

Commitment to Carers

Our service recognises the significant role carers perform in society. Our service works in partnership with carers and the community to improve the type, range and quality of services available. We provide tailored support in response to individual needs and circumstances.

As a Carer you can expect to...

- receive quality, timely and appropriate service
- be treated with respect
- be informed about services and how to access them
- be involved in all aspects of decision making affecting you and the person for whom you care
- be represented by an advocate of your choice
- have privacy, confidentiality and access to information about your involvement with our Service
- withdraw from, or refuse, service provision or involvement in research
- complain or appeal any aspect of the service without fear of reprisal

- access a professional interpreter when required
- know the identity, professional background and experience of staff members
- contribute to the planning, management, and evaluation of the service.

And in return we ask you to...

- treat service providers and others with respect
- provide accurate information about your needs and circumstances
- understand that fees may apply for some services
- understand that this service has a duty of care to all parties concerned, and a responsibility to minimise risk to carers, care recipients and the broader community.

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

www.respitesouth.org.au (disability respite)

Telephone Interpreter Service

131 450

National Relay Service (TTY)

1800 555 660

*Calls from mobile phones are charged at applicable rates.

COMMONWEALTH
**Respite &
Carelink Centre**

*Supporting Carers
Informing the Community*
SOUTHERN REGION

A regional contact point for carers and the community, providing information, support and service development.

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 can also be very stressful and exhausting.

Our service understands the important role carers have in the community. The service aims to give carers information, support and assistance.

What is Respite Care?

Respite Care provides short breaks for carers and the people for whom they care. Respite should be a meaningful experience for the person cared for and help the carer find the balance between caring for others and caring for themselves.

Information

Finding relevant and accurate information can be difficult and time consuming.

We can help by:

- Providing information on respite and other services available, so you can make choices and decisions that suit you
- Offering consultation and referral links for General Practitioners and service providers about suitable options to meet individual needs
- Providing general information about your rights and entitlements as a carer
- Developing resources and information about caring
- Supplying information on specific health and disability conditions and issues.

Support

All carers need support, whether from family and friends, services or both. Carers may not be prepared for the challenges they face. We can offer guidance about services and support including:

- Assistance with planning of innovative care options to meet individual needs
- Help with referrals to other services for ongoing support
- Counselling and support for your role as a carer
- Assistance with the cost of emergency or short term care
- Advocacy and liaison with other services on your behalf
- Support to carers groups with information, resources and education.

Service Development

We work to improve services in partnership with carers, service providers and the community by:

- Developing carer-friendly practices with other service providers
- Identifying gaps in the service system and developing strategies to address issues
- Facilitating networks between carers and service providers on specific issues
- Developing and providing promotional and educational programs to raise awareness of carer issues.

The Commonwealth Respite and Carelink Centre Southern Region provides:

- *CareLine* – 24 hours
- Carer mental health resourcing
- Carer support
- Community information (Carelink)
- Promotion and education
- Residential respite
- Service system development.

Release of information

Information collected by the Commonwealth Respite and Carelink Centre may be made available to other health professionals and community services, in order to arrange services. Your consent will be sought.

Your Feedback

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