

## To Contact Us

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

### Caulfield

Tel 9076 6111 Fax 9076 6139  
For Port Phillip, Stonnington & Glen Eira

### Sandringham

Tel 9076 1611 Fax 9076 1610  
For Bayside & Kingston

### Dandenong

Tel 9212 3000 Fax 9212 3030  
For Greater Dandenong, Casey & Cardinia

### Frankston

Tel 8781 3400 Fax 8781 3420  
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.

This service is part of Caulfield Hospital, a member of Alfred Health,  
and is funded by the Australian Government  
and the Victorian Government Department of Human Services.

02/10

# Carer Support Disability

Providing support  
to carers, including parents,  
of people aged under 65  
with a disability.

COMMONWEALTH

**Respite &  
Carelink Centre**

*Supporting Carers  
Informing the Community*

SOUTHERN REGION

**FREECALL\* 1800 052 222**

## What we do

We, Commonwealth Respite and Carelink Centre Southern Region (CRCCSR) are 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 Feedback

Please talk with staff about your experience of the service, or if you have a suggestion or complaint. Other avenues for complaints are available via the Disability Services Commissioner on 1300 728 187.