

We provide services to the Southern Metropolitan Region of Melbourne including Port Phillip, Stonnington, Glen Eira, Bayside, Kingston, Greater Dandenong, Casey, Cardinia, Frankston, and Mornington Peninsula.

## Carers

If you would like information, support or assistance in accessing respite services please call our CareLine on

**FRECALL 1800 059 059\***  
(24 hours a day, every day of the year)

Your local Carer Support Worker is:

Visit our website at:  
<http://www.carersouth.org.au>

Telephone Interpreter Service  
**131 450**

National Relay Service (TTY)  
**1800 555 660**

\*Mobile calls charged at mobile rate.

CCRCSMR is funded by the Australian Government Departments of Health & Ageing and Families, Community Services and Indigenous Affairs and the Victorian Department of Human Services.

This service is part of Caulfield General Medical Centre  
a Member of Bayside Health

07/07

# Carer Support Disability



An Australian Government Initiative

COMMONWEALTH

CARER

RESPIRE

CENTRE

SOUTHERN METROPOLITAN REGION

We are here to support carers,  
including parents, of people with  
a disability aged under 65

**FRECALL 1800 059 059\***

# Commonwealth Carer Respite Centre Southern Metropolitan Region (CCRCSMR)

CCRCSMR is a regional contact point for carers who may be parents, partners, family members or friends and the community. We provide information, carer support, respite coordination and service development.

## What is Respite?

Respite care services aim to offer positive experiences for people with a disability and at the same time give you, their carers, a break and some time to yourselves.

We aim to help carers find the balance between caring for yourself and caring for others, by providing you with the support, information and respite you need.

Types of respite services available in the community include:

- in-home/out of home respite
- day programs
- before & after school programs
- camps & holiday programs
- recreation & leisure activities
- residential/facility based respite

## How can we help?

*CareLine* 24 hour telephone service can:

- provide you with information about available services
- arrange short term or emergency in-home respite to give you a break
- provide emotional support and crisis counselling

## Carer Support – Disability

The program provides short term assistance and support to carers of people with a disability aged under 65 years.

Carer Support Workers – Disability can:

- clarify your eligibility for the program
- give you an opportunity to talk confidentially about your issues
- provide emotional support centred on your needs as a carer
- support you to access existing respite and support services
- assist with planning of innovative care options to meet your needs
- resource carer and/or parent support groups
- support other services to be more sensitive to the needs and experiences of carers
- assist, in some instances, to reduce the cost of respite
- work with you to identify ways to reduce stress and enhance your wellbeing

## Your Comments

Please talk with staff about your experience of the service, or if you have a suggestion or complaint. For information on our grievance procedure, contact the Manager on 9076 6400. Other avenues for complaints are available via the Disability Services Commissioner on 1300 728 187 or TTY 1300 726 563