

# 1. What rights do carers have?

A carer is someone who provides care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. Carers come from all walks of life and have the same rights as other Australians. They also have some specific rights under certain laws.

Knowing your rights is important, because it helps you understand what you can and can't expect when you access services with or on behalf of the person you care for. When you know your rights, you are in a better position to stand up for yourself or the person you care for when a problem arises. This fact sheet focuses on rights that can be upheld through formal complaints processes.

*"All carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality."*

Statement for Australia's Carers,  
Carer Recognition Act 2010 (Cwth)



**Know Your Rights** is a series of fact sheets that will help you understand your rights and explain how you can make a formal complaint if your rights have not been upheld.

Making a complaint can be time consuming and won't necessarily resolve the problem you are experiencing. However, making a complaint gives you a better chance of getting the outcome you want.

Making a complaint can also bring attention to larger problems affecting other carers. When more than one person makes a complaint about a similar issue, it is more likely that things will change.

If you don't feel confident making a complaint on your own, there are services that can help. These are mentioned in the fact sheets.

**Know Your Rights** contains 8 fact sheets focusing on a range of different types of services carers access with or for the person they care for:

**Fact sheet 1:** What rights do carers have?

**Fact sheet 2:** Accessing aged care services

**Fact sheet 3:** Accessing disability services

**Fact sheet 4:** Accessing health services

**Fact sheet 5:** Accessing mental health services

**Fact sheet 6:** Receiving a Centrelink payment

**Fact sheet 7:** Your rights at work

**Fact sheet 8:** Problems with finances

These fact sheets explain what you can expect from services and how you can make a complaint.



This fact sheet was developed by the Carer Rights & Complaints Network (CRCN), a joint initiative of Carers NSW and the NSW Government. For more information, please contact the Carers NSW Policy Team on 02 9280 4744 or [policy@carersnsw.org.au](mailto:policy@carersnsw.org.au).