

Carer Awareness

Strengthening the carer culture in South Western Sydney LHD



Who are carers?

- A carer is any person who provides unpaid care and support to a family member or friend with a disability, mental illness, chronic condition, terminal illness or who is aged or frail.
- Carers may provide a few hours of care a week, or all day, every day, depending on the level of support required.
- Carers are diverse, meaning they can come from different cultural backgrounds, age groups and gender.
- Some carers are considered 'hidden' meaning they do not self-identify as carers.
- Hidden carers do not access services or support and health professionals may not identify them as partners in care. Examples of hidden carers include people from culturally and linguistically diverse backgrounds, young carers and Aboriginal and Torres Strait Islander carers.

Partners in care

- Carers play a vital role as partners in care. They often have real knowledge and a unique perspective to contribute.
- Carers usually know the patient very well and are subject experts in relation to their loved ones needs.
- Carers have a key role in providing information to health professionals, for example, how the patient manages their condition, past medical history and can be a source in providing personalised, individualised care to the patient.

Carer Information Tab

- In 2020, the Carer Information Tab was implemented in the Patient Administration System (PAS), allowing staff to capture important carer information in the electronic Medical Record (eMR).
- The Carer Information Tab is a mandatory field, promoting carer identification and engagement in the clinical environment.
- For more information about the PAS Carer Information Tab, visit:

www1.health.nsw.gov.au/pds/ActivePDSDocuments/IB2019_031.pdf

What do carers expect from staff?

- Identification of yourself and your role.
- Sharing health information with the carer about the patient (with the patient's permission).
- Inclusion as a partner in care, in planning and decision-making.
- Links to practical support for example, peer support, information/education, referral to carer support and respite.
- Cultural support, for example interpreters and links to Aboriginal Liaison Officers.
- Encouragement to self-care.
- Recognition of their valuable contributions.
- Respect for their expertise.



Resources to support carers

Information for Carers Booklet

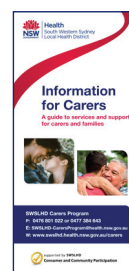
A practical guide that provides information about services and support for carers and families.

To download a copy visit:

www.swslhd.health.nsw.gov.au/carers

To request hardcopies email:

SWSLHD-CarersProgram@health.nsw.gov.au



Carers Program Website

www.swslhd.health.nsw.gov.au/carers



Carer Gateway

A national online and phone service that provides information, counselling, advice education, peer support and resources to support carers and their family.

Phone: 1800 422 737 (Mon-Fri, 8am-6pm)

Website: www.carergateway.gov.au

Carer Awareness

Strengthening the carer culture in South Western Sydney LHD



SWSLHD Carers Program

The South Western Sydney Local Health District (SWSLHD) Carers Program works closely with staff to improve the responsiveness to the needs of carers, and to recognise and empower carers in their role as valued members of the healthcare system. The role of the Carers Program is to:

- Assist staff to recognise the practical needs of carers and respond in a professional and timely manner.
- Educate staff about their legal obligations to support carers.
- Promote carer participation in the planning, design and delivery of services and resources.
- Provide information and resources to staff and carers on a range of topics to improve knowledge and promote carer wellbeing.

To request an in-service or resources for your department, email:

SWSLHD-CaresProgram@health.nsw.gov.au



Training and Education

Partnering with Carers
Course Code: 58522287

Connecting with carers from CALD backgrounds
Course Code: 43286675

Educating the carer and the patient
Course Code: 49352275

Mental Health Professional Online Development (MHPD)

Carer Participation
Course Code: 97544049

Carer Advocacy
Course Code: 97543808

Training is available via
My Health Learning:
www.swslhd.health.nsw.gov.au/cewd

Carer (Recognition) Act

The **Carer (Recognition) Act 2010** formally recognises the significant economical and social contribution of carers. The Act provides strong legal recognition for carers and requires all Government departments to ensure that staff are aware of, and understand the Act and Carers Charter which comprises of four key focus areas:

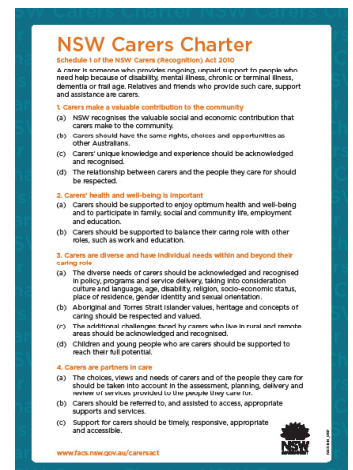
1. Carers make a valuable contribution to the community.
2. Carers health and wellbeing is important.
3. Carers are diverse and have individual needs, within and beyond their caring role.
4. Carers are partners in care.

NSW Carers Charter

The Carers Charter provides guidance on issues of significance for carers, including respect and recognition, inclusion in decision-making and access to services.

To download a copy of the Act and Charter, visit:

www.dcj.nsw.gov.au/community-inclusion/carers/nsw-carers-recognition-act.html



This information was developed by the SWSLHD Carers Program in consultation with carers, consumers and staff.

May 2023