

Carer Support Resources

Prince of Wales Hospital Services	Phone number
Main switchboard	9382 2222
Patient Enquiries - Main Entrance Barker Street Mon-Fri 8am-8:30pm Sat-Sun 9am-5:30pm Afterhours - Emergency Department	
Social Work	9382 2372
Aboriginal Hospital Liaison Officer	9382 2332
Family and Carer Mental Health Program	0400 918 742
REACH (Recognise, Engage, Act, Call, Help) - A system that helps patients, carer/s, and families to escalate their concerns with staff about worrying changes in a patient's condition	9382 2622
Compliments / complaints SESLHD-NorthernSectorConsumerFeedback@health.nsw.gov.au	9382 2755
Visiting information www.seslhd.health.nsw.gov.au/latest-advice-on-visiting-our-hospitals	
Concessional Parking www.seslhd.health.nsw.gov.au/about-us/concessional-car-parking-fees-nsw-public-hospitals	

Community Services	Phone Number
Carer Gateway - Online support, information, education, and peer support www.carergateway.gov.au	1800 422 737
Carers NSW - Information, education and training, resources and referrals www.carersnsw.org.au	9280 4744
NDIS (National Disability Insurance Scheme) - Support for carers of a person with a permanent disability www.ndis.gov.au/understanding/families-and-carers	1800 800 110
Friendly Faces - Information for rural / remote carers travelling to a metro health service: www.friendlyfaces.info/	1800 014 234
COTA (Council on the Ageing) NSW - Support services to live at home safely or find a place in residential care www.cotansw.com.au/programs/aged-care-navigator/	9286 3860
Translation and Interpreter Service	131 450
STRIDE for better mental health - Mental health support services hello@stride.com.au or https://stride.com.au/about/	1300 00 1907
Services Australia - Information on federal payments www.servicesaustralia.gov.au/getting-payment-if-youre-carer	
Service NSW - Concessions and support: www.service.nsw.gov.au/guide/carers	