

## CareLine is a free service

Information, support and emergency in-home respite are free. There may be a charge for other services which are arranged to provide ongoing care. Any charges will be discussed with you before services are commenced.

## Which areas does it cover?

The Southern Metropolitan Region covering the Council areas of:

- Port Phillip
- Stonnington
- Glen Eira
- Bayside
- Kingston
- Greater Dandenong
- Casey
- Cardinia
- Frankston
- Mornington Peninsula

## Your Feedback

Please talk with staff about your experience of the service, or if you have a suggestion or complaint.

## To Contact Us

The Commonwealth Respite and Carelink Centre is located at these sites:

### Caulfield

Tel 9076 6400 Fax 9076 6139  
For Port Phillip, Stonnington & Glen Eira

### Sandringham

Tel 9076 1611 Fax 9076 1620  
For Bayside & Kingston

### Dandenong

Tel 9212 3000 Fax 9794 6504  
For Greater Dandenong, Casey & Cardinia

### Mt Eliza

Tel 9788 1370 Fax 9788 1309  
For Frankston & Mornington Peninsula

Or visit our websites at:

[www.carersouth.org.au](http://www.carersouth.org.au)

[www.respitesouth.org.au](http://www.respitesouth.org.au) (disability respite)

**FREECALL\* 1800 052 222**

Carer Support and Respite (24 Hours)

Community Information (Business Hours)

Telephone Interpreter Service

**131 450**

National Relay Service (TTY)

**1800 555 660**

\*Calls from mobile phones are charged at applicable rates.

# CareLine

## 24 hours a day

Providing telephone information,  
support and urgent respite.

COMMONWEALTH  
**Respite &  
Carelink Centre**

*Supporting Carers  
Informing the Community*  
SOUTHERN REGION

This service is government funded, part of Caulfield Hospital,  
a member of Alfred Health.

02/09

**FREECALL\* 1800 052 222**

## What is *CareLine*?

*CareLine* is a 24 hour telephone information and support service for people who care for an older person, or a person with a disability or mental illness.

## 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.

## What is Respite Care?

Respite Care provides short breaks for carers and the people they care for.

Respite helps carers to find the balance between caring for others and caring for themselves.

## Information

Finding the right service to meet your needs can be difficult and time-consuming. *CareLine* staff can help by providing information on:

- Respite services and how to access them, including residential respite, in-home respite, and day programs
- A range of other health and community services available in your area, such as agencies specialising in particular health conditions
- Local self-help and carer support groups
- Your rights and entitlements as a carer
- Your rights and entitlements as a person needing care.

## Support

*CareLine* can give you extra support when you need it. We can:

- Talk confidentially with you about any concerns you may have
- Provide short term support to meet your immediate needs
- Assist you with planning for your needs and those of the person for whom you care
- Advocate and liaise with other services on your behalf
- Make referrals for ongoing support.

## Urgent respite

If the unexpected happens, there is a crisis, you need help – what can you do? We're here to provide support whenever an emergency or unplanned situation arises – no matter what time of the day or night it happens. We can:

- Provide immediate in-home respite to assist you in an emergency or unplanned situation
- Assist you to access other emergency/after-hours services
- Arrange ongoing care if you require emergency respite for more than a couple of days.

## How does *CareLine* work?

- Telephone *CareLine* on **1800 052 222** and speak directly to a trained support worker.
- The support worker will discuss your situation with you, the range of options available to help and any special assistance you or the person you are caring for might need.
- If you need immediate respite, we can arrange a direct care worker to promptly come to the home of the person you are caring for. While you are receiving respite we will keep in touch with you.
- We can also help you to organise suitable ongoing respite care or other services if required.