



# National Carer Strategy: Questionnaire



# How to use this questionnaire



The Department of Social Services wrote this **questionnaire**. When you see the word 'we', 'us' or 'our', it means the Department of Social Services.

A questionnaire is a list of questions about yourself to get information about:

- What people need.
- How we can help them.

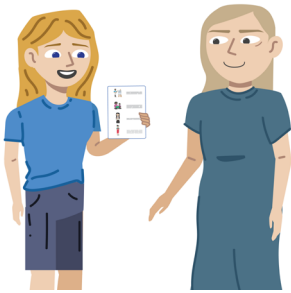


We wrote this questionnaire in an easy to read way. We use pictures to explain some ideas.



This questionnaire has some hard words. The first time we write a hard word:

- We will write it in **bold**.
- We will explain what the hard word means.



You can ask for help to read this questionnaire.  
A friend, family member or **support person** can help you.

A support person is someone who helps you with things you find hard to do by yourself.

## What this questionnaire is for



This questionnaire is about people who are **carers** that do not get paid.

A carer is a family member or friend who look after someone most days.

Carers help:

- Children with extra needs.
- People with disability.
- People who are sick.
- People who are older.



The questionnaire is for the **National Carer Strategy**.

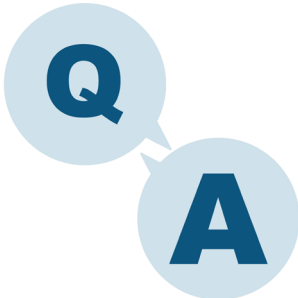
This is a plan that the Government is making to help carers in Australia.



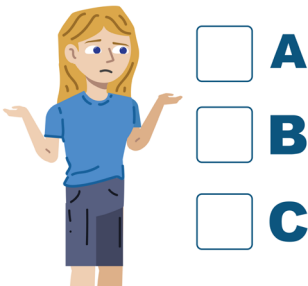
# How to fill in this questionnaire



We will ask you questions in this questionnaire.



You can write your answers above the line next to the questions.



For some questions, we will ask you to tick one or more boxes that tell us about you the best.

Sometimes we will ask you to tick 'Yes' or 'No' to a question.



If you need help filling in this questionnaire or have questions, you can email us.

Our email is [NationalCarerStrategy@dss.gov.au](mailto:NationalCarerStrategy@dss.gov.au)

## Type of Care

### Who do you help?



In the past year, who have you been taking care of?

Your child.

Are you the main carer?

Do you help sometimes?

Your children.

Are you the main carer?

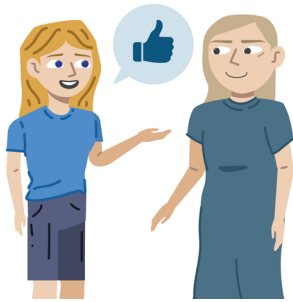
Do you help sometimes?



Your husband, wife or partner.

Are you the main carer?

Do you help sometimes?

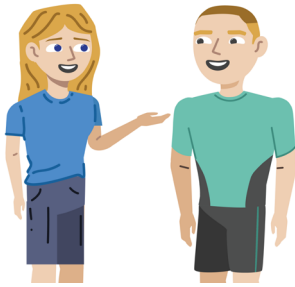


One parent.

- Are you the main carer?
- Do you help sometimes?

Both parents.

- Are you the main carer?
- Do you help sometimes?



Other family member younger than you.

- Are you the main carer?
- Do you help sometimes?

Other family member older than you.

- Are you the main carer?
- Do you help sometimes?



Someone else – please tell us who:

---

# How much time do you spend helping?



In the past year, how many hours each week have you helped?

- Less than 10 hours.
- 10 - 20 hours.
- 20 - 50 hours.

More than 50 hours – please tell us how many:

---

## What do you do to help?



Physical support.

This may be helping with moving or lifting things.



Emotional support.

This may be listening to someone or spending time with them.



Financial support.

This may be helping to spend money or pay bills.



Practical support.

This may be helping with cooking or cleaning.



Social support.

This may be talking to them or taking them to places like the shops or a doctor.



Something else – please tell us what:

---

---

---

## About you



Do you need help from someone else to do things?

Yes

No

If yes, how many hours a week do you need help?

---



Does helping someone make it hard for you to work?

Yes

No

If yes, how many hours a week does it stop you from working?

---



Is it easy for you to get help from support services?

Yes

No



Are you getting help from support services at the moment?

Yes

No

If yes, what kind of support services do you get help from? How do they help you?

---

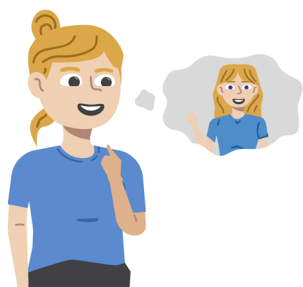


Can you take a break from helping sometimes?

Yes

No





The Government calls people who help others 'carers'. We know that not everyone uses the word 'carer'.

Do you call yourself a carer?

Yes

No

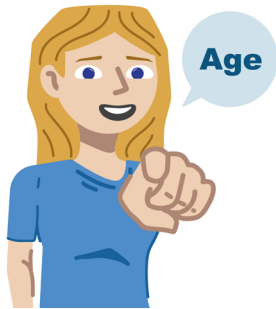


Is there a different word you like more?

No

Yes, I like the word:

---



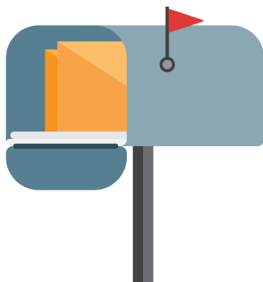
How old are you?

- 18 - 25 years.
- 26 - 35 years.
- 36 - 50 years.
- 56 - 65 years.
- Over 65 years.



Which State or Territory do you live in?

---

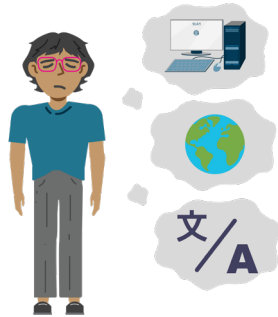


What is your postcode?

---

# Different groups and backgrounds of carers

## About you



Some carers find it harder to get help from the Government. This may be because:

- They speak a language other than English.
- They find it hard to use technology.
- There are differences in their culture.
- They live far away.



Do you belong to one or more of these groups?

- First Nations people.
  - Aboriginal.
  - Torres Strait Islander.
  - Both Aboriginal and Torres Strait Islander.
- People from a country other than Australia and who do not speak English as their main language.



People who live and work far away from cities.

Carers of people who fought in wars.



□ Carers who are **LGBTQIA+**.

**LGBTQIA+** means people who are:

- Lesbian.
- Gay.
- Bisexual.
- Transgender.
- Queer.
- Intersex.
- Asexual.
- Sexually and gender diverse people.

You may use these words if:

- Your gender is different from what you were told at birth.
- You are not only attracted to people of opposite genders.



Young carers under 25 years old.

Older carers over 65 years old.

Other - please tell us what:

---



In the past year, have you found it hard to get help or information?

Never.

Hardly ever.

Sometimes.

Often.

If you have found it hard, what were the problems?

---

---

---

---

## What is important to you?



Carers have told us about the problems they deal with. What is most important for helping you?

- Getting information that respects your culture.
- Being seen and helped by your community.



- Finding it easy to get help from supports and services.
- Talking with care providers.
- Finding a group of carers like you.



- Finding time to take care of yourself.
- Getting a break from caring.
- Getting help with working.



Support services that respect your culture.



Help with and information about money.

Other – please tell us what:

---

---

---



## Carer health and wellbeing



Many carers have told us about the problems they deal with.

What would help you feel better and do your caring job better? You can tick more than one.

- Better support for mental health.
- Better support for physical health.
- Helping you feel included and not alone.



- Help with finding and keeping a job.



- Easy to get help from care services.
- Getting the right services and support for the person you care for.
- Easy to get help from support services that are right for you.
- Making Government services easier to use.
- More information about services you can use.



Groups where you can meet other carers.



Easy to get help and information about spending money.

Other – please tell us what:

---

---

---

## What is hard for you as a carer?



Which do you find the hardest to look after your own health and wellbeing? Tick one box.

- Not enough choices of when and where you can work.



- Feeling alone and not having friends to talk to.



- Looking after your own physical wellbeing.
- Looking after your own mental wellbeing.
- Looking after your emotional wellbeing.



- Not being seen as a person outside of being a carer.
- Getting a break from helping people.



Feeling sad about people and things you have lost.

Money problems because of helping people.

Other – please tell us what:

---

---

---

## Taking breaks



Carers told us that taking breaks can help you feel less tired.

What type of break would help you the most?  
Tick one box.

Help at home.



Help at a place during the day.



Help at night and on weekends.



Help at a place that cares for people.



Fun activities with a break.



Help when moving from one type of care to another.



Help when something bad happens and needs to be fixed right away.



Help in a small home-like place.

Other – please tell us what:

---

## Help when something bad happens and you need to get away fast



There have been many bad things that have happened in Australia because of the weather.

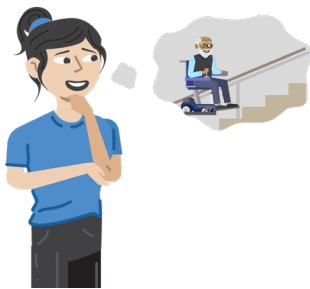
These include:

- Storms.
- Floods.
- Fires.
- Earthquakes.



Have you ever needed help to get away fast while you were caring for someone?

- Yes
- No



If you answered yes, were you helped in the best way for you and the people you care for?

This may include:

- Was it easy for wheelchairs to get to a safe place?
- Were there quiet rooms in the safe place?

Yes

No



Is there anything you would like to tell us about this?

---

---

---

---

---



# Services and support for carers

## Government services



In the past year, which Government services have you used to get help? You can tick more than one box.



National Disability Insurance Scheme or NDIS.



Department of Veteran's Affairs.



MyAgedCare.

**myhealth**

MyHealth.



Centrelink – to get Carer Payment or Carer Allowance.



Carer Gateway.



Disability Gateway.

Other Government services – please tell us what:

---

---

## Carer support organisations



In the past year, have you used a carer support organisation to get help?

This might be:

- Carers New South Wales.

Yes

No

# Changes in services



In the past year, have there been changes to how you get help from these services?

Yes

No



If you answered yes, what changes have there been? You can tick more than one box.

Changes in staff.



Longer wait times.

Shorter wait times.

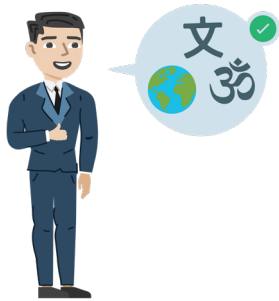


More services you can use.

Less services you can use.



- Services that work better.
- Services that are worse than before.



- Services respect your culture more.
- Services do not respect your culture.
- Other – please tell us what:

---

---

---

# Happiness with services



Using services can be hard and take a lot of time.

In the past year, how happy are you with the services you used? Tick one box.

I did not use services in the past year. Go to the next page.

- 1 – Very unhappy.
- 2 – Unhappy.
- 3 – Somewhere between happy and unhappy.
- 4 – Happy.
- 5 – Very happy.



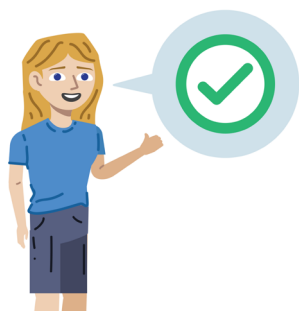
If you were unhappy when using services, please tell us why.

---

---

---

## Thank you



The questionnaire is now finished.



Please email your answers to  
[NationalCarerStrategy@dss.gov.au](mailto:NationalCarerStrategy@dss.gov.au)



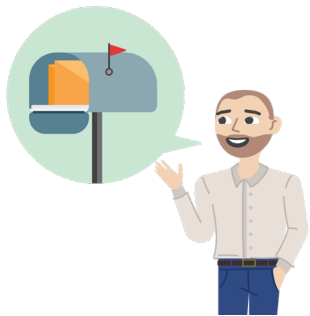
Thank you for your time and help with the new  
National Carer Strategy.

## How to contact us



If you need help or more information, you can email us at:

[NationalCarerStrategy@dss.gov.au](mailto:NationalCarerStrategy@dss.gov.au)



You can also send us a letter to this address:

National Carer Strategy GPO Box 9820

Department of Social Services Canberra  
ACT 2601



easyread.tech created this Easy Read document using original illustrations. Please do not use these illustrations without permission. Visit [easyread.tech](http://easyread.tech) for more information.