



Health

South Western Sydney
Local Health District

Information for Carers

**A guide to
services and supports
for carers and families**

SWSLHD Carers' Program

P: 4654 6481 / 4654 6265

W: www.swslhd.nsw.gov.au/carers



supported by **SWSLHD**

Consumer and Community Participation

Information for Carers

This booklet is a practical guide that provides information about services and supports for carers and families.

To request copies of this booklet, contact the Carers' Program on:

4654 6481 or 4654 6265

Carers' Program

The Carers' Program aims to improve the responsiveness of the needs of carers and the people they care for by educating health staff, promoting carer participation and providing information and resources.

Visit the Carers' Program website for more information:

www.swslhd.nsw.gov.au/carers

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ARE YOU A CARER?

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 NSW

Carers NSW provides information, education and support to all carers living in NSW. They also provide advice and counselling for carers by phone or face-to-face.

Carer Line: 1800 242 636

Visit the Carers NSW website for information and resources.

www.carersnsw.org.au

Carers Gateway

Provides information and resources to support carers to connect with local support services.

Phone: 1800 422 737

Website: www.carergateway.gov.au

WORKING CARERS

Working carers are in paid employment and also provide unpaid care to a family member or friend. They can be in full-time, part-time or casual work.

Working Carers Gateway

Information and resources are available from the Working Carers Gateway.

www.workingcarers.org.au

SWSLHD Employee Assistance Program

SWSLHD employees can access the Employee Assistance Program - a free, confidential and professional counselling service for personal or work related concerns.

Bankstown	9722 8230
Bowral	8738 4552
Camden	4634 3591
Campbelltown	4634 3591
Fairfield	8738 4552
Liverpool	8738 4552

YOUNG CARERS

Young carers are people aged 25 years or under. Carers NSW provides services and support to young carers via the Young Carers Program.

www.youngcarersnsw.org.au

Siblings Australia

Provides information and support services for siblings of people with chronic conditions, including disability and mental health issues.

www.siblingsaustralia.org.au

RIGHTS & RESPONSIBILITIES

Everyone seeking or receiving health care in Australia has rights and responsibilities.

A guide to 'Your Rights and Responsibilities' brochure is available in English and ten community languages - Arabic, Assyrian, Chinese, Farsi, Greek, Italian, Macedonian, Serbian, Spanish and Vietnamese.

Website: www.swslhd.nsw.gov.au/info.html

CARER ADVOCACY

Support is available to carers to provide feedback about experiences with health care services.

SWSLHD Patient Liaison Officers

Carers can provide compliments, complaints and general feedback to the Patient Liaison Officer about care and access to services.

Contact the following hospitals and community health facilities:

Bankstown	9722 8262
Bowral	4861 0378
Braeside	1300 426 666
Camden	4634 3852
Campbelltown	4634 3852
Fairfield	9616 8124
Karitane	9794 2359
Liverpool	8738 6354
	8738 6632
Community Health	4621 8762
Drug Health	0429 951 121
Mental Health	0438 595 284
Oral Health	0476 824 465

INCOME SUPPORT

Centrelink

Financial assistance is available through Centrelink via Carer Payment and Carer Allowance.

For information about payments and eligibility, contact Centrelink:

Phone: 132 717

Website: www.humanservices.gov.au

National Welfare Rights Network

Provides help to people who may have questions or difficulties with the social security system (Centrelink).

Phone: 9211 5300

Website: www.nssrn.org.au

RESPITE (taking a break)

Carers are provided with the opportunity to take a break from their caring role.

Commonwealth Respite and Carelink Centres

Provide information about respite options and support services for carers, including short term and emergency respite.

Phone: 1800 052 222

Carer support groups encourage carers to meet on a regular basis to share experiences, socialise and support each other.

To find a carer support group visit:

www.carersnsw.org.au/groups

CULTURAL & LANGUAGE SUPPORT

SWSLHD Aboriginal Liaison Service

Aboriginal Liaison Officers (ALOs) provide information and support to Aboriginal and Torres Strait Islander patients and their families. ALOs can be contacted via the hospital switchboard.

Bankstown	9722 8000
Bowral	4861 0200
Camden	4634 3000
Campbelltown	4634 3000
Fairfield	9616 8111
Liverpool	8738 3000

SWSLHD Health Language Services

Assists patients and carers to communicate in languages other than English. Services are also available for people who are hearing impaired.

If you require an interpreter, ask the health care worker to contact Health Language Services.

Phone: 8738 6088 (available 24/7)

Translating and Interpreting Service (TIS)

Phone: 13 14 50* (available 24/7)

Website: www.tisnational.gov.au

*Charges may apply

NSW Multicultural Health Communication Service

Translated health information is available from:

www.mhcs.health.nsw.gov.au

TRANSPORT

SWSLHD Transport Access Guide

To access information and maps for SWSLHD facilities, visit the below website and select the required facility.

www.swslhd.nsw.gov.au/hospitals.html

Community Transport

Provides transport for people with a disability or who are aged/frail and their carers.

Contact your local service for eligibility.

Bankstown-Canterbury

Phone: 9772 4928

Website: www.bcct.org.au

South West

Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

Phone: 9426 8999

Website: www.swct.com.au

Southern Highlands

Wingecarribee

Phone: 4872 3722

Website: www.shct.com.au

COMMUNITY HEALTH

SWSLHD Triple I Hub

The general public can access primary and community health services by contacting the Triple I Hub. Services include community nursing, continence nursing services and chronic care services.

To make a referral contact:

Phone: 1800 455 511

Email: triplei@sswahs.nsw.gov.au

AGED CARE SERVICES

SWSLHD Aged Care Services

Specialist aged care services are available through the Triple I Hub.

Specialist Aged Care Team provides multidisciplinary aged care and rehabilitation services including nursing, speech pathology, social work, occupational therapy and physiotherapy.

Dementia/Delirium Clinical Nurse Consultant provide clinical advice, consultation and education to support people with dementia, including their families and carers.

To make a referral contact:

1800 455 511

My Aged Care

If you care for someone over the age of 65, My Aged Care can help you find information about aged care services.

Phone: 1800 200 422

Website: www.myagedcare.gov.au

DEMENTIA SUPPORT

SWSLHD Dementia Advisory Service

Provides information and education to people living with dementia and their carers.

To make a referral contact My Aged Care:
1800 200 422

Alzheimer's Australia

Provides information and support for people living with dementia, their families and carers.

National Dementia Helpline: 1800 100 500

Website: www.fightdementia.org.au

CANCER SERVICES

SWSLHD Cancer Services

Cancer treatment services are available at the following facilities:

Bankstown	9722 8606
Campbelltown	4634 4300
Liverpool	8738 5180

Website: www.sswlhd.nsw.gov.au/cancer

A transport service is available for patients requiring treatment. Contact your local Cancer Service for more information.

Cancer Council NSW

Provides information and support for carers and families.

Phone: 13 11 20

Website: www.cancer.org.au

DISABILITY SUPPORT

National Disability Insurance Scheme (NDIS)

The NDIS supports people with a permanent and significant disability, who are under the age of 65.

Phone: 1800 800 110

Website: www.ndis.gov.au

St Vincent de Paul Society provide Local Area Coordination (LAC) services to transition people living with disability into the NDIS.

Phone: 1800 794 934

Email: LAC@vinnies.org.au

Disability Information Line

An information hub for people with disabilities, their families and carers.

Phone: 1800 029 904

Website: www.ideas.org.au

Enable NSW

Provides equipment and services to people with chronic health conditions or disability to assist them with mobility, communication and self-care.

Enable NSW also provides financial assistance for people who have to travel significant distances to access specialist medical treatment which is not available locally.

Phone: 1800 362 253

Website: www.enable.health.nsw.gov.au

MENTAL HEALTH SUPPORT

Mental Health Carer Support

Carer Assist Service

Supports carers of people living with mental illness by providing information, advocacy, training and social support.

Bankstown 9708 2670

Campbelltown 4625 1639

Fairfield/Liverpool 9708 2670

Moss Vale 4868 2755

Website: www.onedoor.org.au/services/carers-services

The Haven Project

A group of organisations working across Campbelltown, Wollondilly & Wingecarribee areas that support carers of people living with mental illness.

Campbelltown 4621 6650/4621 8400

Mittagong 4860 1100/4871 1854

Tahmoor 4683 2776

Mental Health Information, Referral and Support

Lifeline

Lifeline provides 24/7 crisis support and suicide prevention services.

Phone: 13 11 14

Website: www.lifeline.org.au

Mental Health Access Line

A 24-hour mental health line that provides information about, and referral to local mental health services throughout NSW.

Phone: 1800 011 511 (available 24/7)

MENTAL HEALTH SUPPORT cont.

Beyond Blue

Provides information and support to assist people in achieving mental wellbeing.

Phone: 1300 224 636

Website: www.beyondblue.org.au

Autism Support

Autism Advisory and Support Service

Provides services to support families who have a family member with Autism.

Phone: 9601 2844

Autism Hotline: 1300 222 777 (available 24/7)

Website: www.aass.org.au

DRUG AND ALCOHOL SUPPORT

SWSLHD Drug Health Service

Provides advice, information and referral to drug and alcohol services.

Phone: 9616 8586

Alcohol and Drug Information Service

Provides support, information, advice, crisis counselling and referral to services in NSW.

Phone: 9361 8000 (available 24/7)

Family Drug Support

Assist families affected by drug and alcohol issues.

Phone: 1300 368 186 (available 24/7)

Website: www.fds.org.au

PROBLEM GAMBLING SUPPORT

SWSLHD Gambling Help Service

A free and confidential service for problem gamblers and people affected by someone else's problem gambling.

Phone: 9616 4060

Available Mon-Fri, 8:30am-4:30pm

Gambling Help

A free and confidential telephone information and referral service for problem gambling support.

Phone: 1800 858 858 (available 24/7)

Website: www.gamblinghelp.nsw.gov.au

Warruwi Gambling Help

A confidential telephone information, counselling and referral service for Aboriginal people concerned about gambling.

Phone: 1800 752 948 (toll free)

Website: www.gamblinghelp.nsw.gov.au/warruwi-gambling-help



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Service Information: