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# The National Epilepsy Support Service



The National Epilepsy Support Service (NESS) provides support and information for people living with epilepsy across Australia. It operates Monday to Saturday, 9.00 am to 7.00 pm (AEST). NESS is not a medical emergency line. If you are experiencing a medical emergency, call 000.



**NESS is a free, Australia-wide resource that provides support and information for people living with epilepsy and those who assist them.**

**NESS supports people of all ages and at all stages of life.**

## Who can use NESS?

Anyone can use NESS. It is a useful point of contact for:

- people living with epilepsy
- family members or carers of people living with epilepsy
- teachers
- employers
- disability workers
- aged care and health workers
- people in sport and recreation
- people with general enquiries.

## How can NESS help?

NESS staff can help with information and resources to support the health and wellbeing of people living with epilepsy. Resources include epilepsy information sheets, epilepsy management plans, emergency medication management plans, and education and training.

Our staff can also help you access comprehensive support services, including Support Workers or Epilepsy Educators who can help the person with epilepsy meet their individual goals. Our staff can also help you to develop an Epilepsy Management Plan and an Emergency Medication Management Plan and train carers in administering emergency medication.

## What can I talk to NESS about?

The NESS Information Line is staffed by people who know how epilepsy affects health, wellbeing and daily life. They can provide information on a range of topics, including:

- epilepsy and seizure management
- seizure first aid
- maintaining health
- risk minimisation strategies
- medication management
- disclosure
- childhood and epilepsy
- pregnancy
- diet and epilepsy
- epilepsy and education
- work
- epilepsy in the later years
- disability and epilepsy.

The team can also refer you to the epilepsy organisation in your state or territory so that you can find out about local support, activities and events for people living with epilepsy.

## How do I contact NESS?

The National Epilepsy Support Service (NESS) is available Mon – Sat, 9:00am – 7:00pm (AEST) to provide support and information across Australia. Phone: 1300 761 487. Email: [support@epilepsysmart.org.au](mailto:support@epilepsysmart.org.au)

## What is Epilepsy Smart Australia?

Epilepsy Smart Australia is a national service created to ensure that all people with epilepsy, their families and carers, no matter their cultural background, age or location, can get the support and information they need, when they need it. Epilepsy Smart Australia provides high-quality, consistent epilepsy services based on the latest research that aim to improve the quality of life for people living with epilepsy and those who support them.

### Lived experience

We recognise all people living with epilepsy and the impact it has on their lives. We take a moment to acknowledge the lived experience they have shared with us. In sharing their stories, we acknowledge the strength and resilience people living with epilepsy have shown in the face of not getting a fair go.

### A medical note

The information contained in this publication provides general information about epilepsy. It does not provide specific advice. Specific health and medical advice should always be obtained from a qualified health professional.

Epilepsy Smart Australia Program

National Epilepsy Support Service 1300 761 487

Website [epilepsysmart.org.au](http://epilepsysmart.org.au)



**Australian Government**  
**Department of Health**

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