



## ‘Know your rights’: A free webinar series on the complaints pathways available to carers

**Knowing your rights helps you understand what you can and can't expect as a carer when you access services, and what to do if a problem arises.**

This free webinar series outlines the rights carers have when accessing a range of services with or on behalf of the person they care for. Rights that can be upheld through formal complaints pathways are the focus.

The series is based on eight fact sheets developed by the Carer Rights & Complaints Network, available online at: [www.carersnsw.org.au/advice/rights-complaints](http://www.carersnsw.org.au/advice/rights-complaints).

The webinars will take place monthly from February 2021 using Zoom, with both video and audio-only connection options available. Registration is now open for the following sessions:

- 1. What rights do carers have?**  
Wed 17 February 2021, 12-1pm  
*Register online [here](#).*
- 2. What can carers do about issues with aged care services?**  
Wed 17 March 2021, 12-1pm  
*Register online [here](#).*
- 3. What can carers do about issues with disability services?**  
Wed 14 April 2021, 12-1pm  
*Register online [here](#).*

4. **What can carers do about issues with health care services?**

Wed 19 May 2021 12-1pm

Register online [here](#).

5. **What can carers do about issues with mental health services?**

Wed 16 June 2021, 12-1pm

Register online [here](#).

6. **What can carers do about issues with Centrelink?**

Wed 14 July 2021, 12-1pm

Register online [here](#).

7. **What can carers do about issues with paid work?**

Wed 18 August 2021, 12-1pm

Register online [here](#).

8. **What can carers do about financial issues?**

Wed 15 September 2021, 12-1pm

Register online [here](#).



Please **register online** using the links above, or contact [policy@carersnsw.org.au](mailto:policy@carersnsw.org.au) or 02 9280 4744 for more information.

To view the original fact sheets, visit [www.carersnsw.org.au/advice/rights-complaints](http://www.carersnsw.org.au/advice/rights-complaints). For more information about the Carer Rights & Complaints Network, visit [www.carersnsw.org.au/get-involved/campaigns](http://www.carersnsw.org.au/get-involved/campaigns).