

**For enquiries about carer respite and support,
please call:**

FREECALL* 1800 052 222

Carer Support and Respite (24 Hours)
Community Information (Business Hours)

Interpreter services are available on request,
or call Telephone Interpreter Service
on 131 450

National Relay Service (TTY)
1800 555 660

For more information:

Visit www.respitesouth.org.au for current
information about respite options for carers of
people with a disability.

Visit www.carersouth.org.au for more
information about our services.

For administration enquiries, contact:

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

*Calls from mobile phones are charged at applicable rates.

Carer Support Disability

Providing respite
and support to carers of
people with a disability
aged under 65

COMMONWEALTH

Respite & Carelink Centre

*Supporting Carers
Informing the Community*

SOUTHERN REGION

This service is part of Alfred Health,
and is funded by the Australian Government
and the Victorian Government Department of Human Services. 09/10

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Who is a carer?

A carer is someone who provides unpaid care or support for a relative or friend with a disability in their home.

What is Respite?

Respite support is when carers can take a short-term or time-limited break while someone else supports the person with a disability. It aims to provide a positive experience for both the person with a disability and the carer.

Respite can be planned throughout the year, or unplanned when a break is needed at short notice.

The types of respite a person with a disability can attend includes:

- community participation
- in home support
- out of home support.

What is CareLine?

Careline is a 24 hour telephone service providing support to carers. We can:

- give information about respite services
- provide emotional support about your experience as a carer
- arrange for short-term or urgent respite.

Please phone *CareLine* on **1800 052 222** to discuss your situation, or for more information about our services.

Carer Support – Disability

Carer Support Workers provide short-term support and assistance to carers of people with a disability aged under 65 years.

Carer Support Workers can:

- Visit you in your home or at a place convenient for you
- Provide an opportunity to talk confidentially about a range of issues
- Provide emotional support centred on your needs as a carer
- Identify and support ways to enhance your personal wellbeing
- Introduce you to a range of respite and support service to meet your needs and of the person you support
- Assist you with planning innovative care options to meet individual needs.

Respite for Older Carers

This program provides ongoing support to carers aged 60 (or more) caring for someone with a disability under the age of 65. We aim to support and strengthen the ongoing caring relationship and assist carers with:

- future planning for the person with a disability
- ongoing respite that meets the needs of the person with a disability and the carer.

Your Feedback

The Commonwealth Respite and *Carelink* Centre Southern Region is part of Alfred Health. Please phone us on **1800 052 222** to give feedback about the service, or to make a complaint. If staff are unable to resolve your concern, you will be referred to an Alfred Health liaison officer on **9076 6127**.