



BUILDING A CARING COMMUNITY IN MILDURA



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INTRODUCTION

Carers are vital and dynamic members of the community. They provide essential support which enables others to live in and contribute to their communities. They often do this with little informal support and a patchwork of services. So, while carers need community, it is equally true that community needs carers.

Importantly, carers have identities and interests outside of their caring roles; they may also be parents, children, siblings, grandparents, professionals, retirees, committee members, athletes and enthusiasts.

This Blueprint was developed by carers, service providers and Carers Victoria and provides the Sunraysia community with a five-year plan to enhance sustainable caring with the support of their community. In turn, development and implementation of the Blueprint's initiatives will enhance the local community for all residents.

It recognises carers are the experts in their own lives, playing a pivotal role in the lives of the relatives and friends for whom they care. Their expertise has been gained from practice and experience. They know what has worked,

what might work and what has not worked in sustaining their own caring role within the context of their busy lives.

The Mildura Carer Blueprint aims to ensure caring roles do not overwhelm a carer's wellbeing and their ability to pursue their interests and goals. The Blueprint will support carers to provide direction with development of the services they need by encouraging community building initiatives to create new possibilities for connection, care and community inclusion.

Over 60 participants contributed to the Blueprint at the *Your Say* Carers' Forum, held on 12 August 2016.

Their insights and concerns were shared at the Forum, and their imaginings for a different future with positive goals and an achievable to-do list have been captured. This Blueprint heralds a new level of collaboration between service providers and local residents, working together to produce a caring community with connection, care and community inclusion at its heart. Great things are already happening in the region. Existing infrastructure is being updated and community organisations are already



cooperating to create better lives for all residents. This Blueprint reflects both the aspirations of carers and the work which is already underway to meet their needs.

The Blueprint provides a 'starting point' to build a caring community in Mildura. Carers can expect to see many tangible outcomes as a result of this work, along with many intangible effects, including a sense of connection, success and knowledge that the future will be better than today.

The Mildura Carer Blueprint provides a strong basis for cohesive and collaborative service planning and delivery which recognises and meets local carers' needs into the future.

The Mildura Carer Blueprint will inform:

- Sustainable caring for carers in the Sunraysia region
- Agreed pathways to address service gaps
- Recognition of diverse communities and promotion of carer issues within these communities
- Joint advocacy to improve access and services for relatives or friends for whom carers care
- Increased carer engagement with Carers Victoria
- Potential programs/projects identified for funding opportunities.

THEME 1A: SUPPORTS AND SERVICES – CARER FOCUSSED

This theme explores initiatives to support carers in their unique role. At any time, anyone can become a carer. Most carers accept the caring role willingly and find it to be rewarding. However, carers' feedback from the *Your Say* Carers' Forum agreed caring brings unique challenges. Access to carer-specific support helps carers meet those challenges and sustain their caring roles. The table below outlines important initiatives to assist Mildura build a caring community.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
1	Carers feel unsupported in their everyday lives.	Carers' formal support needs are recognised and identified. Service planning and delivery accommodates these needs through appropriate mechanisms.	Carers Consumers Carer Support Services Service Providers Mildura Rural City Council (MRCC)
2	Carers feel isolated, often losing contact with natural supports such as family, colleagues, church, sporting groups or community organisations.	Options exist for effectively connecting carers to community supports. Families are supported to connect with their communities. Opportunities are available to identify and develop community – based supports to meet changing needs and service landscape. ¹	Carers Carer Support Services Service Providers
3	Carers believe changes to supports and services fail to recognise the complexity of their lives.	Service planning and delivery to promote community and/or organisational linkages.	Carers Consumers Service Providers

¹ See theme 4, community initiatives.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
<p>4</p>	<p>Many carers do not know what supports and services are available to them. They lack confidence dealing with service providers and government bureaucracies. Carers feel they are not able to 'connect the dots' of service delivery unless they have received services for many years or meet someone 'in the know'.</p> <p>Carers are having difficulty understanding recent changes to supports and services – how they impact them and their relative or friend for whom they care.</p>	<p>Appropriate and accessible mechanisms enabling anyone at any time on their caring journey to access relevant and appropriate information to sustain their caring role.</p> <p>Consult with stakeholders to determine the preferred model and identify an implementation process for a central information hub for carers, covering:</p> <ul style="list-style-type: none"> • Where to get support • The service system • How to get a diagnosis and funding • Carer supports and services. <p>Identify methods to deliver information:</p> <ul style="list-style-type: none"> • Face to Face Workshops • Webinars • Activity books • Brochures • Peer-support • Volunteer community radio programs • Local TV programs • Newspaper inserts. <p>Provide an up-to-date toolkit of information from government departments and services, including:</p> <ul style="list-style-type: none"> • Experiential knowledge from carers • Specific pathways for caring journeys² • Guide to sustaining caring roles. <p>Identify locations in the community for a central hub.</p> <p>Identify satellite and/or proxy organisations to distribute information.</p>	<p>Carers</p> <p>Consumers</p> <p>Carer Support Services</p> <p>Mildura Rural City Council (MRCC)</p> <p>Service Providers</p>

² Pathways are always dynamic as they reflect policy reform and evolving community practices and contexts.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
5	<p>Parents of children with Autism Spectrum Disorders (ASD) and/or Attention Deficit and Hyperactivity Disorders (ADHD) find it difficult to access local specialised or early intervention services.</p>	<p>Parents and their children are well supported with current information about specialist services and community resources.</p>	<p>Update local mapping guides for ASD and ADHD services.</p> <p>Carers Consumers Positive Partnerships workshops and resources Early Intervention Indigenous Liaison Program Service Providers Healthcare Professionals GPs</p>
6	<p>Carers believe information about their relative or friend's diagnosis and treatment is often inadequate.</p> <p>Carers can be excluded from conversations about treatment, are not asked about patient history and expected to manage the complexities of care or difficult behaviours without adequate support or guidance from professionals.</p> <p>Carers report a lack of referral to carer support services at crucial times in their journey.</p>	<p>Improve understanding and adherence to Carer Recognition Act (2012) in State Government-funded services.</p> <p>Improve carer recognition and inclusion in a range of healthcare settings.</p> <p>Carers' needs are assessed in their own right and referred to appropriate services.</p>	<p>Develop a strategy to inform carers who are looking after relatives or friends at home.</p> <p>Partner with GPs and other health providers to examine ways to implement holistic 'circles of care'.</p> <p>Expand Partners in Recovery program (currently delivered by Mallee Family Care).</p> <p>Carers Consumers Murray Primary Health Network Local GPs and Practice nurses Consumer focussed organisations</p>
7	<p>Carers do not have access to carer services and supports after hours or on weekends, despite the fact issues occur at any time.</p>	<p>Carer support services are more responsive to carers' needs.</p> <p>Carers have a network of formal and informal supports that are available on call.</p>	<p>Provide services outside of office hours Mon-Fri and on weekends.</p> <p>Promote existing community-based phone assistance.</p> <p>Promote help-lines in the first instance (e.g. nurses on call).</p> <p>Carers Carer Support Services Consumer focussed organisations Service Providers Local Police</p>

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
8	<p>Carers report caring roles lead to fewer employment opportunities and they experience related financial hardship.</p> <p>Opportunities for carers to learn skills for employment are available, accessible and carer-friendly.³</p> <p>Carers who are retired and would like to increase or maintain their community involvement are supported.</p>	<p>Enlist support and expertise of local job search agencies, businesses and professionals to:</p> <ul style="list-style-type: none"> • Develop a whole-of-community strategy to support flexible work hours • Develop a strategy to increase availability of respite or support. <p>Investigate working-from-home or social enterprise options.</p> <p>Promote no or low interest loan schemes.</p>	<p>Carers</p> <p>Carer Support Services</p> <p>Service Providers</p> <p>Local businesses</p> <p>Local professionals</p> <p>Good Shepherd Microfinance</p> <p>Socially responsible banks</p>
9	<p>Carers struggle with the impact of caring for someone with dementia.</p> <p>Opportunities exist for carers of relatives or friends with dementia would like to access different strategies to understand the disease and sustain their caring roles.</p>	<p>Investigate what dementia services are currently available and ensure these are well promoted.</p> <p>Identify dementia service gaps and develop collaborative strategies to address these gaps.</p> <p>Identify available workshops / training and potential funding to facilitate carers to attend.</p> <p>Consider the need for a dementia-specific carers support group.</p> <p>Utilise current tools regarding LGBT and dementia.</p> <p>Refer carers to the centralised information Hub (See point 4).</p>	<p>Carers</p> <p>Carer Support Services</p> <p>Sunraysia Community Health Service, Community Education team</p> <p>Consumer focussed Service Providers</p> <p>Alzheimer's Australia</p> <p>Palliative Care Victoria and/or Australia</p> <p>LM Regional Palliative Care Consortium</p> <p>GPs</p> <p>Health care providers</p>

³ "The opportunity to retrain while they are caring, or after they have ceased caring, is key to helping them avoid continuing dependence on social security" Carers Australia (23 September 2016) Submission into Services Legislation Amendment (Budget Repair) Bill 2016.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED	
10	<p>Carers who identify as Lesbian, Gay, Bisexual, Transgender, Intersex or Queer (LGBTIQ) report fewer supportive options than their heterosexual counterparts.</p>	<p>Specific and appropriate supports are available for carers for carers who identify as LGBTIQ in the Sunraysia region.</p> <p>The service system supports proactive, fair and equitable services and support.</p>	<p>Establish face-to-face and/or online carer support group.</p> <p>Develop a strategy to ensure access to supports and education is inclusive of carers who identify as LGBTIQ. Examples include:</p> <ul style="list-style-type: none">• Operation Lola (Linking Older LGBTIQ people & their allies)• Befriending. <p>Develop an inclusion strategy for the Hub.</p>	<p>Carers</p> <p>Carer Support Services</p> <p>LGBTIQ groups with expertise in mental health, disability, and aged care</p> <p>Val's Café</p> <p>Gay Lesbian Health Victoria (GLHV)</p> <p>Mildura Rural City Council (MRCC)</p>
11	<p>Carers for whom English is a second language say they are not able to access information in their own language.</p>	<p>Carers of all cultural backgrounds and languages have access to the same information as people who read and write English.</p> <p>Enhance service responsiveness to people from Culturally and Linguistically Diverse (CALD) backgrounds, ensuring equity of access.</p>	<p>Enlist support and expertise of the Sunraysia Multicultural Ethnic Communities Council to strengthen diverse carer responses.</p> <p>Ensure availability of key documents (guiding principles, privacy statements, consent forms) in community languages.</p> <p>Identify carer-specific topics for Council to develop new storyboards for people from CALD communities.</p> <p>Investigate value of a translation app and support access.</p> <p>Promote availability and access to face-to-face interpreting services.</p> <p>Develop an inclusion strategy for the Hub.</p>	<p>Carers</p> <p>Carer Support Services</p> <p>Sunraysia Multicultural Ethnic Communities Council (SMECC)</p> <p>Mildura Rural City Council (MRCC)</p> <p>Sunraysia Community Health for specialist speech pathology</p>

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
12	<p>Aboriginal and Torres Strait Islander (ATSI) carers report they interact with service providers who are not trained or do not adequately implement cultural awareness principles.</p> <p>ATSI carers also reported community leaders needed support.</p>	<p>Carers from ATSI communities are supported with culturally appropriate practices independently or in partnership with local ATSI organisations.</p>	<p>Promote cultural awareness training opportunities for staff and community members.</p> <p>Investigate whether The Australian Centre for Social Innovation (TACSI) Family-by- Family program is appropriate to implement.</p> <p>Develop an inclusion strategy for the Hub.</p> <p>Carers Consumers Mallee District Aboriginal Services (MDAS) Early Intervention Indigenous Liaison Program Carer Support Services Mildura Rural City Council (MRCC)</p>
13	<p>Carers report missing out on services and supports because broad-based geographical criteria determines eligibility.</p>	<p>Support for the development of policies and programs inclusive of carers who live outside of Victoria.</p>	<p>Encourage inclusion of border town representation on all policy and program development and advisory groups.</p> <p>Service funding applications make reference to carers in border towns.</p> <p>Carers Carers Victoria Carers NSW Carer focussed Service Providers</p>
14	<p>Carers report not understanding acronyms and industry-jargon.</p>	<p>Commitment to communicate with carers, consumers or other service recipients in clear and concise language.</p>	<p>Adopt a service system commitment to:</p> <ul style="list-style-type: none"> • Use the Fog Index and other resources to create easy English versions of communication materials • Run a 'Drop the Jargon' campaign' (Local service providers and other organisations commit to minimise the use of jargon). <p>Establish a sector-wide carer and/or consumer advisory group to review communication materials.</p> <p>Service Providers Carers Consumers</p>

THEME 1B: SUPPORTS AND SERVICES – CONSUMER FOCUSED

This theme explores services which focus on the consumer - in turn supporting the carer. Carers identified their focus is the person(s) for whom they care. However, lack of available supports, along with access to and knowledge of supports presents significant challenges for carers. Carers identified that enhanced service availability, access and quality would reduce the adverse impacts of caring and support their sustainable caring.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
<p>1</p> <p>Parents of children with Autism Spectrum Disorders (ASD) and/or Attention Deficit and Hyperactivity Disorders (ADHD) find it difficult to access local specialised or early intervention services.</p> <p>Carers believe there are a lack of infrastructure and opportunities for young people with special needs.</p>	<p>Identify service gaps for families of children with a variety of special needs.</p> <p>Co-design a strategy with consumers and carers.</p>	<p>Build or reappoint a well-located youth centre for a) recreation and b) children with disabilities to learn living skills.</p> <p>Investigate transport provisions for children/youth to attend OR identify community transport options including SunAssist or carpooling to transport children to activities.</p> <p>Investigate school-based supports for children who require additional educational supports in the Sunraysia region.</p> <p>Acquire feasibility study regarding a specialist school for children with ASD or ADHD and higher IQs.</p> <p>Assess the need for more equipment at 'park for play' and playgrounds for children of all abilities.</p> <p>Assess the need of more 'parks for play' or integrating accessible play options in other play areas of the region, particularly in newly developed areas.</p> <p>Promote existing infrastructure⁴ such as:</p> <ul style="list-style-type: none"> • Water play park located on Hugh King Drive • Mildura Waves 	<p>Carers and their children</p> <p>Young adults</p> <p>Consumer focussed Service Providers</p> <p>Rotary</p> <p>Apex Australia</p> <p>Victorian Department of Education</p> <p>Mildura Rural City Council (MRCC)</p> <p>Mildura Base Hospital</p> <p>National Disability Insurance Agency</p> <p>Expert advisors</p>

⁴ Please note, these locations are open to the general public.

KEY FINDINGS	AIMS	RECOMMENDATIONS	WHO'S INVOLVED
		<ul style="list-style-type: none"> The Australian Inland Botanic garden Sustainable children's play area at Mildura Eco Village. <p>Recruit and retain specialist/early intervention services to the area.</p> <p>Appoint an advocate who understands the services available.</p>	
2	Carers reported a lack of programs or early intervention services to holistically help people with mental illness recover from acute episodes.	Enhance holistic services and approaches for people with mental illness to avoid acute episodes or maximise early intervention.	<p>Monitor and provide carer feedback on Prevention and Recovery Centre (PARC)⁵.</p> <p>Carers</p> <p>Consumer-focussed Service Providers</p> <p>Local mental health providers</p> <p>Department of Health and Human Services (DHHS)</p>
3	Consumers do not have access to services and supports after hours or on weekends, despite the fact issues occur at any time.	<p>Services are more responsive to consumers' needs.</p> <p>Consumers have a network of formal and informal supports available on call.</p> <p>Provide services outside of office hours Mon-Fri and on weekends.</p> <p>Develop a strategy to increase community inclusion and connections</p> <p>Promote existing community-based phone assistance.</p> <p>Promote help-lines in the first instance (e.g. nurses on call).</p>	<p>Consumers</p> <p>Carer Support Services</p> <p>Service Providers</p>

⁵ PARCs are short to medium-term residential facilities offering a community-based integrated service for voluntary patients. The Victorian Budget contained \$4.4million for a PARC due to open in 2017 and to be run by Mildura Base Hospital and the Victorian Community Mental Health Support Services. The 10-bed unit (five beds will be for short-stay patients for up to 28 days, and five mid-term stay beds would be for patients requiring up to six months of clinical support, stabilisation and recovery) will be located on vacant land in Boyden Street. Families from other areas will be able to stay in family-friendly accommodation to minimise travel costs and stress. It is hoped the facility will be operational by June 2017. mildurabase.com.au/News/Media%20Releases/Community%20update%20on%20new%20mental%20health%20facility

THEME 2: TRANSPORT AND ACCESS

Transport access is widely recognised as a barrier to sustainable community inclusion. It is of particular concern to carers who live in isolated areas. Distance from specialist services and lack of local and inter-city public transport increases the already high demands made of carers. Carers identified a number of areas of improvement to enhance sustainable caring capacity in the Mildura community:

KEY FINDINGS	GOAL	RECOMMENDATIONS	WHO'S INVOLVED
<p>1</p> <p>Carers are concerned about car parking costs when attending healthcare appointments with their relatives or friends.</p> <p>These costs are faced when carers and consumers attend medical appointments in Bendigo, Melbourne or Adelaide.</p>	<p>Reduce cost of car parking in healthcare settings for carers.</p>	<p>Lobby through appropriate channels (such as Mildura Base Hospital and/or DHHS)⁶ to investigate:</p> <ul style="list-style-type: none"> • Extension of companion card to cover cost of accessible car parks in healthcare settings • Introduction of permits for reduced-rate accessible car parks • Increase in car parking times and suitably-located accessible spaces. 	<p>Carers</p> <p>Local organisations such as Rotary, Lions Club</p> <p>Department of Health and Human Services (DHHS)</p> <p>Mildura Base Hospital</p> <p>Victorian or South Australian specialist services and hospitals</p>
<p>2</p> <p>Current configurations of accessible car parks pose problems for carers and consumers. Nose-to-curb parking means loading/unloading a wheelchair from a hoist will involve the carer standing close to oncoming traffic. Unloading a wheelchair with a ramp will also mean the carer and consumer will be very close to oncoming traffic. Rear-to-curb parking is often not possible in Mildura's one-way traffic system.</p> <p>Accessible car parks at local shopping centres often do not allow for rear-to-curb parking because there are barriers placed at the curb.</p>	<p>Provision of accessible car parks is safe and convenient.</p>	<p>Develop a proposal and meet with relevant stakeholders, e.g. Council, Hospital and DHHS.</p> <p>Lobby for accessible car parking such as:</p> <ul style="list-style-type: none"> • More accessible car parks with rear-to-curb or parallel parking options in close proximity to healthcare settings, shopping centres and other community amenities • Widening accessible car parks to accommodate modified vehicles • Recommend short-term drop-off accessible car parking zones • Ensuring new accessible car parking spaces are well-located. <p>Create an awareness raising campaign.</p>	<p>Carers</p> <p>Consumers</p> <p>Mildura Base Hospital</p> <p>Other health care providers</p> <p>Department of Health and Human Services (DHHS)</p> <p>Mildura Rural City Council (MRCC)</p>

⁶ DHHS manages the companion card program.

KEY FINDINGS	GOAL	RECOMMENDATIONS	WHO'S INVOLVED
3	Carers reported they had difficulty moving around town with a wheelchair and/or mobility scooter; it was difficult going on long outings if they didn't know about basic amenities in town such as toilets.	<p>Better access to and knowledge of the region's community amenities.</p> <p>Develop a strategy to address identified community access concerns such including more accessible doors and doorways, scooter recharging points, signage and street lighting.</p> <p>Update and consider extending existing amenities map such as Mobility Map.</p> <ul style="list-style-type: none"> Partner with Changing Places to campaign for public toilets with full sized change tables and hoists in major public spaces across Australia. <p>Support the community to lobby for or cooperatively fund a laundromat in Irymple.</p>	<p>Carers</p> <p>Midura Rural City Council (MRCC), specifically Mildura Disability Access Committee</p>
4	Older people or people with disabilities have been hurt by people using mobility scooters.	<p>Safety for people of all abilities.</p> <p>Develop guidelines for people using mobility scooters</p>	<p>Midura Rural City Council (MRCC)</p> <p>VicRoads</p> <p>Services Providers</p> <p>Consumers</p> <p>Carers</p>
5	Carers advised there is no or limited public transport services in areas of Sunraysia. This inhibits community inclusion of carers and the relative or friend for whom they care.	<p>Increased availability and frequency of local public transport options.</p> <p>Meet with Department of Economic Development, Jobs, Transport and Resources to discuss including this outcome in Victoria's regional Network Development Plan.</p> <p>Engage with existing services providers such as SunAssist to increase their community transport options.</p>	<p>Carers</p> <p>Consumers</p> <p>State Government departments</p> <p>Local residents</p> <p>Sun Assist</p>

	KEY FINDINGS	GOAL	RECOMMENDATIONS	WHO'S INVOLVED
6	Some carers rely on air travel to attend doctors' appointments in Melbourne or Adelaide. Limited flight schedules and high costs adversely impact on their capacity to book appointments.	<p>Cheaper and additional direct transport options between Mildura and Melbourne or Adelaide.</p> <p>Decreased financial impact and social disruption from long distance travel for medical reasons.</p>	<p>Engage with local groups who are currently working on this issue to include a carer-specific basis.</p> <p>Support work with other community groups such as tourism industry and State Government to assess the economic and social viability of direct train services to Melbourne and Adelaide.</p> <p>Support initiatives to improve access to Telemedicine.</p>	<p>Carers</p> <p>Local residents</p> <p>Ramsay Health</p> <p>LM Regional Palliative Care Consortium</p> <p>District Nursing</p> <p>Department of Economic Development, Jobs, Transport and Resources</p> <p>Department of Veterans Affairs</p> <p>Department of Health and Human Services (DHHS)</p> <p>Murray Primary Health Network</p>

THEME 3: HOUSING

Housing is a basic human right for everyone in the community. Forum participants acknowledged the existing local initiatives and made suggestions to strengthen housing options.

KEY FINDINGS		GOAL	RECOMMENDATIONS	WHO'S INVOLVED
1	<p>Carers, especially older parents, are anxious about the accommodation options of their children after they pass away.</p> <p>There is a lack of affordable housing options for people on low incomes.</p>	Increased availability of affordable and suitable accommodation in the region.	<p>Support the local service system to collate information about current initiatives and developments in the Sunraysia region such as social housing.</p> <p>Identify and share positive accommodation examples.</p> <p>Investigate alternatives such as co-housing or homesharing.</p>	<p>Consumers</p> <p>Carers</p> <p>Mallee Accommodation and Support Program Inc</p> <p>Sunraysia Residential Service</p> <p>Christie Centre</p> <p>Mallee District Aboriginal Service (MDAS)</p> <p>Department of Health and Human Services (DHHS)</p> <p>Local residents prepared to explore accommodation options</p>

THEME 4: COMMUNITY INITIATIVES

The final theme recognises the importance of situating carers and their relatives or friends for whom they care in the broader context of the Sunraysia region. The community initiatives suggested here seek to connect Sunraysia residents in small and meaningful ways; to increase the possibility of residents living interdependently, paying attention to improving inter-generational connections. Ideally, the care of people with high needs can ultimately be shared among community members rather than being the responsibility of one person.

KEY FINDINGS	GOAL	RECOMMENDATIONS	WHO'S INVOLVED
<p>1</p> <p>Carers find everyday tasks increasingly difficult to complete due to age, lack of time and capacity.</p> <p>Carers often feel socially isolated and have diminished capacity to cook one's meals.</p>	<p>Increase community connectivity.</p> <p>Increase the opportunity for local residents to provide informal supports to meet needs of people in small but meaningful ways.</p> <p>Build capacity of residents in community development, leadership, team work and mentoring.</p>	<p>Investigate and promote existing local initiatives which create connection, care and community inclusion such as Neighbour Day.</p> <p>Create directory or pathways to link people to initiatives as recipients or volunteers.</p> <p>Establish newspaper/magazine run.</p> <p>Collaborate with MRCC to establish Casserole Club.</p> <p>Launch 'Can I bring your bin in?' campaign.</p> <p>Investigate the potential to establish a buddy system with community capacity builders from Heathcote Community.</p> <p>Other community initiatives referred to in this document.</p>	<p>Community members whose mobility is compromised</p> <p>Newsagents</p> <p>Residents</p> <p>Mildura Rural City Council (MRCC)</p> <p>Churches and faith-based organisations</p> <p>Supermarkets</p> <p>Organisations such as Rotary, Apex, Lions</p> <p>Cinema</p> <p>Library</p> <p>Mildura Eco House/Community garden</p> <p>Centacare</p>

RECOMMENDATIONS FOR IMPLEMENTATION OF THE MILDURA CARER BLUEPRINT

The goals and recommendations outlined in this Blueprint were directly derived from consultation with carers, Service Providers and other community members. The consultations were the first step in a plan to achieve better support of carers with holistic service provision and linkages to create new possibilities for connection, care and community inclusion.

The successful implementation of the Mildura Carer Blueprint is dependent on commitment from carers, peak carer support agencies, Service Providers, community groups, as well as local, State and Federal Government stakeholders.

Maintaining the momentum is a complex task, requiring careful planning and recruitment of passionate supporters. In January 2017 Carers Victoria and Bendigo Health Carer Support Services will undertake the initial strategic planning of the Blueprint's next phase.

The next phase involves the appointment of a steering group to oversee the implementation of the Mildura Carer Blueprint. Steering group membership will be comprised predominantly of locals, including a chairperson with expertise in community development, along with representation from carers with different lived experience, community groups and service providers. Carers Victoria and Bendigo Health Carer Support Services will also be represented.

It is recommended the steering group is supported by an existing network to provide further oversight and accountability.





NEXT STEPS

1. Presentation of Mildura Carer Blueprint to the community on 8 November, 2016
2. Strategic planning by Carers Victoria and Bendigo Health Carer Support Services – January 2017
3. Establishment of steering group
4. Steering group to:
 - Develop reporting 'Mildura Carer Blueprint Back to Community' strategy
 - Explore links with existing service networks and partnership mechanisms to support Mildura Carer Blueprint implementation
 - Develop a Mildura Carer Blueprint action plan with priorities listed by year.



Mildura Carer Blueprint working group: (from left to right) John Purcell, Kate Johnson, Sandra Summerton, Leanne Rahmel, Annie Hayward, Amanda Kilaris, Rose Miles, Margaret Boulos, Kath Davine.



ONLINE RESOURCES

Weavers

weavers.tacsi.org.au

Family by Family

tacsi.org.au/project/family-by-family

Operation LOLA (Linking Older LGBTI people and their allies)

facebook.com/valscafeaus

Hen Power

equalarts.org.uk/our-work/henpower

Rural Coffee Caravan

ruralcoffeecaravan.org.uk

Be-friending Scheme

openingdoorslondon.org.uk

Learning for the Fourth Age (L4A)

vimeo.com/90212360

The University of the Third Age Sunraysia (U3A)

u3asunraysia.org.au

The Fog Index

gunning-fog-index.com

Drop the Jargon

dropthejargon.org.au

Changing Places

changingplaces.org.au

Murray Primary Health Network

murrayphn.org.au/contact

Partners in Recovery

[malleefamilycare.com.au/Services/Mental-Health-Support/Pathways-Program-\(1\).aspx](http://malleefamilycare.com.au/Services/Mental-Health-Support/Pathways-Program-(1).aspx)

No Interest Loans Scheme

moneysmart.gov.au/borrowing-and-credit/other-types-of-credit/no-or-low-interest-loans

Sunassist

sunassist.org.au

Mildura's Water Play Park

<https://www.mildura.vic.gov.au/Services/Sport-Recreation/Parks-Recreation/Mildura-Water-Play-Park>

Easy English

scopeaust.org.au/wp-content/uploads/2014/12/Factsheet-1-What-is-Easy-English.pdf

Loddon Mallee Regional Palliative Care Consortium

lmrpcc.org.au/

Mildura Disability Access Committee

mildura.vic.gov.au/Council-Services/Aged-Disability-Services/Disability-Access-Support

Mildura CBD Disability Access Map

mildura.vic.gov.au/Council-Services/Aged-Disability-Services/Disability-Access-Support

Val's Cafe LGBT Dementia Resources

valscafe.org.au/index.php/resources/resource-articles/item/131-we-are-still-gay-an-evidence-based-guide-to-inclusive-services-for-lesbian-gay-bisexual-and-trans-people-living-with-dementia

Casserole Club

casseroleclub.com.au

Home Sharing

careconnect.org.au/homecareservices/homesharing

Mildura Eco Village

sustainablemildura.com.au

Australian Inland Botanic Garden

aibg.org.au

Mildura Waves Aquatic and Leisure Centre

mildurawaves.com.au

Circles of Support

inclusiondesignlab.org.au/what-weve-learnt/circles-of-support

Telemedicine

health.gov.au/internet/main/publishing.nsf/Content/e-health-telehealth

Heathcote Caring Community

youtube.com/watch?v=CrsUXgwMBsw



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