

## Cultural Awareness

Our service aims to be aware of and sensitive to meeting the needs of carers from diverse cultural and linguistic backgrounds. Interpreting services are available and we are able to source workers who speak a variety of languages.

## Feedback

The service welcomes feedback about the quality of its programs and has a formal procedure for carers to resolve grievances or complaints.

## Commonwealth Respite and Carelink Centre

The Commonwealth Respite and Carelink Centre, Southern Region is a regional contact point for carers who require information, support and assistance to access respite services and resources to support them in their caring role. *CareLine* is a 24-hour regional contact point for carers who require information and support. Freecall *CareLine* on 1800 059 059.

## The Flexible Respite Program

The Flexible Respite Program offers a range of services to assist carers who provide unpaid care and support to family members or friends who are frail aged or have a dementia related condition.

**Contact the Program on 9076 6269.**

The Flexible Respite Program works in close association with the Commonwealth Respite and Carelink Centre, Southern Region.

COMMONWEALTH  
Respite &  
Carelink Centre

*Supporting Carers  
Informing the Community*  
SOUTHERN REGION

INDIVIDUAL  
*Respite*  
RESPITE FOR CARERS OF OLDER PEOPLE



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**A flexible respite service for carers of older people who live at home**

# INDIVIDUAL *Respite*

## What is Individual Respite?

Individual respite is tailored to meet the specific needs of those caring for older people living at home. It offers carers regular and occasional breaks, giving them an opportunity to find a balance between caring for others and caring for themselves.

## How does it work?

An individual plan providing up to 52 hours of ongoing respite every three months is developed with each carer, and can be adapted to suit their changing needs.

Trained and experienced staff are appointed to provide services to the person receiving care. These services include in-home support such as showering, personal and overnight care and companionship, as well as outings.



## Who is eligible?

- Carers of frail, older people over 65 years of age, living at home.
- Carers of people of all ages with dementia or an illness related to ageing.
- Carers who live in the local government areas of: Bayside, Glen Eira, Port Philip, Stonnington, Kingston, Greater Dandenong, Casey and Cardinia.

## What will it cost?

Carers are asked to make a small financial contribution if they are able to do so. This is based on the income of the person for whom they care.

## How do I apply?

To learn more about the program or to make a referral, please call the Carer Support Worker on 9076 6269 during business hours for more information.

