



Support for Carers – <https://www.health.nsw.gov.au/carers/Pages/default.aspx> for information on legislation, accessing Local Health District Carer Programs, including Mid North Coast <https://mnclhd.health.nsw.gov.au/carers-program/> and resources for carers, including:

Patient information and privacy: a guide for carers and family, which explains when health staff can share patient information and what the patient and their carer can do to help health staff share patient information. The pamphlet includes links to additional sources of information about privacy and is available in [Arabic \[PDF\]](#), [Chinese \[PDF\]](#), [Vietnamese \[PDF\]](#) and [English \[PDF\]](#).

Who is a carer?

- A carer provides ongoing, unpaid support to a family member, neighbour or friend who needs help because of disability, terminal illness, chronic illness, mental illness and/or ageing. Anyone can become a carer, any time.
- A person is not a carer if they care for a person as a paid employee, a volunteer or as part of education or training.

Carer Gateway the starting point for Integrated Carer Support Services and carer information.

Free call: **1800 422 737**

Monday to Friday, 8am to 6pm

<https://www.carergateway.gov.au/>

TOP 5 Communication Form:

- A simple tool used to capture carer's expert knowledge when the person they care for has communication difficulties. The tips carers provide can help staff provide personalised care when the carer can't be there and the person can't speak for themselves.
- More information and resources are available at: <https://mnclhd.health.nsw.gov.au/top5>

My Aged Care:

My Aged Care is the starting point to access all Australian Government funded services for older people, generally aged over 65 years or 50 years or older for Aboriginal and Torres Strait Islander people.

Freecall: **1800 200 422**

Monday to Friday: 8am - 8pm

Website: <https://www.myagedcare.gov.au/>

Saturdays: 10am - 2pm

Closed on Sundays & national public holidays

National Disability Insurance Scheme (NDIS)

- Providing support to Australians aged under 65, who have permanent and significant disability with funding for supports and services.
- The NDIS can provide all people with disability with information and connections to services in their communities, as well as information about what support is provided by each state and territory government.

Phone: **1800 800 110**

Monday to Friday 8am to 8pm

Website: <https://www.ndis.gov.au/>

Disability Advocacy NSW: For people with disability who require advocacy services

Phone: **1300 365 085**

Website: <http://da.org.au/>

Emergency Care Plans, Advance Care Directives and Planning Ahead Tool websites:

- When you care for someone, having an Emergency Care Plan in place can reduce stress and improve communication for health staff and other service provider, when you can't be there.
- Having planning ahead documents in place assures that an individual's rights and wishes can be respected because they are properly documented, e.g. a Will, Power of Attorney and Enduring Guardianship.

Emergency Care Planning:

- Carer Gateway Emergency Care Plan: <https://www.carergateway.gov.au/document/256>

Advance Care Planning and Planning Ahead Tools:

- Helps to ensure that a person's preferences, beliefs and values about health care are known and respected if they are too unwell or unable, to speak for themselves.
- Research has shown that families of people who have done advance care planning have less anxiety and stress when asked to make important healthcare decisions for other people.

Useful Websites/resources:

<https://www.advancecareplanning.org.au/>

<https://www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf>

<https://planningaheadtools.com.au/>

<https://planningaheadtools.com.au/wp-content/uploads/2015/06/Planning-Ahead-brochure-.pdf>