

2024 National Carer Survey 'Cheat Sheet'

Thank you for sharing your experiences in the 2024 National Carer Survey! The National Carer Survey is a great way to make the voice of carers heard. To make the survey more accessible, this document tries to explain some of the questions.

What do we mean by...?

Do you look after someone (or help to look after someone) who has a disability, mental illness, drug or alcohol dependency, chronic condition, dementia, terminal or serious illness, or who needs care due to ageing?

This means giving support or help to another person because they can't do it without help. This may be because the person lives with a disability, mental illness, drug or alcohol dependency, chronic condition, dementia, terminal or serious illness, or needs care due to ageing.

It does not mean the person has to have a diagnosis.

Kinship carers are carers too but we are not asking about this role unless the person you are caring for has additional needs.

How long have you been caring for this person?

We understand your caring role may not always look the same all the time. Caring needs can go up and down. Please include the times you have been caring for this person since they first required care because of a disability, mental health or health condition, or due to ageing, even if there were times in between when they didn't require care.

Do you live on Country?

This can be your mother's or father's Country, your grandmother's or grandfather's Country or other relative's Country", or you might be living on Country because of the cultural connection you or the person you look after has to that Country.

Culturally safe

Do you feel comfortable to share your First Nations identity with the staff at that service? Do you feel they value and understand your culture? Do they show they understand your culture through the questions they ask you?

Met their (or your) cultural needs

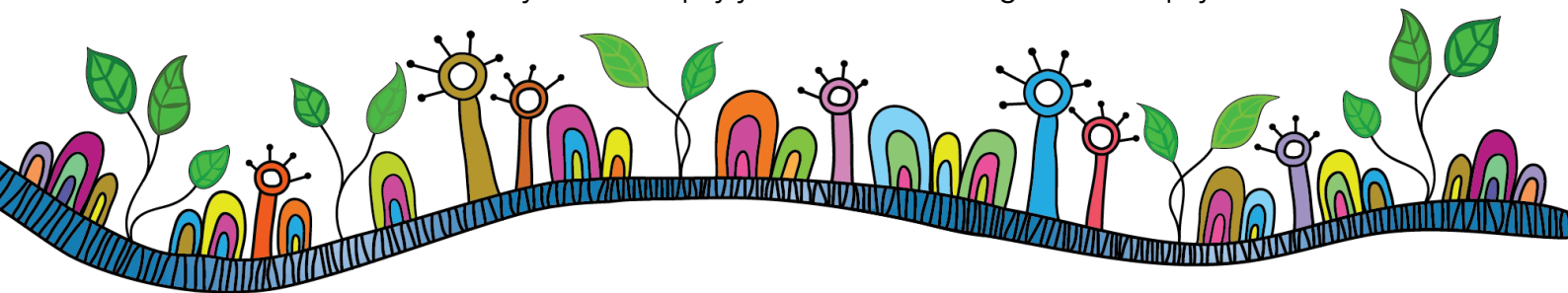
The service collects information about the person's culture or faith as part of service planning and is respectful of cultural or faith-based needs.

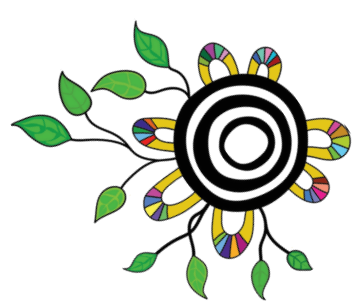
Not inclusive of their gender or sexuality

The service makes assumptions about sexuality and gender.

Out of pocket cost of services (including co-payments)

These are costs for a service that you have to pay yourself, even if the government pays some of the cost.





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Types of support that you provide to the person(s) you care for

- Administration, coordinating support services

This includes filling out forms, sending emails or making phone calls on their behalf, or finding and booking services, dealing with service providers

- Managing finances

This includes help with budgeting, paying bills or other online banking, making financial decisions for them, managing their accounts

- Advocacy

This means helping them dispute a decision by a doctor or service provider

- Cognitive support, incl making decisions

This means helping with making decisions or managing difficult feelings, or with communication, e.g. reading, writing, helping them articulate or expressing themselves in conversations

- Behaviour support

This means dealing with behaviours such as aggression or social withdrawal, giving social support like helping them to engage in relationships and in the community

- Personal care

This includes eating, showering, grooming, dressing, getting out of bed

- Health care

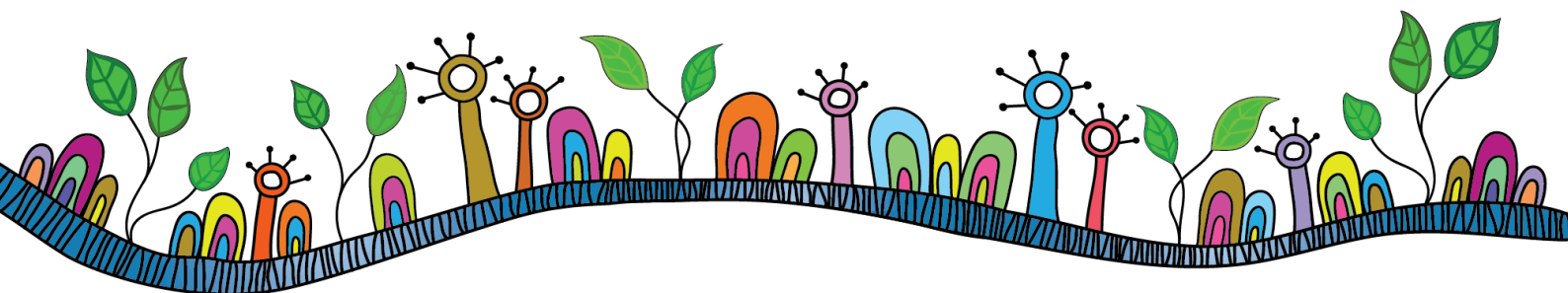
This means helping with taking medication, injections, or wound care, attending appointments in person or via telehealth with doctors or allied health professionals like a physiotherapist, occupational therapist or dietician

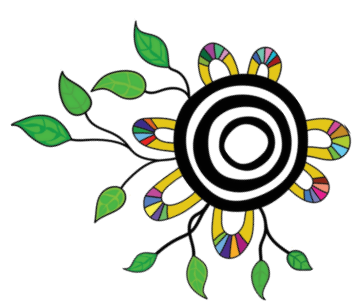
- Domestic assistance

This includes household chores like cleaning, cooking, shopping/errands or meal preparation, property maintenance like mowing lawns, cleaning gutters, or gardening

- Monitoring/supervision/checking whether they are ok

This means looking after them and looking that they do things correctly, such as checking they have turned off the heater before they go out, checking on them or just keeping them company





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Types of support for you

- Financial support

Financial support can be Centrelink payments from the government, or money from friends, family, or support organisations

- Emotional support (e.g. counselling)

Someone helping you process your feelings

- Support with relationships

This can be a service that helps with finding new relationships, with connecting with others, or with changes in your family, such as divorce or other family matters

- Support with household tasks

Someone helping with things like cooking, cleaning, gardening, or property maintenance

- Support with using technology

Someone helping you with things like using a computer or a smartphone

- Support with transport

Someone regularly helping you get to appointments or services

- Support with housing

A service helping you to find a home, giving you accommodation, or helping you to pay rent

- Support navigating services/government supports

Someone helping you to find the government services you need

If you need any more information, please contact the Carers NSW Research Team at research@carersnsw.org.au or phone 02 9280 4744.

