



Carers

What you need to know

Carer Support Unit
4320 5556



Am I a carer?

You are a carer if you assist a family member or friend who is living with:

- a disability
- a physical illness
- a mental illness
- alcohol or drug dependency
- frailty due to age.

Carer Support Unit

As a carer you are vital to the health and welfare of our community. The staff at the Carer Support Unit are here to assist you in your caring role and promote your wellbeing.



How can we help?

We offer:

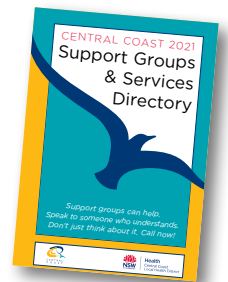
- information about services to support you
- assistance with making sense of your options
- guidance with Centrelink Carer Payment and Allowance claims
- business facilities and internet access
- free seminars e.g. First Aid
- emotional support

We can also help carers supporting patients in our hospitals with:

- discounted parking
- carer meals

Support groups

Many carers benefit from sharing their experience with other people in a similar situation. Find the right support group for you or the person you care for in The Central Coast Support Groups and Services Directory.



Call **4320 5556** for a copy or visit www.cclhd.health.nsw.gov.au and search "carer support"



Health
Central Coast
Local Health District

You can call us on **4320 5556**, or visit the **Carer Retreat** at **91 Holden Street Gosford** (opposite Gosford Hospital), 9.00 am to 4.30 pm, Monday to Friday.
Alternatively, send us an email at CCLHD-CSUCC@health.nsw.gov.au

A voice for carers

NSW Carer Recognition Act (2010)
NSW Health Recognition and Support for Carers Key Directions (2018-2020)

These policies promote carers:

- as partners in care
- access to information and support
- emotional, physical and financial health.

Carer rights are protected by the Australian Government's Anti-Discrimination Act 1977 and Fair Work Act 2009.

The Australian Charter of Healthcare Rights raises the importance of involving carers in patient care.

How are we doing?

We are interested in your feedback. Please speak to the ward Nursing Unit Manager or contact the Consumer Feedback Manager on **4320 3920**. You can also email CCLHD-Feedback@health.nsw.gov.au

Carer Gateway

The Australian Government offers support services for carers across Australia through Carer Gateway.

New services for carers now include:

- counselling
- online education
- planned and emergency respite
- peer support
- tailored financial packages

How to access these services

Call 1800 422 737
Monday to Friday (8am - 5pm),
or visit www.carergateway.gov.au

Carers NSW

Carer Gateway provides support through regional Service Providers.

Carers NSW is the Carer Gateway Service Provider for the Central Coast.

Carers NSW is the peak organisation for carers in NSW. Find out more about their services at www.carersnsw.org.au



TOP5

TOP 5 was developed with and for carers and is used by staff to record advice about ways to interact with the patient. Ask for a brochure.



For more information

CCLHD Carer Support Unit

www.cclhd.health.nsw.gov.au/patients-and-visitors/carers-support

My Aged Care

www.myagedcare.gov.au

Ph: 1800 200 422

(Weekdays 8am - 8pm,
Saturdays 10am - 2pm)

Centrelink

www.servicesaustralia.gov.au/individuals/carers

Carers Line Ph: 132 717

(Weekdays 8am - 5pm)

Young Carers

www.youngcarersnsw.org.au

Ph: 9280 4744 (Weekdays 9am - 5pm)

Planning Ahead

www.tag.nsw.gov.au

Ph: 1300 109 290 (Weekdays 9am - 5pm)



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