



MULTICULTURAL COMMUNITIES
COUNCIL OF ILLAWARRA

SUPPORTING **CARERS**



CARING FOR **OLDER** PEOPLE

ARE YOU HELPING SOMEONE THAT IS AGED 65 YEARS OR OLDER?



ARE YOU **HELPING** SOMEONE THAT IS AGED **65 YEARS** OR **OLDER?**

It can sometimes be challenging and difficult to care for someone when they become older and need extra support. One of the most important parts of being a carer is to look after yourself. Every carer needs company. Every carer needs advice. Every carer needs support.

This booklet has been developed to help carers better understand what it is to be a carer and how you can find company, advice, and support or help when it is needed.

The booklet tells the story of Maria who is caring for Tony. We follow their journey to see how Maria can seek company, advice, and support to take care of herself and be a better carer for Tony.

A carer is someone who helps or supports a family member or friend who needs assistance. This may be a frail older person, an adult or child with a disability, or someone recovering from a long illness or accident.

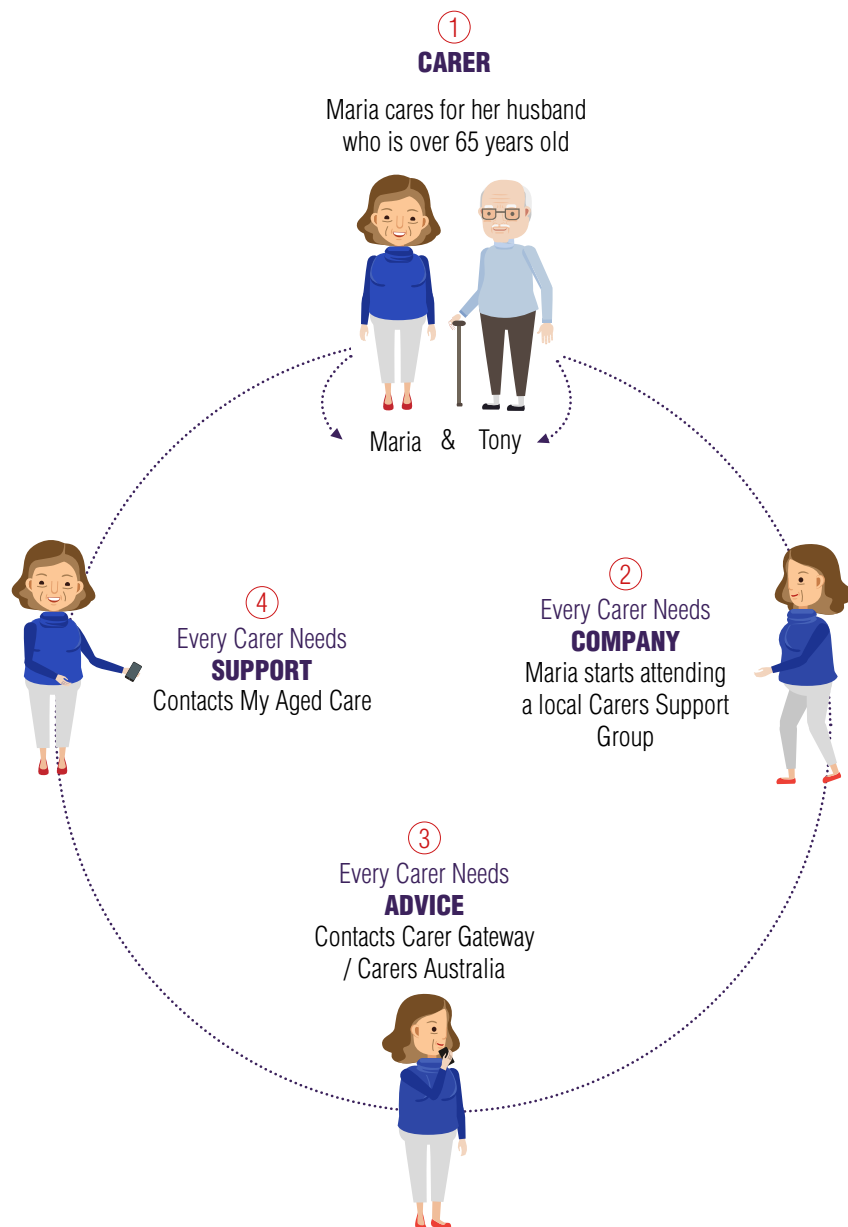
Carers can be someone of any age, culture, or religious background. Looking after the ones we love is a very natural thing.

We would like to thank our carers for their contribution to the development of this resource. The carers photographed in this booklet are part of the MCCI's Carers Support Program. The images are for illustration only.

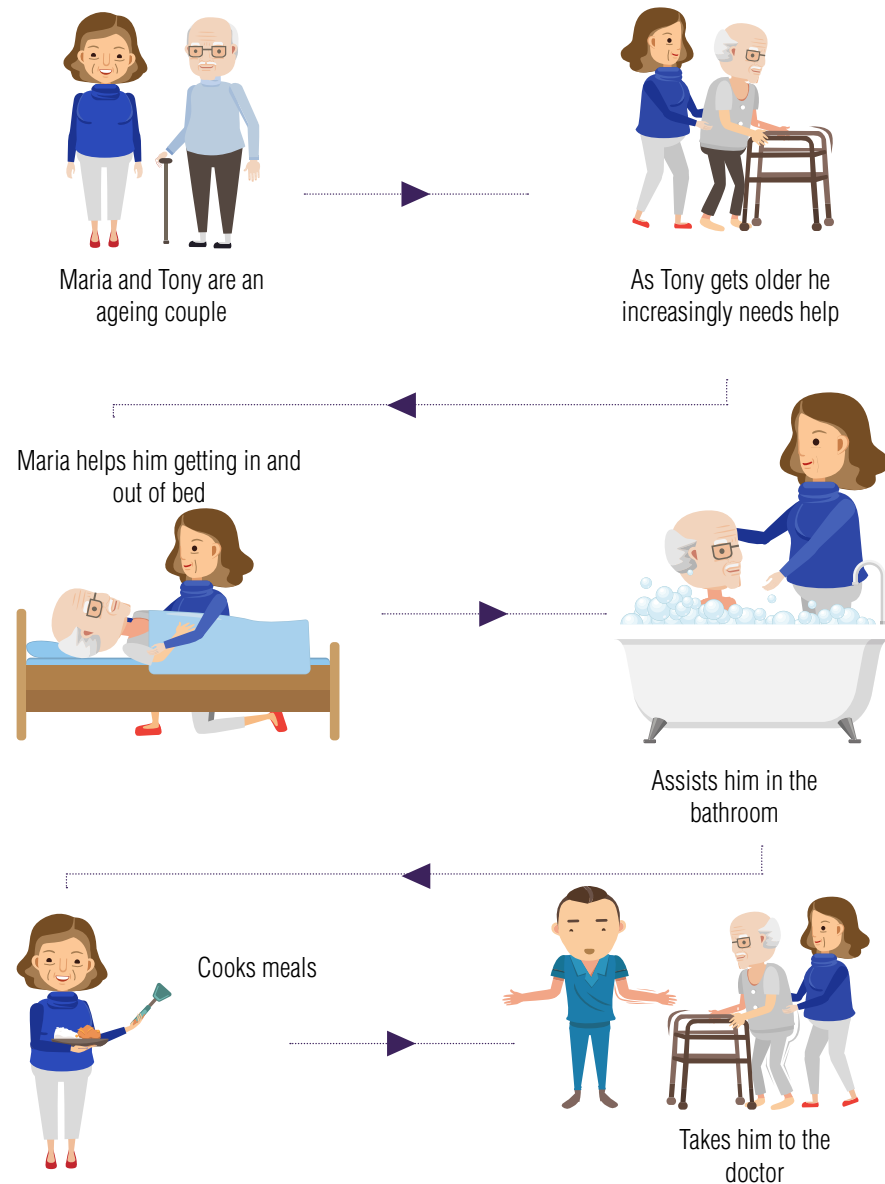
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MARIA'S JOURNEY



MARIA & TONY



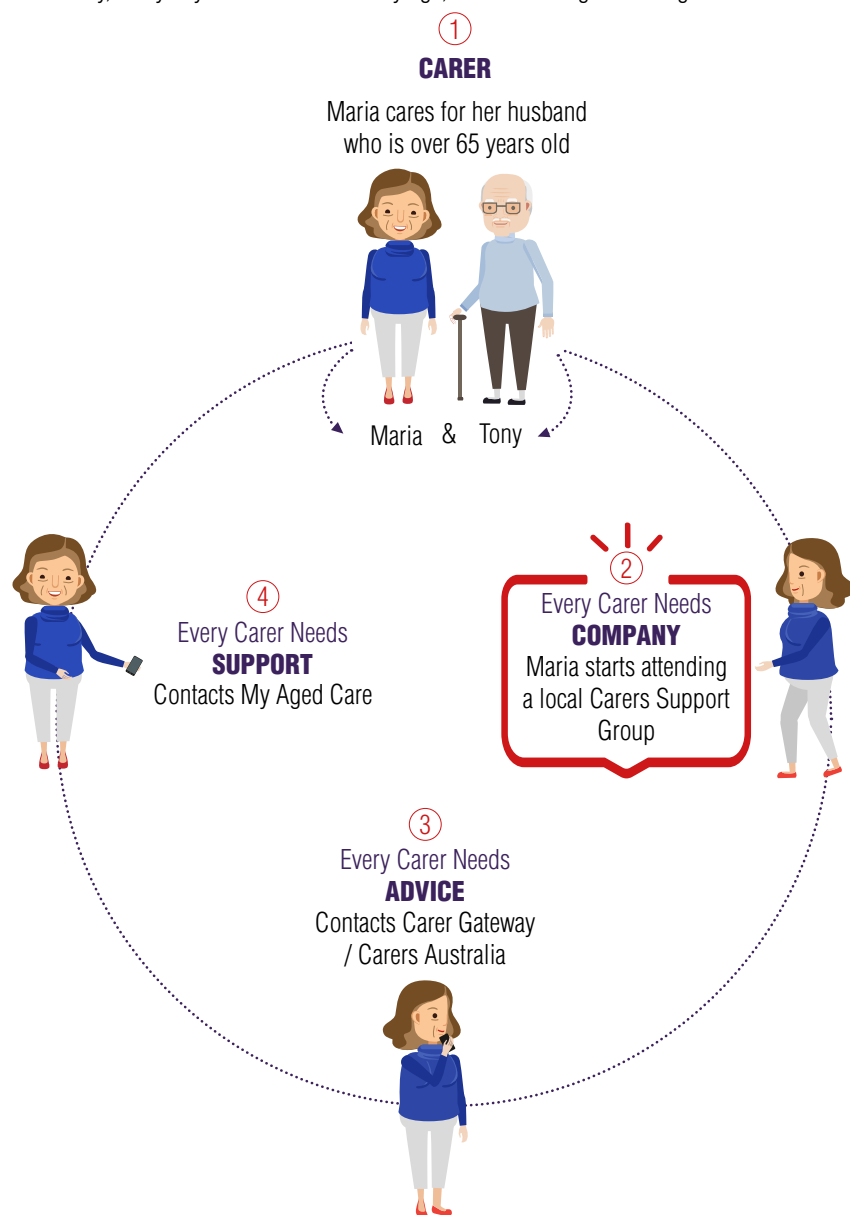
Maria enjoys caring for Tony, but is getting tired. She has little time for herself and sometimes feels lonely.



EVERY **CARER**
NEEDS COMPANY

MARIA'S JOURNEY

A carer is someone like Maria who supports a family member or friend who needs assistance. This may be a frail older person, an adult or child with a disability, or someone recovering from an accident or long illness. A carer can be a parent, other relative or a friend that cares for someone a few hours a week or all day, every day. Carers can be of any age, culture or religious background.



EVERY CARER

NEEDS COMPANY

Do you feel tired, lonely and stressed, or just want to socialise? Maria has felt it all. She is thinking about asking for help, and decides to join the local Carers Support Group.



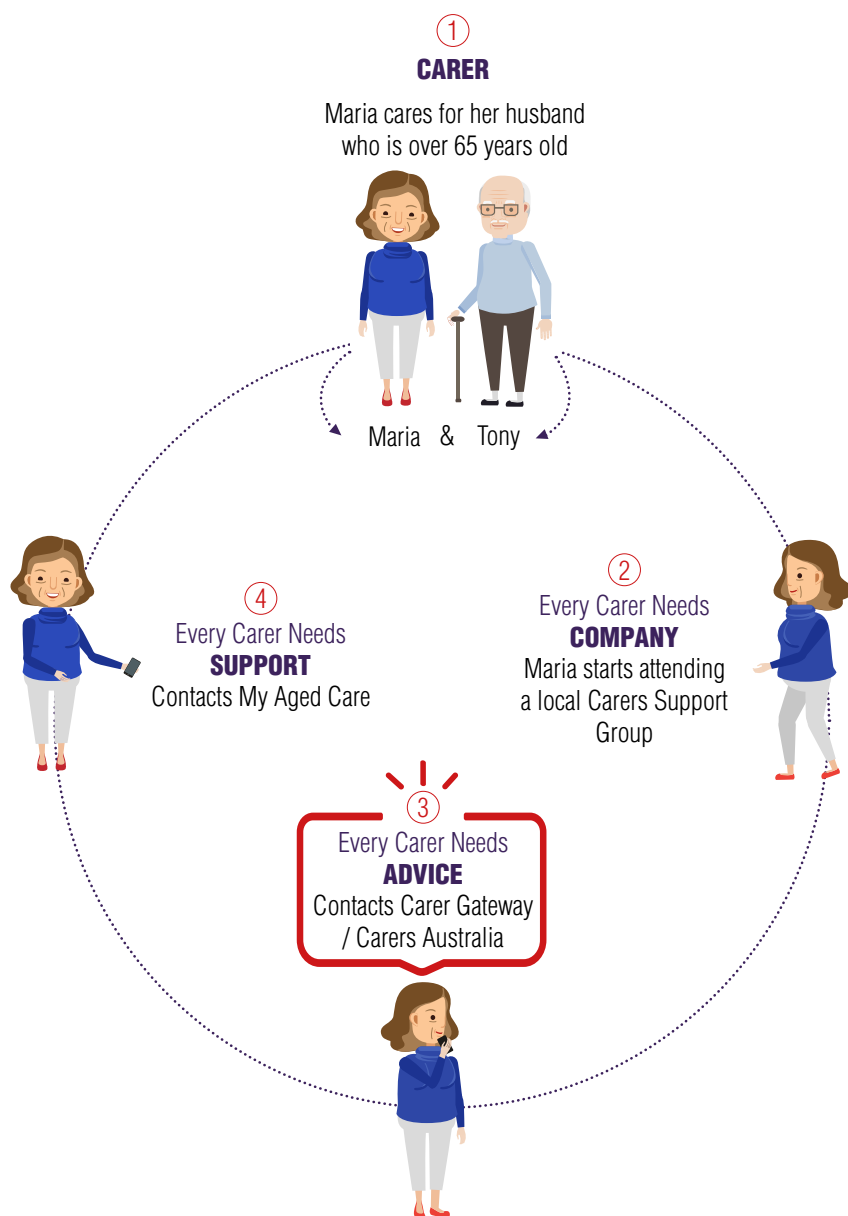
*The groups are a safe space to share your story.
You will not be judged and your information will be kept private and confidential*



EVERY **CARER**
NEEDS ADVICE

ADVICE

To look for advice can be frustrating, because where do you start? At the Carers Support Group Maria meets other carers who face similar challenges and learns from their experiences.



EVERY CARER

NEEDS ADVICE

The other carers suggest that Maria contacts Carer Gateway and Carers Australia. They can inform her about services and support for carers. Maria is relieved that she can get resources in her own language. By using the Translating and Interpreting Service (TIS) she can also have a conversation in her own language.



MARIA CONTACTS CARER GATEWAY
Free call on **1800 422 737**
Monday to Friday / 8am to 6pm
Website: www.carergateway.gov.au



MARIA CONTACTS CARERS AUSTRALIA
Free call on **(02) 6122 9900**
Monday to Friday / 9am to 5pm
Website: www.carersaustralia.com.au

What if I don't speak English?
Phone Translating and Interpreting Service



TIS



13 14 50

QUESTIONS TO ASK

- What services are available for carers in my area?
- What are my rights as a carer?
- How do I talk with health professionals?
- Can I get financial support?
- How can I make some time for myself?
- Where can I get legal advice?

COUNSELLING

Maria constantly worries about Tony and herself. She is getting older too. She tries to hide from her family that she is getting increasingly tired and does not want them to worry. Maria's Carers Group suggest it may be helpful to speak with a counsellor who understands what she is going through.

A counsellor's job is to listen without judging and guide you on how to deal with problems. The more a counsellor knows about how you feel, the easier it is to help you.

Carers counselling services may help you in your caring role



Private and Confidential
Contact Carer Gateway 1800 422 737

DEMENTIA

Maria is worried that Tony might have dementia. His behaviour has changed. Tony has increasing difficulty remembering, is more easily confused and is a lot moodier than before. Maria wants to be prepared, just in case Tony needs extra help in the future.

- Talk to your GP
- Phone Dementia Support Australia **1800 699 799**

What is dementia? Dementia describes a collection of symptoms that are caused by disorders affecting the brain. There are many different forms of dementia and each has its own causes. Dementia affects thinking, behaviour and the ability to perform everyday tasks. (Dementia Australia)

Dementia can happen to anybody, but it is more common after the age of 65.

TRANSITION CARE

When Tony was in hospital, recovering from a fall at home, Maria told the nurses that she was worried about looking after him by herself. The Aged Care Assessment Team (ACAT) assessed Tony and decided he was entitled to receive transitional care when discharged from hospital.

What is Transition Care?

Transition Care provides short-term support for older people to recover after a hospital stay. You must be assessed by the Aged Care Assessment Team (ACAT), while in hospital. It can be provided in a hospital, health care or residential care facility. It can be provided for up to 12 weeks, and may be extended to 18 weeks.

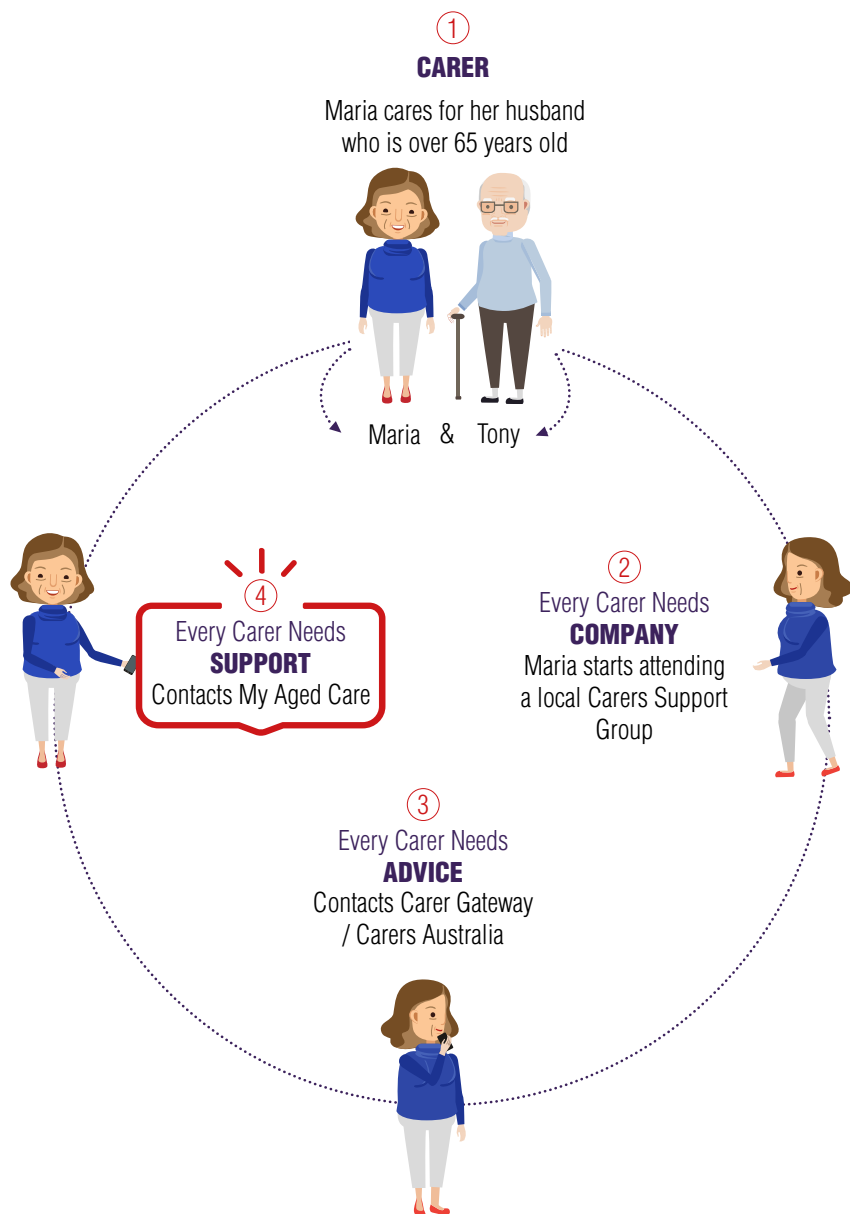
Services in Transition Care Package include:

- Low-intensity therapy such as physiotherapy (exercise, mobility, strength and balance) and podiatry (foot care)
- Access to a social worker
- Nursing support for clinical care such as wound care
- Personal care.



EVERY **CARER**
NEEDS SUPPORT

MARIA'S JOURNEY



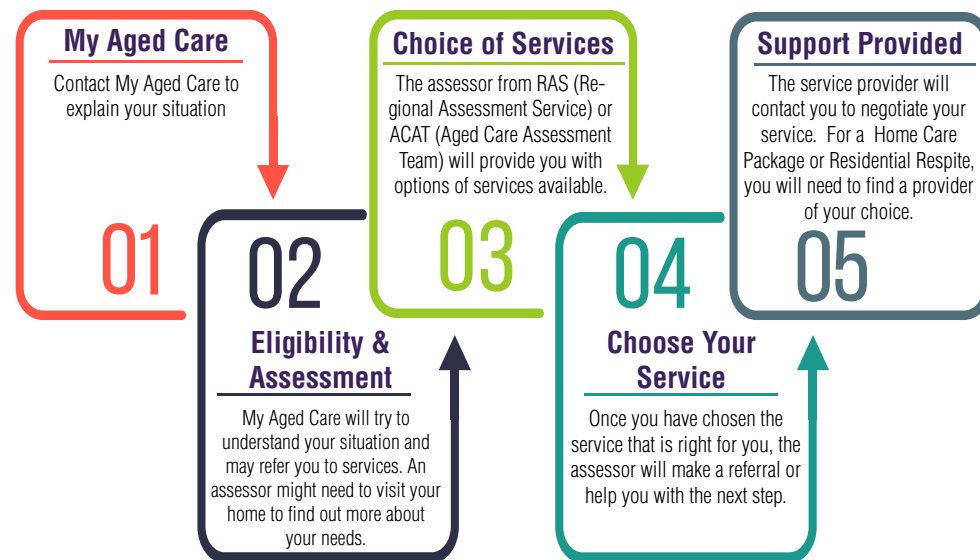
MARIA'S JOURNEY

WITH MY AGED CARE

Maria has decided to get some help. She just needs that little extra support to make everyday tasks easier. She knows that carers who look after themselves are better carers. She is doing it for herself and Tony. To access services Maria has to contact My Aged Care.



MARIA CONTACTS **MY AGED CARE** TO GET HELP
FREE CALL
1800 200 422
www.myagedcare.gov.au



My Aged Care is the entry point that looks after all the government funded services for people over 65 and their carers.

* 1800 calls are free from landlines and most Australian mobile providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

RESPITE SERVICES

Sometimes carers need a break. Respite services may be something that can help Maria and Tony.

WHAT IS PLANNED RESPITE?

- **In-home respite:** A care worker provides care at home or may organise outings. In-home respite can also be overnight.
- **Centre-based respite:** Events and activities, such as Carers Support Groups, are organised by community centres and local organisations for people to meet and socialise.
- **Residential respite care:** A short stay in a residential home.
- **Short breaks – a few hours a day:** Offered by in-home respite and day centres.
- **Longer breaks – a full day, overnight, a weekend or weeks:** Offered by day centres, overnight cottages and residential homes.

Emergency! What if a carer gets sick or is hospitalised and unable to provide care? What if there is a crisis or death in the family that requires the carer to be somewhere else?



CARER GATEWAY

Free call on **1800 422 737**
Monday to Friday / 8am to 6pm
Website: **www.carergateway.gov.au**

Carers often worry about leaving the person they care for. Respite is only for a short period of time and regular breaks may be important for you as a carer.

PLANNING AHEAD




As we age, life can change quickly. Maria worries about Tony and herself. Planning ahead can reduce stress. It is easy to forget, but important to take the time to prepare and plan ahead.



CONTACTS

EVERY CARER NEEDS COMPANY

Please contact the Multicultural Communities Council of Illawarra (MCCI) and we will refer you to local organisations and service providers.

| MULTICULTURAL COMMUNITIES COUNCIL OF ILLAWARRA | |
|---|--|
|  | 02 4229 7566 / 02 6169 3986 |
|  | www.mcci.org.au |
|  | 117 Corrimal St., Wollongong NSW 2500 8 Lyell Street, Fyshwick ACT 2609 |

EVERY CARER NEEDS ADVICE

| Carer Gateway | |
|---|--|
|  | 1800 422 737 |
|  | www.carergateway.gov.au |

| Carers Australia | |
|---|--|
|  | (02) 6122 9900 |
|  | www.carersaustralia.com.au |

| Carer Gateway Counselling Service | |
|---|--|
|  | 1800 422 737 |
|  | www.carersaustralia.com.au |



| Dementia Australia | |
|---|--|
|  | 1800 100 500 |
|  | www.dementia.org.au/ |

| Older Persons Advocacy Network (OPAN) | |
|---|--|
|  | 1800 700 600 |
|  | www.opan.org.au |

| Dementia Support Australia | |
|---|--|
|  | 24-hour help 1800 699 799 |
|  | www.dementia.com.au |

EVERY CARER NEEDS SUPPORT

| My Aged Care | |
|---|--|
|  | 1800 200 422 |
|  | www.myagedcare.gov.au |

| Ageing and Disability Commission | |
|---|--|
|  | 1800 628 221 |
|  | www.ageingdisabilitycommission.nsw.gov.au |

| Aged Care Quality and Safety Commission | |
|---|--|
|  | 1800 951 822 |
|  | www.agedcarequality.gov.au |

| Emergency Respite / Carer Gateway | |
|---|--|
|  | 1800 422 737 |
|  | www.carergateway.gov.au |



TRANSLATING AND INTERPRETING SERVICE (TIS)

 **TIS**  **13 14 50**



www.tisnational.gov.au



www.mcci.org.au

T: 02 4229 7566 / 02 6169 3986

E: admin@mcci.org.au

 117 Corrimal St., Wollongong NSW 2500
8 Lyell Street, Fyshwick ACT 2609

This booklet has been developed by the Multicultural Communities Council of Illawarra (MCCI) with the support of the Australian Government.