



Carers

Information to help people providing support to a family member or friend because of illness, disability, mental health issues or frail age.



WORKING TOGETHER FOR A CARER FRIENDLY HEALTH SERVICE

Illawarra Shoalhaven Local Health District values carers as partners in health care and supports the NSW Carers Recognition Act (2010)



Health
Illawarra Shoalhaven
Local Health District



This information has been tested with Consumers

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Acknowledgement

Illawarra Shoalhaven Local Health District acknowledges the people of the many traditional countries and language groups of our District. It acknowledges the wisdom of Elders both past and present and pays respect to Aboriginal communities of today.

The Aboriginal artwork is by Robyn Stewart, a descendent of the Yuin Nation. The meaning of the artwork - *The trees and the people represent the spirits of our ancestors who are still with us and looking after us.*

Thank you to Aunty Lindy Lawler, Aunty Helen and Robbie Knight for permission to use their photos in this booklet.

Aboriginal and Torres Strait Islander people are advised that this publication may contain images or names of people who have since passed away.

This booklet has been developed by the **Carer Program, Illawarra Shoalhaven Local Health District** (ISLHD), www.islhd.health.nsw.gov.au/Carer_Program

To contact a Carer Program Coordinator please phone:
Illawarra: 4253 4558 Shoalhaven: 4424 6342

Please note that in this period of Aged Care and Disability Services reforms, some of the information in this booklet is likely to change. Current as of February 2019.

The NSW Carers (Recognition) Act 2010

About one in ten people in New South Wales are carers. All levels of government and the community needs to support carers. The NSW Carers (Recognition) Act 2010 is a law that recognises the important role that carers play in our community. It includes a Carers Charter that describes how staff in our government departments should interact with carers. The Charter has four main sections:

1 Carers make a valuable social and economic contribution to the community.

They should have the same rights, choices and opportunities as other Australians.

We need to respect the knowledge and experience of carers, and the relationship they have with the people they care for.

2 Carers' health and well-being is important.

We need to support carers to have good health and well-being and be able to take part in family, social and community life.

We need to support carers to balance their caring role with other roles, such as working or studying.

3 Carers come from many different backgrounds and have individual needs. These needs can be related to their role as a carer, or to other roles they might have outside of caring.

We need to consider the individual needs of carers in policies, programs and in the way we deliver services. We also need to acknowledge and respect differences in culture, language, age, disability, religion, economic status, where carers live, and their gender and sexual orientation.

We need to respect and value Aboriginal and Torres Strait Islander cultural concepts of caring.

We need to recognise that some carers may face extra challenges, such as living in rural and remote areas. Children and young carers may need extra support to reach their full potential.

4 Carers are partners in care

We need to consider the individual choices, ideas and needs of carers when we are planning and delivering services for the people they care for. We need to help carers access services and supports when they need it.

Who is a Carer?

You are a carer if you provide ongoing help to someone who needs it. They may have a disability, a mental health issue, or be sick for a long time. They may be getting old or have dementia. They may have drug and alcohol problems. You can be a relative, friend or neighbour who provides this help.

The caring role can be challenging for carers. You may see caring as a normal part of family and community life and may not think of yourself as a carer. This can make it harder to accept help. If you are a young carer you may find it harder to finish your education and get involved in social activities.



“We all share this country either as neighbours, friends or kin and sometimes become the carer for one another. Are you a Carer?”

Caring for someone can involve:

- cooking and sometimes helping to feed the person you care for
- helping the person you look after to shower, go to the toilet and groom themselves
- helping with their medicines and organising medical appointments
- giving medicines to the person you care for
- shopping, cleaning the house and washing clothes
- providing transport
- arranging social activities
- making health and financial decisions for the person you care for
- using equipment and aids to help the person
- arranging services to help
- meeting cultural and religious needs of the person. For example, going to church or community activities

Feelings

You may not feel like you had a choice in being a carer. It may be a family responsibility. Maybe you feel you can provide better care than others. Carers often feel a duty to care. You can become a carer suddenly or gradually. Over time you find you are doing more and more for the person. You may feel satisfaction about being a carer. You may feel overwhelmed, resentful or angry. These emotions can be difficult, but they are normal for carers.

Some of the feelings you might have are:

Shock about:

- the diagnosis, illness or disability
- the changes this will bring to your life
- what it means to you and your family

Guilt about:

- not wanting to be a carer
- thinking it is your fault
- missing out and resenting it
- losing your temper
- needing to have a break from caring
- placing the person you care for into residential care
- that culturally, you're the one to blame
- feeling shame

Fear about:

- what will happen if you get sick or die
- what will happen if you can't cope
- what will happen to children you care for
- being judged by others
- getting old yourself



Sadness and depression about:

- loss of a relationship
- loss of the life you used to have
- loss of plans for the future
- how the person you care for has changed

Angry about:

- why the caring role has fallen on your shoulders
- why doesn't the family or community help more
- not having time for yourself
- giving up social activities, education or work

Counsellors can help you to deal with these feelings. Information and Counselling Services can be found on page 9 of this booklet.

Looking After Yourself

Caring can be stressful. Carers often forget about their own health and wellbeing. Looking after someone can be hard work. You can get very tired and worn out. You may be at higher risk of illness or injury. Signs of stress include:

- sleeping too much or too little
- putting on or losing a lot of weight
- feeling tired most of the time
- losing interest in activities you used to enjoy
- getting easily upset or angry
- feeling worried or sad a lot of the time
- drinking alcohol or smoking more than usual
- forgetting things more easily
- not being able to concentrate
- shouting at people

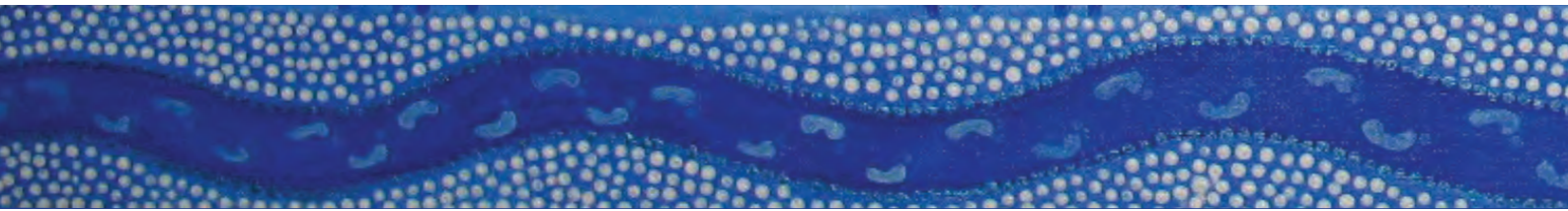
Stress

Worries about money, the health of the person you care for, the future and family life can make you feel stressed. When you are busy looking after someone else it can be hard to look after your own health. It can seem impossible to get a good night's sleep or eat well or do exercise. Eating well and doing exercise will help you cope and improve your mood. Getting enough sleep will give you more energy.

Ideas to manage stress

- be kind to yourself. No one is perfect. You are doing your best
- try to have 10 minutes a day to do something for yourself - even just to read a magazine
- share your feelings with friends and family especially if you are feeling angry or frustrated
- ask for and accept help. This can be difficult. Friends and family sometimes want to help but don't know what to do and need ideas. Give family directions such as sit and talk with the person you care for while you go for a walk or cook a meal
- accept that it may not be possible to do everything you want to do
- try not to eat too much junk food





Emergency Relaxation Technique

Sometimes taking a deep breath can help calm you down. Try this next time you are feeling stressed

- breathe in and hold your breath for a moment. Do not hold your breath for more than two or three seconds
- breathe out slowly and as you do so, relax your shoulders and hands
- pause for a moment and then breathe in again
- as you breathe out slowly this time, relax your forehead, face and jaw
- stay quiet for a few seconds, then go on with whatever you were doing but move slowly

Relationships

Feeling a lot of stress can be hard on relationships. For example, caring for an elderly parent can place strain on a marriage because of the continual stress experienced by the carer. You may feel like you are not supported by your partner.

Long-term illness or disability can have a big impact on relationships. It can feel like an emotional rollercoaster of anger, guilt, sadness, loss and frustration. For couples it can be very hard. It is important to talk about how you both feel and the changes, including intimacy. Counsellors can help with relationship advice.

Support Groups

Why go to a support group?

- to meet other carers
- to have a break
- to find out information
- to share ideas, feelings and worries
- to feel supported, heard and understood

Many different support groups (including language specific groups) meet regularly in the Illawarra and Shoalhaven. Contact the Illawarra Shoalhaven Local Health District Carer Program Coordinator to have a Support Group directory sent to you.

Wollongong – 4253 4558

Shoalhaven – 4424 6342

Information and Counselling Services

Counselling means talking to someone who listens and understands. Someone who will work with you to support you to improve your situation. There are services you can contact for support:

ISLHD Carer Program Counsellor 1300 792 755
(Helensburgh to Durras)
This counselling service will finish in November 2019

National Carer Counselling Service and Carer Line – Carers NSW 1800 242 636
(over the phone, face to face, or online)

Carers NSW provides 6 free sessions within 6 months available through themselves or:

Anglicare
Wollongong **4228 9612** or
Nowra **4424 7100**

Catholic Care
Wollongong **4227 1122** or
Nowra **4227 1122**

Relationships Australia 1300 364 277

Lifeline 13 11 14
www.lifeline.org.au

Carer Gateway 1800 422 737
www.carergateway.gov.au

General Practitioner (GP) Mental Health Care Plan to access counselling support

Telephone & online support:

Mensline 1300 789 978
www.mensline.org.au

Open Arms provides free and confidential counselling, group programs and 24 hours crisis support to current and former serving Australian Defence Force personnel and their families. Phone **1800 011 046**
openarms.gov.au

Dementia Helpline 1800 100 500
www.dementia.org.au

Dementia Behaviour Management Advisory Service (DBMAS) 1800 699 799 (24 hours)
for support in managing behaviours in people with dementia.

Mental Health Line (24 hours) 1800 011 511 (for information and advice about mental health issues)

Transcultural Mental Health Centre (TMHC) 1800 648 911 or 9912 3850
(bi-lingual staff are available)

ISLHD Drug and Alcohol Helpline 1300 652 226

ISLHD Multicultural Health and Refugee Health Service 4221 6770

The Translating and interpreting Service (TIS) can help you connect to services if you speak a language other than English. Contact TIS on **13 14 50**

1800RESPECT 1800 737 732 (24 hours)

National Sexual Assault, Domestic Family Violence Counselling Service

ACON 1800 063 060
For LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning) Health Promotion
www.acon.org.au

Gay & Lesbian Counselling Service of NSW 1800 652 010

Money Matters



Caring can affect your finances. You may have to give up work or reduce your hours. There may be extra costs, for example, medication, equipment, specialist appointments.

Financial help for carers is available through Centrelink.

- for information about Carers, Sickness and Disability call [132 717](tel:132717)
- an Aboriginal Service Officer can give you and your community information about government payments and services. Contact the Indigenous Call Centre on [1800 136 380](tel:1800136380)
- to speak to someone at Centrelink in another language call [131 202](tel:131202)
- Hearing and Speech Assistance TTY FreeCALL [1800 810 586](tel:1800810586)

Types of financial help through Centrelink:

Carer Allowance

To receive this income supplement, you and your partner's combined taxable income has to be under \$250,000 each financial year. This is paid on top of Carer Payment or any other income you earn. If you care for a child under 16 years and get a Carer Payment you will get

the Carer Allowance too. You don't have to live with the person to get this allowance.

Carer Payment

Is an income support payment for carers who can't work while caring for an adult or child. This payment has an income and assets test. You are able to work up to 25 hours per week and still receive some carer payment.

Disability Support Pension

For people who can't work fulltime for at least two years because of a disability.

Concession cards

The Pensioner Concession Card and Health Care Cards. You or the person you care for may be entitled to a card. These cards can get you a discount on car registration, transport, medicines and power bills.

Rent Assistance

For people who pay rent for private accommodation, or some social housing and also receive payments from Centrelink.

Advocacy

If you need general information and advice about your financial entitlements or wish to appeal a decision you can contact the:

- Welfare Rights Centre [1800 226 028](tel:1800226028)
Website: welfarerightscentre.org.au
- The Illawarra Legal Centre Welfare Rights Service covers the Illawarra and Shoalhaven [4276 1939](tel:42761939) illawarralegalcentre.org.au
- Legal Aid provides a range of specialist services including the Social Security Service, Mortgage Hardship Service, and the Work and Development Order Service
Wollongong [4228 8299](tel:42288299)
Nowra [4422 4351](tel:44224351)
Law Access [1300 888 529](tel:1300888529)
legalaidnsw.gov.au

Other Financial Help:

NSW Companion Card

For people with a lifelong disability who need a carer to come with them to events. The Companion Card gives free entry to the Carer to many places. Call 1800 893 044 to apply or visit nswcompanioncard.org.au

Energy Rebates

For information on Energy Rebates and the Energy Accounts Payment Assistance (EAPA) Scheme visit www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates or phone 13 77 88 (1300 555 727 hearing & speech impaired or 13 14 50 interpreter services).

Cost of Living Service – Service NSW

A service to help people find out what savings and discounts they may be able to get. To make an appointment call 13 77 88 or visit service.nsw.gov.au



Continence Payment

The Continence Aids Payment Scheme (CAPS) can help pay for continence products. People need to have permanent and severe incontinence. You can call the CAPS Team on 1800 239 309 or visit www.bladderbowel.gov.au/caps.

Call the National Continence Helpline on 1800 33 00 66 for information and advice about continence issues.

Department of Veteran Affairs (DVA)

Provides financial help and services to veterans, war widow(ers), their families and carers. Call DVA on 1800 555 254.

Special Disability Trusts

A trust can be set up for people with a severe disability for their future care. You may need to seek legal and financial advice as the rules are complex.

Contact the Department of Human Services Special Disability Trust Team 1800 734 750.

Young Carer Bursary Program

Provides a 12 month scholarship for young carers aged between 12 and 25 years to help them stay in education. Applications open in July each year. Further information can be found by contacting:

Website: youngcarers.net.au/young-carer-bursary-program

Email: ycbursaries@carersaustralia.com.au

Phone: 1800 756 238

Planning Ahead

When caring for someone planning ahead is important. This means making plans for your future in case you can't make decisions for yourself about your belongings, money, where you live and health care. You can also have a say about medical treatment near the end of life. This is also important when you are looking after someone so you can follow their wishes when they can't communicate them to you.

4 Ways to Plan ahead – you can make a:

1. Will – Who will get my things when I die?

2. Power of Attorney – Who will make decisions about money if I can't?

3. Enduring Guardian – Who will make decisions about my health and where I live if I can't?

4. Advance Care Planning – What medical treatment and care do I want in the future?

1. Making a Will

A will is a legal document that says who you want your things (your money, property and belongings) to go to after you die. You have to be over 18 years to make a will. If you don't have a will it can cause delays and problems. It is a good idea to keep your will up to date. If there are changes in your life, such as getting married, divorced or having children, you should think about doing a new will.



2. Power of Attorney

A Power of Attorney is a legal document that you sign that gives another person (called your attorney) the power to look after your money (financial affairs) and property if you can't do it yourself. It needs to be someone you trust who will act in your best interest.

It is best to make your Power of Attorney an **Enduring Power of Attorney**. This means the person you appoint will be able to make decisions for you even when you have lost the ability to make your own decisions. This is called 'losing capacity'.

3. Enduring Guardianship

An Enduring Guardian is someone you choose to make medical, personal or lifestyle decisions on your behalf when you are not able to do so. For example, where you live, what health care or support services you receive.

Wills, Power of Attorney and Guardianship papers can be done with a solicitor. It is a good idea to ring around as prices can vary. You can also get your own documents and the Enduring Power of Attorney and Guardianship forms can be witnessed and signed by a Chamber Magistrate at the local court for free. It is best to ring your local court and ask when they are available.

4. Advance Care Planning

An Advance Care Directive states your wishes for health care and treatment in the future when you are not able to communicate or can no longer make the decision yourself. It helps doctors and health staff know what your wishes are.



It is important to think about and talk with people close to you about how you would like to be treated in the future if you cannot speak for yourself at the time. This may happen if you have a progressive condition like dementia or become too ill to communicate. Talking early with your family helps you raise sensitive issues about your future care. Give copies to your GP and to anyone who may be called on to make decisions on your behalf in the future. You can bring a copy with you if you have to go to hospital. This can go in your medical record.

My Health Record is a secure online summary of your health information and it can include your Advance Care Plan.

Where to go for information:

- Planningaheadtools.com.au (forms can be printed) or call 1300 887 529
- NSW Trustee and Guardian 1300 364 103
- Illawarra Legal Centre 4276 1939
- Shoalcoast Community Legal Centre (Shoalhaven) 1800 229 529 or 4422 9529
- Legal Aid legallaidnsw.gov.au
Wollongong 4228 8299
Nowra 4422 4351
Law Access 1300 888 529
- Carers NSW Carers Line 1800 242 636
- myhealthrecord.gov.au
call 1800 723 471
or visit a Medicare Service Centre
- for a copy of the NSW Health, Making an Advance Care Directive booklet
www.health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx
- for a copy of Taking Care of Business – Planning Ahead for Aboriginal people in New South Wales and Aboriginal Wills Handbook www.tag.nsw.gov.au/aboriginal-planning-ahead.html

Help at Home and in the Community

You and the person you care for can get help at home and in the community. There are many different types of services. As a carer you may need to speak with different services to get the help you and the person you care for need. When you first start looking for help it can be overwhelming. Many of the services use words that sound like a whole new language. Ask lots of questions.

Sometimes it is hard to take the first step and ask for help. It is a good idea to think about the sort of help you need.

Getting help when you are aged over 65 years or over 50 years for Aboriginal and Torres Strait Islander people

My Aged Care is a one stop shop for aged care services and information. You can find out about types of services and how to get them. This includes services in the community and residential aged care.

To receive a government subsidised service **you must contact My Aged Care** to register your details. You will then be contacted by a local assessment service (Aged Care Assessment Team (ACAT) or Regional Assessment Service (RAS)). An assessor will make a time to come and speak to you about the types of help you and the person you care for need to live safely and well at home. They may assess you as needing one or two services (**Commonwealth Home Support Programme (CHSP)**) or they may assess you as needing a package of services (called a **Home Care Package - HCP**).

All services provided under a Home Care Package need to be provided under Consumer Directed care (CDC). What this means is that you have a say in what care and services you receive. This could be the type of service, when you have them and who provides them.

Carer Gateway

The Carer Gateway is a government phone and website service for carers. The Gateway has information for carers. It has practical advice and health information. You can get help to find local support services. From September 2019, contacting the Carer Gateway will be the main way carers can access a range of support services.

Call **1800 422 737** from Monday to Friday between 8.00am and 6.00pm or visit carergateway.gov.au

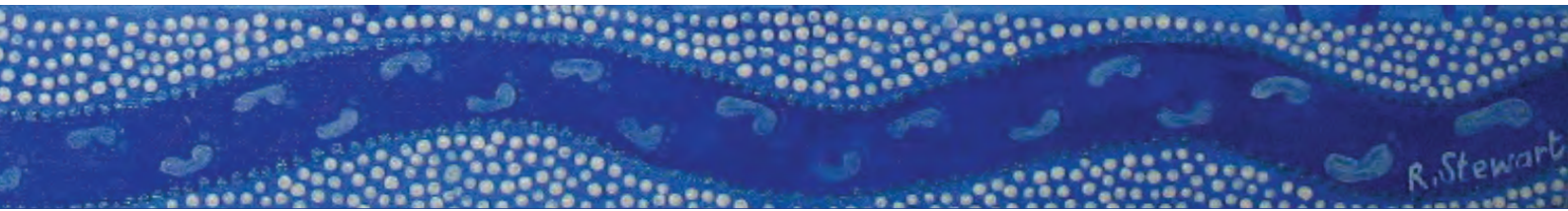
Carers NSW

Carers NSW is the peak body for carers in NSW. They support all carers – regardless of age, culture, sexuality or gender. They have information, support and counselling for carers. It is free to join if you are a carer, and you will get a newsletter to keep you up to date with new services and programs.

You can call the Carer Line on **1800 242 636** from Monday to Friday 9am to 5pm or visit carersnsw.org.au

My Aged Care can be contacted on **1800 200 422** Monday to Friday from 8am to 8pm and Saturday from 10am to 2pm or visit myagedcare.gov.au





Home Care Packages can be for:

Care Services – like help with washing, dressing, walking, and meals.

Support Services – like cleaning, laundry, gardening, transport, respite, home modification and maintenance, social and leisure activities.

Clinical Services – like nursing, podiatry, physiotherapy, speech therapy, hearing and sight.

Other services – like equipment and Telehealth (using technology to deliver health services).

When you speak to an assessor or service provider be clear in telling them what your situation is. Don't pretend things are easy. They make decisions based on what you tell them. Tell it like it is and be prepared to be insistent.

Costs – It is important to ask how much a service will cost. Some of the costs can be paid by the government. You can ask if the cost can be reduced if you believe you can't pay.

Short-Term Restorative Care (STRC) Program provides a package of services and therapy for up to 8 weeks. It is for older people living at home or in a residential aged care setting. You will first need to call My Aged Care [1800 200 422](tel:1800200422) to be assessed by the Aged Care Assessment Team (ACAT) for this program.

Department of Veterans' Affairs (DVA)

If you are a Gold Card or White Card holder, DVA provides a variety of Aged and community care programs

Call [1800 555 254](tel:1800555254) or visit dva.gov.au

Getting help when you are aged under 65 years



The National Disability Insurance Scheme (NDIS) is the new way of providing disability support in Australia for people aged under 65 years. To get help under the NDIS the person must:

- have a permanent impairment that significantly affects their ability to take part in everyday activities, or have a developmental delay
- be aged less than 65 when they first apply to enter the NDIS
- be an Australian citizen, hold a permanent visa or a Protected Special Category visa

For more information on the NDIS and to see if the person will be eligible for any services contact the NDIS on [1800 800 110](tel:1800800110) or visit ndis.gov.au.

If eligible for the NDIS, a Local Area Coordinator (LAC) helps you to develop a Plan for funding approval from the NDIS. If you are not eligible for the NDIS, Ability Links is a free program that supports people with disability, their families and carers (contact details on page 26-7).

Early Childhood (0-6 years) Early Intervention (ECEI)

For carers of young children aged from 0-6 the NDIS provides support through the ECEI.

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability and their families/carers.

Help at Home and in the Community

The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

For more ECEI information contact the NDIS on 1800 800 110 or visit www.ndis.gov.au/ecei

Safe and Supported at Home (SASH) Program provides clinical and non-clinical supports up to 6 weeks at a time for people between 18-64 years of age with functional impairment who are not eligible for the NDIS. Local Health District Outpatient clinics and community services can refer you to this program.

Advocacy

If you have a problem with a service you receive or are not happy with any of the decisions made you may be able to get help to sort out your concern.

The following services may help you:

Disability

Illawarra Advocacy - call 4229 4999 or visit illawarraadvocacy.org.au

People with Disability - call 1800 422 015 or visit pwd@pwd.org.au

Aged Care

Seniors Rights Service - call 1800 424 079 or visit seniorsrightsservice.org.au

Age Care Complaints Commissioner - call 1800 550 552 or visit agedcarecomplaints.gov.au

Shoalhaven area only, the A.C.T. Disability, Aged and Carer Advocacy service (ADACAS) can be contacted on 02 6242 5060 or visit adacas.org.au

NSW Fair Trading

Provides free information about rights and responsibilities when buying goods and services through a NDIS or Home Care package. They can help with resolving complaints with a trader.

Contact NSW Fair Trading on 13 32 20 or visit www.fairtrading.nsw.gov.au

Equipment and Assistive Technology

The Independent Living Centre (ILC) has information about aids and equipment to help people remain independent and improve their quality of life.

If you need help in choosing aids and equipment you can call ILC's national Infoline on 1300 885 886 ilcaustralia.org.au.

For information on the Aids and Equipment Program which provides help with equipment such as wheelchairs, consumable products, ventilators and prosthetic limbs contact

ENABLE NSW 1800 362 253

www.enable.health.nsw.gov.au

Transport

The Taxi Transport Subsidy Scheme provides half price taxi vouchers for over school aged people who can't use public transport because of a severe & permanent disability. Phone: 1800 623 724 or visit www.transport.nsw.gov.au

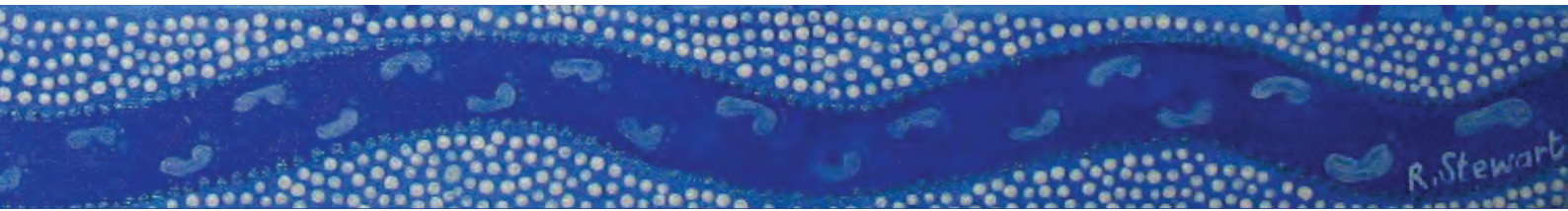
IPTAAS is the Isolated Patients Transport and Accommodation Assistance Scheme.

This can help with the cost of travel and accommodation when a patient needs to travel more than 100km or 200km combined per week for specialist medical treatment. Phone: 1800 478 227 or visit

www.enable.health.nsw.gov.au/home/iptaas

Pending availability, **Transport for Health** provides transport to medical appointments in the Illawarra for people who cannot access public transport and cannot afford taxi travel. Phone: 4223 8504

Mobility Parking Scheme provides a disability sticker for your car. You can apply at a Service NSW Centre. A Car Registration rebate is available for people on a government pension including carers receiving a carer allowance.



Working Carers

Information on combining work and caring can be found at the Carer Gateway, visit www.carergateway.gov.au/working-while-caring

Also www.carersnsw.org.au/advice/work-finance or contact Carers NSW

Phone: 1800 242 636

Phone: 13 22 13 or visit www.rms.nsw.gov.au

Country Care Link provides transport to country people who have to go to medical visits or hospital in Sydney. Transport is provided by trained volunteers on arrival and departure between the airport, railway or bus station, and medical appointments, hospitals or accommodation. Information for accommodation near hospitals is also available. Phone: 1800 806 160 or visit www.sistersofcharityoutreach.com.au/service/country-care-link

Taking a Break

Caring can be exhausting. Taking a regular break can help to manage stress. These breaks are called respite. You can get respite from your family and friends helping you and the person you care for. There are also services that can give you respite. Breaks can be good for the person you care for. They meet other people and have some social time.

It is a good idea to have regular breaks from caring. There are different types of respite services that help you have a break. This could be for a few hours a week or for a few days. If you are looking after an older person some of the local aged care homes provide respite for up to nine weeks a year. To access respite care, for people aged over 65 years or over 50 years for Aboriginal and Torres Strait Islander people, you will need to contact My Aged Care (MAC) on [1800 200 422](tel:1800200422).

Respite does not always mean being away from the person you care for. Some services can support you to do an activity with the person you care for.

You might have your own ideas about the type of respite you would like or the type of help that will reduce your stress. Some services are for people from particular language groups or cultures.

It is important to plan ahead so you have the best chance to get the service at a time that suits you. Don't wait until you can no longer cope. You might want to plan a regular break or just have one-off support. It is good to find out about the different services to find one that suits you.

You can ask for respite for yourself to be included in the person's Home Care Package. There are three levels of respite-like supports available for funding as part of NDIS plans. The respite-like Support categories include Assistance in a shared living arrangement and Assistance with self-care activities: overnight.

To find out about respite options contact The Commonwealth Respite and Carelink Centre. They are experienced in finding respite for people of all ages and conditions.

Help in Emergencies

Sometimes emergencies can happen with carers which means you need urgent help with respite. You might get sick or there is a death in the family. Emergency help to look after the person you care for can also be arranged through the centre. This is usually for a short time.

Contact the Respite and Carelink Centre on [1800 052 222](tel:1800052222)

If you are caring for someone, it makes sense to plan for an emergency. An emergency care plan records all the important information in one place, making it easy for someone to take over from you in a hurry. You can order an Emergency Care Kit from Carer Gateway

Rethink Respite Website

Online support for carers and people with dementia to use respite in the Illawarra Shoalhaven.

The website provides:

- information on respite services in the area
- checklists to help you to decide which respite to use
- list of dementia carer support groups
- stories of local carer experiences

Visit www.rethinkrespite.com

Carers Guide to the Hospital and Community Health Services



In the Emergency Department (ED)

When you first come into the Emergency Department (ED) a nurse will assess the medical condition of the person you care for. This is called triage. They will give them a triage number. In ED the sickest people are always seen first. If you are worried about anything or need an interpreter please let the triage nurse know.

- it is important to tell staff that you are the carer
- let the ED staff know any important information about the person you care for. For example, medical history, medications, behaviour issues

Important

It is important that patients, families or carers let Health Staff know if you get help from the NDIS when you come to Emergency or other Health Services. This will help Health staff to plan your health care and discharge planning.

Handy Tip

If you or the person you care for need an Interpreter, please let our staff know. They can book one in your preferred language or help communicate with a deaf person. It is health policy that we don't use family or friends to interpret.

- bring all the medications they are taking, with you to hospital. It is a good idea to have a current list of medications which you can get from the local doctor or chemist
- if you are sick and going to ED for yourself let the nurse know that you are a carer. If the person you care for can't be left alone they can call someone to help with organising emergency respite

Are you worried about a change in the condition of the person you care for when in hospital? REACH out in 3 easy steps:

1. Talk to the nurse looking after them.
2. Ask to speak to the nurse in charge and request a "Clinical review".
3. If there is no response in 30 minutes or you are still concerned, call the emergency number using the ward phone and say "This is a REACH call" then say the patient name and ward they are on. The emergency number will be listed on the wall or phone near the bed.

You can ask staff for more information about the REACH program

Carers Guide to the Hospital and Community Health Services

On the Ward

If the person you care for needs to stay in hospital, introduce yourself as their carer to the nursing and medical staff. Ask to have your contact details in the patient's medical record so that staff can contact you.

As the carer you will need to talk with the staff to give and receive information about the person you care for. Staff will usually check this is OK with the person you care for first. If the patient can't give their OK (they may have dementia or another condition that affects their ability to make decisions) the staff will need to work with you to understand and support the person you care for.

Some of the ways you can communicate with staff:

- ask to speak to the nurse in charge of the room. They can help you contact the doctor who looks after the person you care for
- ask when bedside rounds happen. This is when the treating team (doctor, physiotherapist etc) visit each patient's bed to talk about their plan of care. You can be there to hear this or give information
- ask when the nursing shifts change. This is when the nurses hand over information about each patient to the next shift. You can be there to listen or give information
- ask to speak to the social worker. They can give you practical help and personal support and speak on your behalf if needed
- ask if you can have a family conference with the team treating the person you care for to talk about their care. Sometimes this is arranged before the patient goes home
- if you do not understand something, ask staff to explain it to you

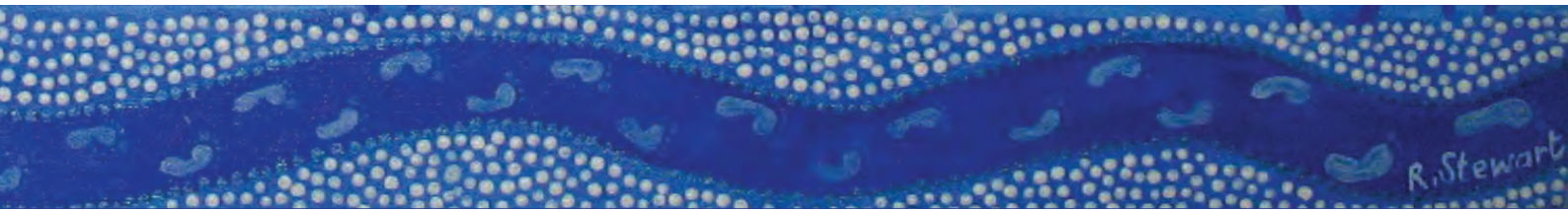
Who's Who in the Hospital

Carers can meet many staff in hospital and outpatient clinics. Each of these staff have special skills. You as the carer also have important knowledge and skills in caring for your person.

Doctors

- patients are admitted to hospital under the care of a specialist
- doctors training to be specialists are called registrars. They supervise the junior doctors (residents and interns) who do the day to day work of the treatment plan which is developed by the specialist
- the registrar is usually the one to speak to about the patient's treatment plan
- the person you care for may be asked for their permission to have student doctors and nurses present when the doctor is doing their check-up. If they can't give it, the carer should be asked





Nurses

Nurses can help explain the illness and teach patients and carers how to follow treatments at home. There is a team of nurses who provide the day to day care and treatment of the patient.

- the Nurse Unit Manager (NUM) is the nurse in charge of the ward and overall patient care. They can help with any questions you have about the person you care for. They are the best person to talk to if you have any patient related worries
- the Registered Nurse (RN) is the senior nurse in charge of the patient's room. They can follow up your questions and make referrals to other staff
- the Discharge Planner is a nurse specialist who helps to plan the patient's return home. They can refer to community services if needed

Allied Health Staff

- **Social Workers** can give you information and practical and personal support. They also speak on your behalf when needed. They are a good contact to help you understand what is happening and connect with the rest of the treating team
- **Occupational Therapists (OT)** focus on improving the way patients can manage their day to day activities. This includes returning to work, using equipment and adapting the home if changes to the home are needed
- **Physiotherapists** work on improving patient's movement, balance and muscle strength
- **Dieticians** advise on diet and nutrition
- **Speech Pathologists** work with patients who have speech or swallowing problems
- **Pharmacists** help with understanding and managing medications in hospital and the home

Checklist for Carers

Asking questions can help you get the information you need:

- ✓ What is the cause of the illness or condition?
- ✓ How will they treat the condition?
- ✓ What is the likely progression of the illness or condition?
- ✓ What medicine do they need to take?
- ✓ Do they need to have more appointments?
- ✓ What ongoing care is needed?
- ✓ Who will provide this care?
- ✓ When will they leave hospital?
- ✓ Will transport be provided?
- ✓ Is any equipment or change to the home needed?
- ✓ What support services are there in the community?
- ✓ Who do I contact if I need follow up advice or support?
- ✓ How do I access an interpreter?

- **Podiatrists** treat conditions of the feet and lower legs
- **Psychologists** can assess the patient's memory and thinking. They can also help them and their families with adjusting to the illness, anxiety and depression

Other Staff

- **Chaplains** are there to provide spiritual support to people in times of crisis, anxiety, suffering, grief, loss and death. You can ask to see a Chaplain or spiritual support person from your religion

Carers Guide to the Hospital and Community Health Services

- **Aboriginal Health Workers** provide support to Aboriginal and Torres Strait Islander patients and their families in our hospitals in the Local Health District.

An Aboriginal Health Worker can be contacted by phoning the Social Work Department at

Wollongong Hospital on [4253 4501](tel:42534501)

Shoalhaven Hospital on [4428 7624](tel:44287624)

or you can let ward staff know you would like to speak to the Aboriginal Health Worker.

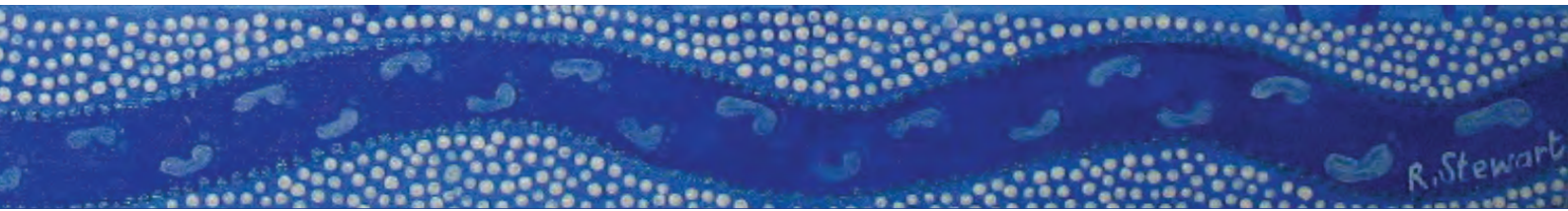
An Aboriginal Family Room is located at Wollongong Hospital, on Level 7, Block C West. The Aboriginal Family Room provides a culturally safe space for families to gather and have a break. There are tea and coffee facilities, microwave, fridge and TV. You can get information about health care and local Aboriginal community services.



Going Home from Hospital (Discharge)

It is important to be involved in the care plans for going home from hospital. This is called **discharge planning or transfer of care.**

- find out as soon as possible, how long the person you care for is expected to be in hospital. Then you too can plan
- ask what care they will need after they come home. You can then prepare your home or other accommodation for them
- let nursing staff know if the person you care for is getting services at home. Ask staff to let the services know when the person is ready to go home
- if the person needs help at home they may be able to get a short term package of care. Ask about this **before** they leave hospital
 - **ComPacks** – up to 6 weeks of services to help people after they come home from a public hospital
 - **Transitional Aged Care** – up to 12 weeks of therapy and services for people aged over 65 years or over 50 years for Aboriginal and Torres Strait Islander people. This is also available from private hospitals
- if the person you care for is going to a hospital in another area social workers can contact the other hospital and let them know what the person you care for needs



Community Health Services

There are a number of health services in the community. For example Asthma Service, Cardiac Rehabilitation, Community Nursing, Women's Health and Child and Family services.

There are Aboriginal Health Workers located in community health centres across the area.

The Aboriginal Chronic Care Unit (ACCU) helps Aboriginal people with, or at risk of, developing chronic health conditions.

To contact a community health service call the **Illawarra Shoalhaven Access and Referral Centre (ARC)** on [1300 792 755](tel:1300792755).

Grand Pacific Health also has an Integrated Team Care Aboriginal Service which provides assistance to Aboriginal and Torres Strait Islander people living with one or more chronic conditions. Contact Shoalhaven [4448 2203](tel:44482203) or Wollongong [4220 7645](tel:42207645) or visit gph.org.au

You may be able to access **Allied Health Services** via your general practitioner (GP) under a Chronic Disease or Mental Health Care Plan.

There is also the **Multicultural Health Service** who have workers that speak various languages. Contact [4221 6770](tel:42216770).

The **Health Care Interpreter Service (HCIS)** can provide interpreters for inpatient and outpatient or community appointments. The HCIS can be contacted on [1800 247 272](tel:1800247272).

The **NSW Health Pathology Service** provides a Home Collection Service if you need blood tests done. Contact [1300 788 944](tel:1300788944).

If you have private health insurance, check what your insurance covers. You may be able to get help in the community.

Community Mental Health Services

A number of mental health services are located in the community providing assessment and treatment for people with mental health issues. To be directed to the right service contact the Mental Health Line on [1800 011 511](tel:1800011511).

Palliative Care Services

When an illness cannot be cured, Palliative Care is available to help manage symptoms and provide support. Palliative Care aims for comfort and quality of life.

Palliative Care teams include doctors, nurses, allied health staff, social workers and volunteers. They provide free services to people in hospital and at home.

The NSW Palliative Care After Hours Helpline is a free service available on weekdays from 5pm to 9am, on weekends and public holidays on [1800 548 225](tel:1800548225).

For more information on ISLHD Palliative Care Services go to islhd.health.nsw.gov.au/Palliative_Care/default.asp

Patient Information and Privacy

1. Why do health staff need permission to give information to a carer?

- information the health service has about a patient's condition, care and treatment is covered by strict privacy laws
- a patient's right to privacy is very important and is protected by these laws
- health staff may need to talk to you about the patient in order to know how best to help them
- they will need to ask the patient first if they can talk to you
- you should talk about this with the patient so they understand why health staff may need to talk to you

2. When can health staff share information?

- health staff can give information to you about the patient if the patient (or someone authorised to act for them) has said this is OK
- if a patient does not say it's OK, information can't be given except in special situations. For example, under the Mental Health Act or where there is a serious threat to the patients' health or welfare
- a patient can tell health staff that it's OK for them to speak to you. The staff member should put this in the patients' medical record
- sometimes when a patient has more than one carer, health staff may only be able to speak with the primary or main carer

3. What if the patient can't give permission?

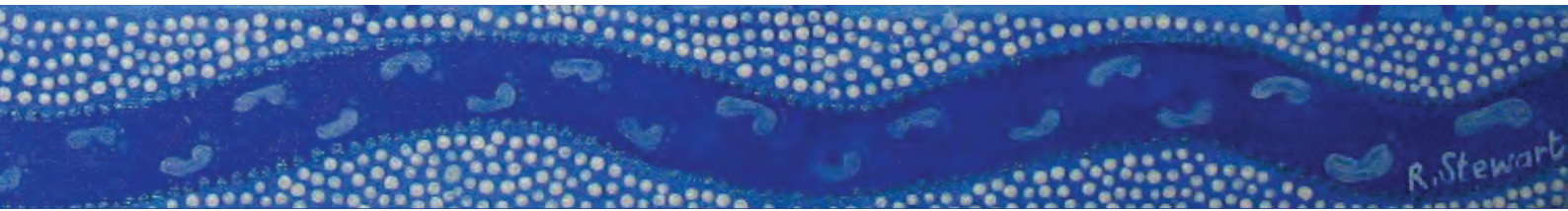
Some patients can't say it's OK for staff to share information. They may be too sick, or they are unconscious. They may have a severe intellectual disability or dementia. A parent or guardian must give permission for information to be shared about children.

An "**Authorised Representative**" can make decisions about who can have health information about the patient when they can't do it themselves.

An Authorised Representative is:

- someone who has an 'enduring power of attorney' for the individual or
- a guardian, including someone with 'enduring guardianship', as defined in the Guardianship Act 1987
- if the individual is a child under 18, a person who has parental responsibility for them
- a "person responsible" under Section 33A of the Guardianship Act 1987 or
- any other person who is authorised by law to act for or represent the person

In the short term health staff can share information if they know it is not against what the patient wants. You can get help from a social worker, Privacy Contact Officer or the NSW Civil and Administrative Tribunal - Guardianship Division. The division can appoint a legal guardian (who may also be the carer).



What about children and young people?

Usually, the carer of a child or young person under the age of 16 years with a disability or chronic illness will be their parent or legal guardian. Most of the time, health staff will share information with the parent or legal guardian.

Sometimes a young person aged 14 to 16 years does not want to share information with their carer even if they are their parent or guardian. This is a sensitive matter and you may need to talk to health staff and the privacy contact officer.

What about young carers?

Children and young people may be carers. If the patient gives permission they also have a right to get information about the patient from health staff.

Health staff will need to decide if the information is right for the age of the carer and how to give the information so they understand it.

What if the patient has a mental illness?

The Mental Health Act (2007) provides special laws about patient privacy and providing information to carers and family of people with mental illness.

For a fact sheet about carers and the Mental Health Act visit: www.mha.nswiop.nsw.edu.au.

4. What if the patient can't make decisions about their own health care and treatment?

Sometimes patients can't make own health care decisions. They may be too sick, or unconscious. They may have severe intellectual disability or dementia. Under a law called the Guardianship Act 1987 a "**Person Responsible**" can make health care decisions for the patient.

A person responsible is one of the following people:

1. **Guardian** – An appointed guardian (or enduring guardian) who has been given the right to consent to medical and dental treatments, **or**
2. **Spouse or partner** – If there is no guardian, a spouse, de-facto spouse or partner where there is a close continuing relationship, **or**
3. **Carer** – If there is no spouse or partner, an unpaid carer who provides or arranges for domestic support on a regular basis, **or**
4. **Relative or friend** – If there is no carer, a friend or relative who has a close personal relationship, frequent personal contact and a personal interest in the person's welfare, on an unpaid basis.

Who should you ask for more help?

If you are finding it hard to get or give information about the person you care for, ask to speak to the Social Worker, Nurse Unit Manager or Privacy Contact Officer.

Health services and staff are busy and it is important to be patient but persistent in getting the help you need.

The Privacy Officer can be contacted on 4221 6899 or by email: ISLHD-Trim@health.nsw.gov.au.

Feedback

The Illawarra Shoalhaven Local Health District welcomes your feedback about your health experience.

If you are happy with the care you have been given

- you can talk to the Manager or staff or
- you can send an email to ISLHD-Compliments@health.nsw.gov.au or
- you can write a letter and send to ISLHD Compliments, PO Box 239, Port Kembla, NSW 2505 or

- you can phone the Manager of the Hospital or Service

Facility contact details can be found on the ISLHD website: www.islhd.health.nsw.gov.au

If you are unhappy with the care you have been given

- you can speak to the staff person caring for you or
- you can speak to the Manager
- you can phone the service you would like to make a complaint about
- you can contact the Complaints Manager by phoning: [4221 6811](tel:42216811) or Email: ISLHD-Compliments@health.nsw.gov.au
- write a letter to ISLHD Complaints Manager, PO Box 239, Port Kembla, NSW, 2505
- you can write a letter to ISLHD Chief Executive Mail address: Chief Executive, PO Box 239, Port Kembla, 2505
- you can contact the Health Care Complaints Commission (HCCC) if you do not feel happy to talk to our staff. You can do this by Phone: [9219 7444](tel:92197444) or make a free call: [1800 043 159](tel:1800043159)

Mail: Locked Mail Bag 18, Strawberry Hills, NSW, 2012 Email: hccc@hccc.nsw.gov.au

If you need to speak to someone in your own language you can ring the Health Care Interpreter Service on [4223 8540](tel:42238540), or [1800 247 272](tel:1800247272), in the Shoalhaven, Monday to Friday 8.30am to 5pm

When you make a complaint

We will:

- treat you with respect
- reply to your complaint
- tell you when we will reply to you
- say sorry when needed

You can:

- have someone make the complaint for you
- have someone come with you to any meeting
- make your complaint in any language

Useful Contacts

Illawarra Shoalhaven Local Health District (ISLHD)

islhd.health.nsw.gov.au

Carers

Carers NSW

carersnsw.org.au

1800 242 636

Carer Gateway

carergateway.gov.au

1800 422 737

Young Carers Program

youngcarersnsw.org.au or

youngcarers.net.au

1800 242 636

Centrelink

centrelink.gov.au

132 717

Illawarra Commonwealth Respite and Carelink Centre

carersillawarra.org.au

1800 052 222

Older People

My Aged Care

myagedcare.gov.au

1800 200 422

The Seniors Rights Service

seniorsrightsservice.org.au

1800 424 079

Dementia Australia

dementia.org.au

1800 100 500

Dementia Illawarra Shoalhaven

dementiaillawarra.com

Aged Care Complaints Commissioner

agedcarecomplaints.gov.au

1800 550 552

NSW Civil and Administrative Tribunal – Guardianship Division

ncat.nsw.gov.au

1300 006 228

Department of Veteran Affairs

dva.gov.au

1800 555 254

NSW Elder Abuse Helpline

elderabusehelpline.com.au

1800 628 221

Disability

National Disability Insurance Scheme

ndis.gov.au

1800 800 110

NDIS Quality and Safeguards Commission

1800 035 544

ndiscommission.gov.au

Uniting – NDIS Local Area Coordinators (LACs)

uniting.org/our-services/local-area-coordinators

02 4253 6580

Illawarra Advocacy

illawarraadvocacy.org.au

4229 4999

IDEAS (Information on Disability and Education Awareness Services)

ideas.org.au

1800 029 904

Ability Links – support for people aged 9-64yrs with a disability and their carers

abilitylinksnsw.org.au

- Settlement Services International (SSI)

1800 849 010

- UnitingCare

8830 0768

People with Disability - Disability Advocacy

pwd.org.au

1800 422 015

National Disability Abuse and Neglect Hotline

1800 880 052

Mental Health

Mental Health Line

1800 011 511

ARAFMI trading as Mental Health Carers NSW (MHCN)

arafmiillawarra.org.au

4283 3993

1300 554 660 (Information and support line)

Aftercare FACES (Family and Carer Education Support)

aftercare.com.au

4229 7254 (Wollongong)

4422 1547 (Nowra)

Head to Health (H2H)

headtohealth.gov.au

Useful Contacts

Aboriginal Services

IAMS (Illawarra Aboriginal Medical Service)

illawarraams.com.au

☎ 4229 9495 (Wollongong)

☎ 4262 8777 (Dapto)

Ability Links:

- Illawarra Aboriginal Corporation
☎ 4276 1878
- South Coast Medical Service
☎ 4448 0200
- Aboriginal Corporation –
Mission Australia (0 - 8 yrs)
☎ 0427 397 656

Illawarra Aboriginal Corporation

iac.org.au

☎ 4228 1585

Australian Unity Home Services

☎ 1300 160 170

SCMSAC (South Coast Medical Service Aboriginal Corporation)

southcoastams.org.au

☎ 1800 215 099 or 4448 0200

Waminda (South Coast Womens Health and Welfare Aboriginal Corporation)

waminda.org.au

☎ 4421 7400

Multicultural Services

Multicultural Health Service

☎ 4221 6770

Multicultural Disability Advocacy Association – Wollongong

☎ 1800 629 072

Multilingual Disability Hub

multilingualdisabilityhub.info

Multicultural Communities Council Illawarra

☎ 4229 7566

Cringila Co-operative

☎ 4274 4033

ITSOWEL (Italian Social Welfare)

☎ 4228 8222

Macedonian Welfare Association

☎ 4275 2266

Spanish and Latin American Community Organisation

☎ 4225 2128

GWS Community Services (Greek)

☎ 4228 1609

Illawarra Multicultural Services

☎ 4229 6855

Legal

Illawarra Legal Centre

illawarralegalcentre.org.au

☎ 4276 1939

Shoalcoast Community Legal Centre

shoalcoast.org.au

☎ 1800 229 529 or 4422 9529

Legal Aid

legalaidnsw.gov.au

☎ 4228 8299 (Wollongong) 4422 4351 (Nowra)

☎ **Law Access** 1300 888 529

Aboriginal Legal Service

alsnswact.org.au

☎ 4225 7977 (Wollongong) 4422 3255 (Nowra)

Translated Resources

There are fact sheets in different languages on the NSW Multicultural Health Communication Service website

mhcs.health.nsw.gov.au

The National Public Toilet Map

Is part of the National Continence Program. The toilet map provides information on over 16,000 public toilets available across Australia, including accessibility, opening hours and facilities. Download App or toiletmap.gov.au

The Master Locksmiths Access Key (MLAK)

enables people with disabilities to gain 24/7 access to a network of public facilities, including public toilets. Obtain a key by searching masterlocksmiths.com.au or contact them on 1800 810 698.

Glossary

Ability Links provides support to people aged 9-64 years of age with a disability and their carers (Pages 15, 27 & 28).

ACAT - Aged Care Assessment Team are health professionals who conduct comprehensive face-to-face assessments of older people for access to Residential Care, Transition Care, Restorative Care and Home Care Packages (Pages 14 & 15).

Advance Care Directive states your wishes for health care when you cannot communicate or can no longer make the decision for yourself (Page 13).

Advocacy is speaking on behalf or in support of another person (Pages 10 & 16).

Allied Health are health professionals who are not doctors, dentists or nurses. Page 20 provides a description of some of these health professionals (Pages 21 & 23).

ARC – Access and Referral Centre for Community Services in the Illawarra Shoalhaven Local Health District (ISLHD) (Page 23).

Authorised Representative is a person who can make decisions about who can have health information about the patient when they can't do it themselves (Page 24).

CHSP – Commonwealth Home Support Programme provides a range of basic support services for older people living at home. Contact My Aged Care (MAC) who will arrange for the Regional Assessment Service (RAS) to assess or review your service needs (Page 14).

(Illawarra) Commonwealth Respite and Carelink Centre - ICRCC provides information on carer support services, respite support and emergency support for carers when they are ill or in hospital (Pages 18 & 27).

CDC - Consumer Directed Care allows those receiving services to make choices about the types of services they want, and who should provide them (Page 14).

ComPacks provides up to 6 weeks of community services to help people after they come home from a public hospital (Page 22).

Continence is being able to control bladder and bowel activity (Page 11).

Counselling is talking to someone who listens and understands, and will work with you to improve your situation (Pages 6, 8, 9 & 14).

Disability is when a person has a physical or mental limitation (Pages 10, 11, 15, 16, 27 & 28).

Discharge plan is developed by the hospital together with the patient, carer and community service providers to make sure the right care continues after leaving the hospital (Page 22).

DVA – Department of Veterans' Affairs provides a variety of aged and community care programs to current and former serving Australian Defence Force personnel (Pages 15 & 27).

ECEI – Early Childhood Early Intervention through the National Disability Insurance Scheme (NDIS), supports children aged 0-6 years who have a disability or developmental delay (Pages 15 & 16).

GP – General Practitioner is a local medical doctor (Pages 9, 13 & 23).

HCP – Home Care Packages from Level 1 basic care to Level 4 which provides support for older people with higher level care needs to remain living at home (Pages 14 & 15).

Interpreter is a professionally trained person who translates what a person is saying into another language (Pages 9, 19, 23 & 28).

IPTAAS – Isolated Patients Transport and Accommodation Assistance Scheme can help with the cost of travel and accommodation when travelling more than 100km or 200km combined per week for specialist medical treatment (Page 16).

Glossary

ISLHD – Illawarra Shoalhaven Local Health District covers 4 Local Government areas: Wollongong, Shellharbour, Kiama and Shoalhaven and includes the following hospitals – Coledale, Bulli, Wollongong, Shellharbour, Kiama Ward in (Shellharbour Private), David Berry, Shoalhaven and Milton.

LAC – Local Area Coordinators assist people with a disability to access the National Disability Insurance Scheme (NDIS) and help them to identify their goals and prepare their NDIS plan (Pages 15 & 27).

MAC – My Aged Care is a telephone and online service providing information on and access to services according to the assessed needs of older people (Pages 14, 15 & 27).

Multicultural is the presence of several cultural groups within a society (Pages 9, 23 & 28).

NDIS – National Disability Insurance Scheme provides support for people aged under 65 years with a significant, permanent disability (Page 15, 16, 18, 19 & 27).

Nominee is a person who can act on behalf of another person to conduct business, represent interests and receive correspondence from most Australian Government departments. Only one person can be registered as a person's nominee, and nominee arrangements are not shared between government agencies.

Palliative Care aims to achieve the best quality of life for the person with a life-limiting illness and provide support for their family and carers (Page 23).

Person Responsible is a person who can make health care decisions for the patient when they can't do it themselves (Pages 24 & 25).

RAS – Regional Assessment Service conducts face-to-face assessments of older people living at home who are seeking basic support services from My Aged Care's Commonwealth Home Support Programme (CHSP) (Page 14).

Respite is having a break, meaning a time of rest or relief (Pages 15, 18 & 27).

SASH – Safe and Supported at Home Program provides clinical and non-clinical supports up to 6 weeks at a time for people between 18-64 years of age with functional impairment who are not eligible for the NDIS (Page 16).

SRS - Seniors Rights Service is a community legal and advocacy service for older people (Pages 16 and 27).

STRC – Short-Term Restorative Care provides a package of services up to 8 weeks for older people living at home or in a residential setting following approval by the Aged Care Assessment Team (ACAT (Page 15).

Transitional Aged Care provides up to 12 weeks of home therapy and services for people aged over 65 years or over 50 years for Aboriginal and Torres Strait Islander people discharged from public or private hospitals following approval by the Aged Care Assessment Team (ACAT) (Page 22). The Illawarra Shoalhaven Local Health District (ISLHD) has the Illawarra Transitional Aged Care Service (ITACS) and the Shoalhaven Transitional Aged Care Service (STACS).

Notes

R. Stewart

