



1 Carers NSW

Who are carers?

Carers are relatives and friends who are caring for people with a disability, mental illness, chronic condition or who are frail aged. You may care for your husband, wife, parent, child, grandparent, grandchild, uncle, aunty, a neighbour or a friend. Caring is not always easy.

There may be a lot of questions you want to ask, for example:

- I've just become a carer – where do I start?
- What financial assistance can I get?
- Can I speak to someone about how I feel?
- What services can help us?
- How can I meet others like me?
- How do I manage caring and other responsibilities?
- How can I get a break that works for me and the person I support?
- Do I have to give up work?

What services and support are there for me?

Assistance can help you as well as the person you support. These are some examples of services:

- Carer Support Groups
- Community Health Centres
- Food Services
- Home Help
- Home Maintenance & Modification
- Respite
- Transport
- Volunteer Programs

What does Carers NSW provide?

- Specialist Carer Information and Advice
- Emotional Support
- Education and Training Programs
- Counselling Programs
- Carer Support Kit in a number of languages



Carers NSW

How to contact us?

You can contact **Carers NSW** on **1800 242 636**. If English is not your first language, you can contact us through the TIS on 13 14 50. Alternatively, you can ask a relative or worker to contact us on your behalf. If your relative is only available at night, you can leave a message on our answering machine with your name, phone number and language you speak, and we will call you back with an interpreter.

How do I make a complaint?

If you are a carer you may be involved with a range of people, services and organisations that assist you with the responsibilities of caring. Sometimes problems can arise about which you wish to complain. When something is unfair, or you believe you or the person you are caring for has been treated unreasonably, you have a right to speak out and have the problem rectified. If you are uncertain, please contact **Carers NSW** on **1800 242 636** to discuss your particular situation.



Carers NSW Inc. ABN 45 461 578 851
Roden Cutler House, Level 18, 24 Campbell Street, Sydney NSW 2000 • PO Box 20156, World Square NSW 2002
P 02 9280 4744 **F** 02 9280 4755 **E** contact@carersnsw.asn.au **www.carersnsw.asn.au**
Carers line: 1800 242 636 (free call)
Carers NSW is funded by State and Australian Governments

Donations over \$2 are tax deductible