

# Information Sheet

## A Service for Carers Carer Support & Respite (24 Hours)

Please let us know if you require an interpreter. Alfred Health Carer Services has access to telephone interpreters through TIS National and ATIS.



### Overview

Alfred Health Carer Services provides practical and emotional support for carers throughout the south eastern suburbs of Melbourne and the Mornington Peninsula. We also work with various community services to help them support carers.

The service is part of Commonwealth Respite and Carelink Centres nationally and is funded by the Commonwealth and Victorian State governments.

### Who do we support?

We support carers. A carer is a person who provides unpaid care and support to a family member or friend who has a disability, mental illness, dementia or who is frail aged. This support enables the person to continue living at home. Carers come from all walks of life, from different ethnic backgrounds and are all ages.

Carers may care for a few hours a week or all day every day. Some carers are eligible for government benefits. Other carers are employed or have a private income.

Caring for others can be complex and demanding and a carer may require assistance and support in a range of ways to ensure their own health and wellbeing.

*Mum is quite frail. When dad went to hospital, we had to organise some support for mum very quickly. When dad came out of hospital, he was referred to a carer support professional and they helped him sort things out. Now, both he and mum get some help and a break from time to time.*

*My son has autism with global developmental delay. When we moved here from Queensland I didn't know where to start with finding local services. Alfred Health Carer Services staff have helped us to sort things out.*

### Caring for carers

The role of a carer can be physically and emotionally exhausting. Regular breaks from caring can help to relieve this. A break can also benefit the person being cared for. They can offer new experiences and something to look forward to. They provide an opportunity for some independence and recreation. These breaks are often called respite and we can help you arrange them.

### Carer support

Carer support professionals can assist you to find the balance between caring for yourself and caring for others. Caring for someone at home can be complex and demanding. Our staff understand particular caring situations. They understand cultural needs and the challenges carers face.

They are qualified health professionals (social work, aged care, psychology and allied health) who can arrange to meet you to talk things through. They know that everyone's situation is different.

They may help you to plan respite and to communicate with other services. They may have suggestions for your own wellbeing. Simply talking with someone about your situation can be helpful. There are various services available for people in different types of care situations.

## **We work with you**

Some decisions you make as a carer may not be easy, but you shouldn't feel out of control or pressured. We can help you explore your options.

## **What if I have special needs because of my language or culture?**

We support carers from a variety of backgrounds. We can organise an interpreter to speak with you by telephone or face-to-face. Many of our resources are available in languages other than English. We can connect you to different cultural carer support groups in the community.

## **Contact Alfred Health Carer Services FREECALL \*1800 052 222**

\* (Freecall except from mobile phones)

Interpreter services are available upon request or call  
**Telephone Interpreter Service 131 450**

A phone solution for people who are deaf or have a hearing or speech impediment  
**National Relay Service 1800 555 660**

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