



AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS

CARERS VICTORIA



Are you looking after someone? We can help you.

One in eight Victorians is caring for another person right now.

People can become a carer at anytime and for lots of different reasons.

A carer looks after a member of their family or a friend who:

- has a disability
- has a mental illness
- has a chronic, or long term, condition or illness
- has a terminal illness
- is addicted to drugs or alcohol
- is an older person with care needs.

Everybody knows someone who cares.

“I NEVER THOUGHT OF MYSELF AS A CARER – I WAS JUST HELPING MUM. BUT ONCE I IDENTIFIED WITH THE ROLE I REALISED THAT I COULD GET SOME HELP.”

How we can help

We can give you advice, information and support. We help unpaid carers to keep healthy, learn new skills and find out about the support that is available for them. We are a not-for-profit organisation.

Our services include:

- counselling, support groups and over the phone advice
- education and workshops
- respite care to give you a break.

Getting started: finding the help you need

Finding out about the different services that are out there can be hard.

You can call our Carer Advisory Line on:
1800 242 636.

Our experienced staff will listen to you and can give you information about the services you can use and the support you can get.

“THEY LISTED TO ME. THEY WERE WILLING TO TALK TO ME, ANSWERED MY QUESTIONS, GAVE ME INFORMATION AND OFFERED ADVICE.”

We can also help connect you with a range of services, including:

- support services
- counselling
- funding opportunities
- carer education and training
- respite services.

You can call the Carer Advisory Line Monday to Friday, 8.30am to 5pm.

You can also find lots of helpful information on our website: carersvictoria.org.au





Talking it over: counselling, support and advice

Our professional counsellors understand the difficulties you can face as a carer. Their support can help you manage your caring role.

Counsellors are there to listen to you and to focus on what is most important to you.

“COUNSELLING HELPED ME TO SLOWLY REGAIN MY CONFIDENCE, STEP BY STEP. I REALISED I HAD THE ABILITY WITHIN TO REGAIN CONTROL OF MY LIFE.”

We can organise counselling for you:

- at our office
- over the telephone
- via video
- somewhere near you.

We have one on one, family or group counselling sessions available. All of our sessions are confidential. Our short-term counselling program includes up to six sessions.

You may be able to have counselling in a language other than English if that is easier for you. Please talk to us about this.

To find out more and organise counselling sessions call our Carer Advisory Line on

1800 242 636.

Improving your skills: with workshops and practical advice

We run regular workshops and education programs for carers.

Our workshops and information sessions include practical advice and support and cover things like:

- aged care
- funding options, including the National Disability Insurance Scheme (NDIS)
- LGBTIQ care and carers
- disability
- mental health
- looking after yourself.

You can find a list of our upcoming workshops on our website: carersvictoria.org.au

“I LEARNT A LOT ABOUT HOW TO TAKE CARE OF MY WIFE AND MYSELF...I ALSO GOT TO MEET PEOPLE IN A SIMILAR SITUATION AND SHARE STORIES.”

We also have online courses and learning modules. These cover topics like:

- how important it is to take a break
- how to get respite care
- how to talk with professionals, such as doctors and specialists.

You can find our online learning modules on our website: carersvictoria.org.au/how-we-help/education/online-learning





Taking a break: respite services

There are times when you just need a break.

“AT FIRST I FELT GUILTY, BUT THEN I REALISED THAT I WAS BETTER AT TAKING CARE OF MY MUM WHEN I RETURNED FROM A LITTLE ‘ME’ TIME.”

Respite services help look after the person you care for so that you can take a break. Respite can include:

- in-home help – where a support worker comes into your home to look after the person
- residential respite – where the person stays for a short time in an aged care home or supported accommodation
- day time activities
- emergency respite for sudden illness, accidents or family troubles.

Respite can give you a much-needed break from your caring routine. It can give you the time to get other things done, to spend time with family and friends, or simply to relax and recharge your batteries.

We can help you get in touch with your local respite service by calling our Carer Advisory Line on **1800 242 636**.

Be involved: become a member

You can help us to build a better future for carers.

By becoming a member, you can help improve the services and recognition for carers in our community. You will also be able to keep up-to-date on the latest information about caring in Victoria.

Our membership is for carers, former carers and carer support groups. Other people and organisations who are interested are also welcome to join.

“I FEEL LIKE MY VOICE IS BEING HEARD AND I AM PART OF A BIGGER COMMUNITY. IT FEELS GOOD TO KNOW THAT I AM NOT ALONE.”

As a member you get:

- Carers News magazine – all the latest carer information, carers tips and stories in a digital version
- Carers Victoria ‘Voice’ monthly ebulletin
- invitations to special events
- member offers.

You can find out more about membership by calling **1800 242 636** or visiting our website:

carersvictoria.org.au





Join a community: carer support groups

Talking to other people in your situation can be very helpful. Joining a support group gives you the chance to share experiences and practical advice with people who know what you are going through.

A support group can help you with:

- emotional support – talking things over with other people who understand the pressures of being a carer can be really helpful
- practical information – support groups share information about local services and supports, medical treatments and research and tips to help make caring easier
- new friends – caring can make it difficult to keep in touch with friends, a support group can create new friendships and help you feel less alone.

You can call our Carer Advisory Line to find out more on **1800 242 636**.



Carers Victoria
Level 1, 37 Albert Street
Footscray, Vic 3011
Carer Advisory Line 1800 242 636
Email: reception@carersvictoria.org.au
Web: carersvictoria.org.au

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