



# Supporting your staff to respond to carer questions and concerns

## Supporting those who support others

The following information is provided for your staff, with a focus on frontline workers to recognise, respond and refer carers to the right internal or external support, programs and services.

Knowing what services and programs are available in your organisation is an important tool to make sure that questions or concerns are responded to, including aged care, early years, community development and access and inclusion.

An additional list of direct phone numbers and websites have also been provided to support your staff. Recognition of other issues such as emergencies or ongoing issues should also be explored as part of your staff training, including family violence, child safe or other issues or concerns in your community.

## Recognising a carers call

Listen out for callers who might sound confused or frustrated about getting help and are worried about their family member/s or those they are supporting. They may also be looking for support for themselves as a carer.

Recognise that carers have to navigate multiple systems in the process of trying to access additional help for the person (or multiple people) they are looking after, which can be very confusing and overwhelming.

Being able to simply put a call through to someone in your organisation is important or if that service/program is not available in your organisation then providing the contact number for an organisation or service that will be able to support them is equally as important.

### **Carers may not say the word 'carer' and may not identify with this term, so listen out for things they might say including;**

- › I want to find out what help I can get for my husband.
- › What groups exist for people with Dementia, I'm looking for something for my mum?
- › I am overwhelmed trying to get respite for my son, is there someone I can ask?
- › Who provides help with things like showering and meals on wheels?
- › My niece has a disability and I am worried her Mum's wellbeing trying to manage.
- › Are there carer support groups or meetings in this area?
- › I'm feeling like I need some support to get through my day, is there some way that I can access a service to help me?

## Additional support for your staff

Carers Victoria are supporting Councils to recognise, respond and refer effectively to carer questions and concerns. This includes responding to the Carer Recognition Act and other government and community requirement and need.

Councils have access to online, face-to-face (hybrid) training modules. You can request access to these modules through visiting the Carer Friendly Places [www.carersvictoria.org.au/CarerFriendlyPlaces](http://www.carersvictoria.org.au/CarerFriendlyPlaces) (scan QR Code) or contact us for further information on how you can support carers in local community.



### For more information

› Email us at [carer.hubs@carersvictoria.org.au](mailto:carer.hubs@carersvictoria.org.au)

