicines, transport fares, rates, power bills and car registration.

Rent Assistance

Rent assistance may be available for people who receive a payment such as a carer payment and pay rent for private accommodation.

NSW Companion Card

A companion card assists people with a significant and permanent disability who require attendant care at events and venues, to participate without having to pay for a second ticket for their carer at affiliated organisations. Contact **1800 893 044** to apply.

Department of Veterans' Affairs

The Department of Veteran's Affairs (DVA) provides financial assistance to veterans, war widows, or widowers, and their families and carers. DVA can be contacted on **133 254**.

Planning Ahead

As a carer you may be responsible for the legal and financial affairs of the person you care for.

Planning ahead may provide some sense of security and peace of mind about the future for both you and the person you care for. If possible, it is best to get organised early in the caring experience before the need becomes urgent. Wills, Power of Attorney, Enduring Guardianship and Advanced Care Directives and Special Disability Trust, are all different ways of planning for the future.

Making a Will

A will is a legal document that sets out how you want your assets to be distributed when you die. Making a will is good planning. If you don't have a will it can cause delays, costs and difficulties. Make sure you keep your will up to date and let someone you trust know where it is kept.

A solicitor or trustee can help you avoid any misunderstandings and make sure your wishes are clearly and accurately recorded. There is no charge to make or update your will with the Public Trustee as your executor. Fees will apply on the administration of an estate.

Power of Attorney

A Power of Attorney is a legal document which appoints a person to act on behalf of another in areas of property and financial management. This person may be a family member, close friend, or the Public Trustee. An Enduring Power of Attorney continues to take effect even after the person loses their mental capacity.

Enduring Guardianship

An Enduring Guardian is someone you choose to make personal or lifestyle decisions on your behalf when you are not capable of doing it for yourself. These may include decisions such as where to live, or what health care or support services you wish to receive.

Advanced Care Directives

This is sometimes called a "living will" and is a way of recording your wishes or instructions for the future that doctors and health care workers are to follow. It is used in situations when you are unable to communicate or have lost the ability to make decisions for yourself.

Special Disability Trusts

A trust can be set up for people with a severe disability for their future care. You may need to seek legal and financial advice as the rules can be complex.

Further information about planning ahead can be found at:

www.planningaheadtools.com.au

or by phoning **1300 887 529**.

Organisations that may be able to help you:

Carers NSW Carer Line:	1800 242 636
Law Access (for details of your closest Community Legal Centre):	1300 888 529
Guardianship Tribunal:	1800 463 928

Practical Help at Home

As a carer you may need to work with a variety of service providers to access support and services. When you first start looking for help, it can be a bit daunting. Many service providers use jargon that sounds like a whole new language. Don't be afraid to ask as many questions as you need to.

There are a number of services mostly funded by the government to support people with disabilities, and/or chronic illness, older people and their carers to live independently in the community.

Community care services are provided by a range of service providers including government departments, non-government organisations, church and charitable institutions, and small community agencies.

Mainstream services provide a service to all members of the community who are eligible, and others specialise in providing services to a particular group. For example, people from a particular language group, children with a disability or adults with dementia. For example, there are services which are provided following an older person's discharge from hospital for six to twelve weeks to assist in their safe return home.

It can often be difficult to take the first step and ask for help. Support services are there to help you and the person you care for. When trying to access a service, clearly outline your situation, don't underestimate it.

Service providers make decisions based on the information you give them. Tell it like it really is, and be prepared to be persistent.

Costs for services may vary between organisations with some being free. Always ask what costs are involved. Income may be taken into account with some organisations reducing the cost depending on your ability to pay.

For further information regarding what is available in your local area including eligibility, contact the **National Carer Gateway on 1800 422 737** (free call). The Carer Gateway can assist you in making contact with the correct service.

My Aged Care

My Aged Care is the national, central contact centre for older people, as well as their families and carers to access aged care services. Services will be available from a range of providers including Western NSW Local Health District.

My Aged Care can be contacted on 1800 200 422.



Support Services

A range of support services may be available in your local area.

The Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support program provides help to people aged 65+ years (50+ years for Aboriginal and Torres Strait Islander people) who require assistance to remain living independently in their own home through the provision of basic level home support. Services include planned respite, community nursing, allied health services, domestic assistance, personal care and meals and transport. For further information please phone **1800 200 422** Mon-Fri 8am-8pm and Sat 10am-2pm.

Information and Advocacy

Advocacy services provide information and advocacy to a client or a carer. Advocacy is about providing advice to clients about their rights and responsibilities and at the client's request, act on their behalf with other service providers. Please refer to the Useful Contacts section of this booklet for advocacy service contact details.

Nursing Services

Professional nursing care is provided by a registered or enrolled nurse. This can include teaching people to manage daily health care and health problems at home (for example, diabetes or incontinence), wound management and personal care.

Personal Care

Personal care includes assistance with eating, showering, dressing, toileting and personal grooming including shaving.

Domestic Assistance

Home help services assist with practical tasks such as house cleaning, laundry, meal preparation, shopping and paying bills.

Integrated Chronic and Complex Care Program

This is a free service for people over 16 years with chronic and complex needs.

The program focuses on working in partnership with individuals, their carer, Doctor and family to ensure that all health and social needs are coordinated.

How can we help?

We support people in the community with chronic or complex needs by.

- Informing them of supports available in the community
- Assisting in better self-management of their health
- Developing a Care Plan with them to improve their wellbeing
- Helping to coordinate appointments with Doctors and other health services
- Helping them understand any information they are uncertain of and help navigate the health care system

The Care Coordinators are registered nurses who work across different health and social sectors of the community.

Aboriginal Health Workers can be included in the Health Plan for Aboriginal clients.

If English is not your first language we work with interpreters.

To find out more about this service contact the Local Intake Centre on 1800 931 975

Support Services

Home Modification & Maintenance

Help can be provided with essential home repairs and modifications. This could include the installation of safety ramps and support rails, widening of doorways, kitchen and bathroom modifications or garden maintenance. Contact your local council for further details or phone **1800 200 422**.

Transport Services

Transport can be provided for appointments, shopping, hospital visits and social activities if you do not have access to public or private transport, or are unable to use it. For further information, contact your local Community Transport Service.

Isolated Patients Travel and Accommodation Scheme (IPTAAS)

The IPTAAS scheme provides financial assistance toward travel and accommodation costs when a patient needs to travel lengthy distances of 100kms or more for specialist medical treatment not available locally. For further information contact **IPTAAS on 1800 478 227**.

Food Services

Meals can be delivered to your home which are appropriate to individual dietary needs. Meals on Wheels caters to personal tastes, cultural preferences and specific dietary requirements. **Phone 02 8219 4200** or search for your local Meals on Wheels **www.nswmealsonwheels.org.au**

Social Support

Social support may include home visiting and day programs to reduce social isolation, assist people to participate in meaningful leisure and recreational activities and provide respite to carers.

Aids and Equipment

A wide range of equipment is available to assist with mobility, personal care, home safety, seating, lifting, and communication. Equipment can be purchased, hired, or in some cases, provided free of charge if eligible. **Contact the Enable NSW Aids and Equipment Program on 1800 362 253** for advice about how to access equipment.

Alternatively, you could contact your local pharmacy which may hire equipment or phone the Commonwealth Respite and Carelink Centre for advice about accessing equipment.

**The National Carer Gateway
1800 422 737, or
Commonwealth Respite and Carelink Centre
1800 052 222,
can provide further information about services
that are available.**

Respite

Caring can be physically and emotionally exhausting. Regular breaks from caring can help to relieve the stress and exhaustion you may feel from time to time. These breaks are called respite, and the services that can help you arrange breaks are called respite care services. Breaks can also be of benefit to the person you care for as they can provide new experiences and offer social interaction with other people.

Commonwealth Respite and Carelink Centres are experienced in finding respite options for people of all ages and conditions. Contact them on **1800 052 222** to discuss what respite options may be available for you and the person you care for.

Types of respite that may be available in your area:

- In-home respite care – this may be with a volunteer or paid worker
- Day care programs
- Residential respite care in an aged care facility
- Residential respite care for younger people with an illness or a disability
- Weekend and holiday programs and opportunities. These can be for the carer, the person with an illness or a disability, couples or for the whole family together
- Recreation activities in the community

- Camps for brothers, sisters and carers under 18

These types of respite services might suit you and the person you care for, or you may have your own ideas about the type of break you would like, or the type of assistance that would meet your needs. Some services also cater for people with particular language or cultural needs.

Planning ahead gives you the best chance of receiving a respite service at a time that suits you and before you are no longer able to cope. You might want to access respite on a planned and regular basis, or just as a one-off support. You are encouraged to talk to more than one respite provider to choose a service that will best meet your needs.

Whilst it is important to plan regular breaks, sometimes emergencies can happen which mean you need urgent respite care. This might be due to the death of a relative or your own illness which can affect your ability to continue caring. This can usually be arranged through the Commonwealth Respite and Carelink Centre on **1800 052 222** (24 hours a day).

The Translating and Interpreting Service (TIS) can help you if you need assistance with a language other than English. Contact TIS on **13 14 50**.

Don't feel guilty....

If you need help, ask for it.

Don't let the situation get desperate.

Carer's Guide to the Hospital

Patients access a hospital either through the Emergency Department, or as a planned admission by a treating doctor.

In the Emergency Department

(Often referred to as the ED)

When you first enter the Emergency Department (ED) a nurse will assess the person you care for (this is called the triage process) and allocate a category according to their condition and medical need. In the ED, the sickest people are always seen first. If you have any concerns in the ED or need an interpreter, please let the triage nurse know.



- Let the triage nurse know that you are a carer - carers can provide valuable information about the person they care for, such as medical history, medications, behavioural issues, and what helps the person to feel less anxious, comfortable and settled.
- If the person you are caring for has dementia and you have previously completed a TOP 5 strategy form, you can provide this to the nursing staff who will place a copy on the patient's medical chart.
- It is important to bring along all the medications that the person you care for is currently taking. It is useful to have a current list of medications completed by your GP or Pharmacist.
- If you need to attend the Emergency Department, let the triage nurse know if the person you care for has any medical conditions or behavioural issues which might be a concern if there is a long wait.

Privacy and Rights to Information

Carers have the right to receive information about the person they are caring for if the patient gives approval, or if the condition of the patient requires the carer to make decisions about their treatment or welfare. If you have any concerns about the treatment provided in the Emergency Department you can ask to speak to the Nurse Unit Manager (NUM).

It is important that the hospital or health service has the correct contact person recorded in the patient's file. Misunderstandings may be avoided if one agreed person, such as the carer, is the contact person and can pass on information to the family as appropriate.

On the Ward

If you are caring for someone who is admitted to a ward, introduce yourself as the patients carer to the nursing and medical staff.

We encourage you to ask questions about the patients care. No matter how busy staff may seem, they are able to work with you in best supporting the patient.

It is also important for carers to have input into the discharge planning process.

- Try to identify as early as possible, how long the patient is expected to be in hospital and what care might be needed when they are discharged (also referred to as transfer of care planning) so you can start making arrangements.
- This is important so the person you care for doesn't have to stay in hospital for any longer than is necessary and so you can adequately prepare the home or other accommodation.

- Please advise the nursing staff if the person you are caring for is currently receiving services at home so the necessary arrangements can be made to notify those services when planning for discharge.
- There are a number of programs which provide short term packages of care to older people to assist in their transition from hospital to home. Please ask the nursing staff, discharge planner, or a social worker if the person you care for is eligible for a package.

Rest Areas for Carers

Many hospitals across Western NSW Local Health District have quiet areas where carers where can take a break and make a cup of tea or coffee.

For further information regarding the location of quiet areas, please speak to health service staff.



Who's who in the hospital?

There are a range of health professionals who may be involved in the treatment of a person in the hospital (inpatient) or community (outpatient) setting, including doctors, nursing and allied health workers. Here is a brief description of the role of each health professional that you may meet in the hospital.

Medical Staff

Doctors

As a carer you may or may not see the admitting doctor (usually the specialist), but may see the registrar (a specialist in training), a resident (a doctor who has been working in the hospital for more than 12 months since graduating) and sometimes an intern (a doctor who has been working for less than 12 months since graduating).

The **registrar** is responsible for supervising the team of residents and interns, and consults with the admitting doctor as required. It is advisable to direct your questions about the day-to-day medical progress of the patient to the registrar.

As many of our hospitals in Western NSW Local Health District are teaching hospitals, the patient may be asked for their permission to have student doctors and nurses present when the doctor is doing check-ups of patients.

Health Service Manager

The Health Service Manager (referred to as the HSM) is responsible for the overall management of the Health Service or Multipurpose Service (MPS).

Nursing Staff

Nurses provide support for both the medical and personal care needs of a patient.

The Nursing Unit Manager (referred to as the NUM) is responsible for all nursing staff on the ward and overall patient care. The NUM can assist with questions you have about the patient. Other senior nursing staff (i.e. RN'S) are also able to answer and follow up on questions you may have, or make referrals to other health professionals such as Allied Health staff. The NUM is the best person with which to raise any unresolved patient-related concerns or issues you may have.

Registered Nurses (RN's) provide treatment, administer medications and monitor patients.

Enrolled Nurses (EN's) provide treatment and administer some medications and provide personal care.

Assistants in Nursing (AIN's) provide care such as bathing and meals.

The Discharge Planner is a nurse specialist involved in coordinating the patients discharge to home. This includes referral to community based services if required. Some hospitals may not have a dedicated discharge planning position. In smaller hospitals discharge planning will be coordinated by the nursing staff or ward clerk.



Allied Health Staff

Social Workers

Social Workers are a key contact point for families, providing information, support and speaking on your behalf when necessary. They consider the patient's medical needs, social situation, home environment, background and family dynamics.

Occupational Therapists (OT)

Occupational Therapists (OT) focus on maximising a person's function in activities of daily living. This can include helping people regain their life activities after events such as a hip replacement or stroke, teaching people and their carers how to use equipment, and advice on how to modify the home to improve safety.

Physiotherapists (physio)

Physiotherapists (physio) assist people with movement problems which may have been present at birth, acquired through an accident or injury, or are the result of ageing. Physiotherapy can help reduce pain and stiffness, strengthen muscles and increase mobility.

Dieticians

Dieticians provide advice on issues associated with diet and nutrition and can devise healthy meals plans which address specific dietary needs and health issues.

Speech Pathologists (speechie)

Speech Pathologists (speechie) diagnose and treat language, speech and swallowing problems. They can work with people who have difficulty communicating because of a stroke, brain injury, cerebral palsy, dementia or hearing loss as well as other problems that affect speech and language. Speechies also help people with swallowing food and drink safely.

Aboriginal Hospital Liaison Service

The Aboriginal Hospital Liaison Service provides culturally appropriate services for patients, families and carers. Liaison workers are located in many public hospitals in NSW. You can contact an Aboriginal Liaison Worker through the Social Work Department or ask for a referral to be made.

Aboriginal Health Care Practitioner

An Aboriginal Health Care Practitioner may also be available to provide clinical assessment and treatment of patients and liaise with other health staff for patient care coordination.

Referrals to Allied Health Professionals

If the doctor or nursing staff identifies that the patient needs to see an allied health professional, a referral will be made to the relevant service/s.

If you think the person you care for would benefit from being seen by an allied health professional, you can ask for a referral to be made, or you could contact the allied health staff directly by phoning the relevant department in the hospital or local Community Health Centre.

Useful Contacts

AUSTRALIAN GOVERNMENT

Carer Gateway

The Carer Gateway is a national online and phone service that provides practical information and resources to support carers of someone with a disability, chronic illness, dementia, mental illness or who are frail aged.

www.carergateway.gov.au

Ph: 1800 422 737 (free call) Mon-Fri 8am-6pm

Commonwealth Respite and Centrelink Centres (CRCC)

CRCC provides information about respite options and other local support services, and assists carers to access short term and emergency respite support.

Ph: 1800 052 222

Centrelink

www.centrelink.gov.au

Ph: 132 717

Federal Government Website for Seniors

www.seniors.gov.au

Healthdirect Australia

Free 24 hour telephone health a service line staffed by registered nurses to provide expert health advice.

www.healthdirect.org.au

Ph: 1800 022 222

Mensline

Mensline is a professional telephone and online support and information service.

Ph: 1300 789 978 24 hrs, 7 days.

www.mensline.org.au

My Aged Care

The new national contact centre for older people, as well as their families and carers to access aged care services.

www.myagedcare.gov.au/caring-someone

Ph: 1800 200 422

Veterans Affairs

www.dva.gov.au

Ph: 133 254 or 1800 555 254

National Disability Insurance Scheme (NDIS)

The NDIS supports a better life for Australians with a significant and permanent disability

www.ndis.gov.au

Ph: 1800 800 110

Useful Contacts

NSW GOVERNMENT

Department of Ageing Disability and Home Care

Provides services and support to older people, people with a disability and their families and carers.

Caring for Someone - Information, links and resources for carers

www.adhc.nsw.gov.au/individuals/caring_for_someone

NSW Elder Abuse Hotline

www.elderabusehelpline.com.au

Ph: 1800 628 221

Guardianship Tribunal

www.gt.nsw.gov.au

Ph: 1800 463 928

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

www.enable.health.nsw.gov.au/home/iptaas

Ph: 1800 478 227

NSW Health

Provides information and links to public health services within NSW.

www.health.nsw.gov.au

Ph: 02 9391 9000

Planning Ahead

Information and advice for future legal, health and financial decisions relating to wills, power of attorney, enduring guardianship and advance care planning.

www.planningaheadtools.com.au

Ph: 1300 887 529

Working Carers Gateway

On line Information and resources for people who are juggling a caring role with working full or part-time

www.workingcarers.org.au

Your Health Link

Gateway to Australian health related websites. Includes specific pages for carers, Aboriginal health, people with a disability and seniors.

www.yourhealthlink.nsw.gov.au

Useful Contacts

Alzheimers Australia

www.fightdementia.org.au

Ph: 1800 100 500 (national dementia helpline)

Aged Carer

Information about caring for ageing family members

www.agedcarer.com.au Ph: 02 8003 4259

Carers NSW

Carers NSW provides a wide range of information and resources for carers including counselling services and carer support groups across NSW.

www.carersnsw.asn.au Ph: 1800 242 636

Country Carelink

Assistance with transport and accommodation in Sydney for country people.

Ph:1800 806 160

Aged Care Rights Service – TARS

Information and advocacy service for older people

www.tars.com.au

Disability Advocacy Service

Information and advocacy for people with a disability, their families and carers

www.da.org.au

Ph: 1300 365 085

Continence Foundation

www.continence.org.au

Ph: 1800 330 066

Ideas

On line Information about events, education, services and products for people with a disability, older people, families and carers.

www.ideas.org.au

Ph:1800 029 904

Independent Living Centre NSW

Information about equipment for independent living

www.ilcnsw.asn.au

Ph:1300 885 886

National Carer Counselling Program

www.carersnsw.org.au

Ph:1800 242 636

Young Carers

Emotional support and counselling, information and referral service

www.youngcarers.net.au

wnswlhd.health.nsw.gov.au



Health
Western NSW
Local Health District



Living Well Together