

Service Development – Mental Health

This aspect of the program works to:

- identify gaps in our service systems for carers and develop strategies to address these issues
- raise the profile of carers of people with mental illness in the southern region of Melbourne
- support general and mental health services to develop respite programs sensitive to carers experiences and needs
- support carer groups with group development, information, resources and education
- develop resources and information related to caring for a person with mental illness
- facilitate networking between carers and workers on specific issues
- co-ordinate professional education on carer issues
- advocate to funding bodies in regard to identified carer needs and service gaps

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.

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.

To access these services, please call:
CareLine

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

**Carer Support Worker –
Mental Health**
9076 6400

**Service Development Worker –
Mental Health**
9212 3000

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 Mental Health



An Australian Government Initiative

COMMONWEALTH

CARER

RESPIRE

CENTRE

SOUTHERN METROPOLITAN REGION

We are here to support
carers of people with
a severe mental illness

FREECALL **1800 059 059***

Who is a carer?

A carer is someone providing unpaid care for a relative or friend with care or support needs. Carers come from all walks of life, from different ethnic backgrounds and are all ages.

Carers often say the experience of caring is rewarding in many ways. However, caring for a relative or friend at home can also be very stressful and exhausting.

We understand the important role carers have in the community.

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 mental health respite?

Respite enables carers and people with mental illness to have a break from the regular care situation. Respite helps you find the balance between caring for others and caring for yourself.

Respite is flexible, based on individual needs, promotes healthy lifestyles and needs to benefit both the carer and the person with mental illness.

Respite, both planned and emergency, might include the following:

- **Facility Based Respite:** the person you care for staying in a setting where staff are experienced with mental illness.
- **In Home Respite:** a skilled worker comes to your home to spend time with the person you care for in an activity of interest to them.
- **Activity Based Respite:** occurs where a group of people have similar interests.

The aim of respite is to provide you with a break from your caring role to pursue social or other activities.

We can support you to identify your needs and interests.

How can we help?

CareLine

CareLine 24 hour telephone service can:

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

Carer Support – Mental Health

The program provides short term assistance and support to carers of people with a severe mental illness.

Carer Support Workers – Mental Health 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
- provide you with information on mental illness and how this relates to the person for whom you care
- resource carer 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