

Carer Information and Support



Carers provide unpaid support to a family member or friend who has an ongoing illness or injury, disability, chronic condition or is aged or frail.

Carers come from all walks of life. They can be of any age, gender and come from different cultural backgrounds.

Carers can access services and support through:

Carer Gateway

wellways



Provides free emotional, practical and financial support to carers.

Services are delivered in-person, online or via phone.

If you speak a language other than English, call the Translating and Interpreting Service (TIS National) and ask to be connected to the Carer Gateway.

TIS National: **131 450** Carer Gateway: **1800 422 737** (6am-10pm, 7 days a week). For emergency respite, call at any time.

Website: www.carergateway.gov.au

Services Australia (Centrelink)

Provides payments to carers who provide daily support to someone who needs it. Eligibility criteria applies.

Multilingual phone service: **131 202** (Mon-Fri, 8am-5pm)

Website: www.servicesaustralia.gov.au/individuals/subjects/payments-carers

Multicultural Health Communication Service

Provides a library of multilingual health resources.

www.mhcs.health.nsw.gov.au/publications

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My Aged Care

If you care for someone over the age of 65, My Aged Care can assist in finding information about aged care services and supports in the home or in a residential facility.

If you speak a language other than English, call TIS National and ask to be connected to My Aged Care.

TIS National: **131 450**

My Aged Care: **1800 200 422**

Website: www.myagedcare.gov.au

National Disability Insurance Scheme (NDIS)

The NDIS supports people with a permanent and significant disability, who are under the age of 65. NDIS support is also available for children aged 0-6 years with intellectual disability. Eligibility criteria applies.

If you speak a language other than English, call TIS National and ask to be connected to NDIS.

TIS National: **131 450**

NDIS: **1800 800 110**

Website: www.ndis.gov.au



Your Rights and Responsibilities

Everyone seeking or receiving health care has rights and responsibilities when interacting with health care providers. A guide to 'Your Rights and Responsibilities' brochure is available in ten community languages.

www.swslhd.health.nsw.gov.au/info.html

