

# carer support & assistance

Carers play a vital role in sustaining Australia's current system of community-based person-centred care.

A carer may be a partner, relative, friend or neighbour. Care can be part-time or full-time, over a short period of time or long term. The support could include preparing meals, shopping, personal care, transport, managing medications and emotional support.

## WHO IS A WORKING CARER?












A working carer is a person who helps and supports someone through an illness or disability and also has paid employment. If you are a working carer you will need to weigh up your ability to handle both your caring commitments and your responsibilities at work. Caring can impact on your job in various ways. It may affect your working hours, what you can achieve at work, how much time off you take, and your emotional and physical stress.

## SUPPORT FOR CARERS

Carers sometime need assistance to keep caring for the person who needs their help. Examples of support services include counselling, nursing and home help, and services that give you a break from caring (respite care).



## support organisations

Organisation	Type of support	Contact	
Commonwealth Respite & Carelink Centre	Assists carers with the option to take a break through short term and emergency respite services	1800 052 222 www.crccfnc.org	
NSW Industrial Relations	Works with employees, employers and representatives to facilitate equitable, innovative and productive workplace relations	131 628 www.industrialrelations.nsw.gov.au	
Anti-Discrimination Board of NSW	Provides information on the legal obligations of employers towards workers with care responsibilities	1800 670 812 www.antidiscrimination.justice.nsw.gov.au	
Australian Human Rights Commission	Investigates and resolves complaints of discrimination, harassment and bullying covered by federal discrimination law	1300 656 419 www.humanrights.gov.au	
Carers NSW	Provides carer information, support and counselling	1800 242 636 www.carersnsw.org.au	
Young Carers NSW	Provides telephone and face to face counselling, camps, support, information, referrals to young carers.	1800 242 636 www.youngcarersnsw.asn.au	
Ability Advocacy	Advocates and supports people with disabilities, their families and carers	1800 657 961 or 02 6628 8188 www.abilityincorporated.org.au	
Fairwork Ombudsman	Provides information and advice about workplace rights and rules	131 394 www.fairwork.gov.au	
My Aged Care	Provides information to help navigate the aged care system	1800 200 422 www.myagedcare.gov.au	
Aged Care Assessment Team	Assesses your right to services for your needs and the care you require	1800 200 422 www.myagedcare.gov.au	
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## TAKING CARE OF YOURSELF





Being a carer can be a demanding, tiring and stressful job. Employed carers can experience feelings of guilt trying to give the most to both roles. It is important to look after yourself so you don't burn out; take some time out for yourself each day.

## SHARE YOUR FEELINGS




With family, friends or a counsellor. Look after your own health and wellbeing by trying such therapies as massage, relaxation or meditation. Access respite so you can have a break.





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Organisation	Type of support	Contact	
Australian Unity Home Care	Provides support for frail people to stay at home and be more independent in the community	13 29 39 www.australianunity.com.au	
Home Assistance & Regional Transport	Provides transport to medical appointments for Lismore, Casino, Nimbin and Kyogle areas for the disadvantaged and socially isolated	Lismore & Casino 02 6628 6000 Kyogle 02 6632 3751 reception@hartservices.org.au www.hartservices.org.au	
Tweed, Byron & Ballina Community Transport Inc	Provides transport to medical appointments in Tweed, Byron and Ballina areas	1300 875 895 admin@community-transport.org.au www.community-transport.org.au	
Clarence Community Transport	Provides transport to medical appointments in Clarence Valley area	02 6645 3200 www.clarencecommunitytransport.net.au bookings clarencecommunitytransport.net.au	
Taxi Transport Subsidy Scheme	Subsidised half priced taxi fares. Completion of a comprehensive application form is needed. Visit the website for an information booklet.	1800 623 724 www.transport.nsw.gov.au/community	

## websites

Organisation	Type of support	Contact	
MyTime	A program which sets up local peer support groups across Australia for anyone caring for a child with a disability	1800 889 997 www.mytime.net.au	
Working Carers Gateway	A website created to provide articles and information for working carers	www.workingcarers.org.au	
AgedCarer	Provide information, tips, advice and news to carers	www.agedcarer.com.au	

## counselling support services

Organisation	Type of support	Contact	
Lifeline	Offers a 24hr telephone crisis support for anyone experiencing a personal crisis	13 11 14 www.lifeline.org.au	
Interrelate	Provides counselling for individuals, families and carers	1300 736 966 www.interrelate.org.au	
1800RESPECT	National Counselling helpline	1800 737 732 www.1800respect.org.au	