

CARER NEWS

Freecall 1800 052 222



**Barwon
Health**

Carer Support

Summer Newsletter 2018

Welcome to our first newsletter for 2018 and hello to all new carers who have recently registered with our service and are reading our newsletter for the first time.

Barwon Health Carer Support is here to support you - the carer - in your caring role. Even though we may at times put support in place for the person you care for, the focus of our service is on supporting you, helping you to take a break from caring and reducing carer stress. We may support you by arranging respite for the person needing care, such as with occasional respite in the home, transport to appointments (if you can't be there) or a short break in an aged care facility. We also strive to support carers in creative ways, through education programs, social activities and special events that encourage carers to take time out for themselves. If you or the person you care for need more support than we can provide, our Carer Support staff can make a referral to other services, with your consent. We also provide emotional support for those days when you just need someone to talk to. Our service is funded by the Commonwealth and State Governments and has been operating since 1997. And don't forget if you want to come along to any of our support groups or education sessions we can arrange respite in the home, at no cost to you, so that you may attend.



Help for Carers in an Emergency

We provide support 24 hours a day, 7 days a week for carers needing to access immediate, short term in-home respite in the event of an emergency such as carer illness or accident, a family crisis or when you simply can't cope. This support can be very helpful in circumstances where a carer is taken to hospital and the person being cared for cannot be left home alone. Outside business hours the after hours response team will answer your call, assess your needs and when this is the best option, they will contact an agency on your behalf to organise short term respite in the home, at no cost to you. If you have a medical emergency always call **000**. When you need urgent respite call us on **FREECALL 1800 052 222 (24 hours / 7 days)**. Please note the after hours response team cannot arrange emergency admission to aged care facilities however our staff will arrange this during working hours.

Our Newsletter

Would you prefer to receive our newsletter by email? This really helps us to reduce printing and postage costs. If you would like to switch to email delivery just send an email to carersupport@barwonhealth.org.au so that we can add your name to the email distribution list. Remember even if you receive the newsletter by email we still encourage you to contact us by phone once a year (even if you don't need respite). This will ensure you continue to receive the Carer Benefits Program.

BARWON OFFICE
104-108 Bellarine Hwy
Newcomb 3219
P: 4215 7600

SOUTH WEST OFFICE
64B Banyan St
Warrnambool 3280
P: 5564 6054

EMAIL carersupport@barwonhealth.org.au

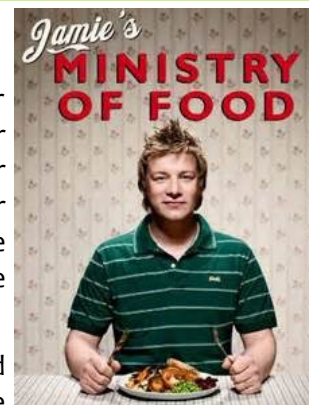
WEB www.respitebarwonsouthwest.org.au

CONTACT US
For carer support (24 hrs)
FreeCall 1800 052 222

Free Education Programs for Carers

Barwon Health Carer Support can assist carers who wish to undertake a short course or education program that will assist in the caring role, provide a break from caring or improve health and wellbeing. This could be a course run by a community centre or other training organisation and may include first aid training, massage, using computers or mobile phones, cooking and much more. If you are thinking about a short course we encourage you to give us a call and chat to one of our carer support workers as we may be able to support you with this.

In Barwon we have supported many carers to undertake Jamie Oliver's Ministry of Food cooking course and we have received fantastic feedback from participants who have gained new knowledge and skills while learning to make simple, nutritious meals. We will continue to offer this course to interested carers throughout 2018. Participants attend a 90 minute class each week for 7 weeks. Classes are held at various times on weekdays, evenings and Saturdays so there is a time to suit everyone. Contact us today to register your interest on **FREECALL 1800 052 222**.



First Aid for Carers



In the South West, we are supporting carers to access First Aid courses to be run at SEAL in Warrnambool. There are two courses available - 'Provide an emergency First Aid response in an education and care setting' and 'Baby and children's First Aid'. We are aiming to run these in late March, depending on numbers. Please call us on **FREECALL 1800 052 222** to register your interest in attending one of these First Aid courses.

Education for Carers of People with Dementia

Commencing in March at Newcomb Community Health Centre, **Carer Support** and **Carers Victoria** are offering a free program for carers in the Barwon region who care for someone who has a diagnosis of dementia. It is also open to people who have a family member with dementia in long term residential care. The program consists of four sessions of 3 hours each in duration. These sessions are for carers only and will be held in a small group setting. In-home respite can be provided so that carers may attend. We ask that participants attend all sessions to get the most benefit out of the program. Sessions will be held on **Thursday March 8, 15, 22 & 29** from 10am to 1pm. Please call **Carer Support** on **FREECALL 1800 052 222** to book your place in this program.

Week 1: Expose myths, explore realities and understand the impact on carers of some of the changes in the brain of the person with dementia.

Week 2: Identify some triggers for behaviours of concern, identify some strategies that may assist carers including communication tips.

Week 3: Identify and practice effective specialist communication skills to use with the person living with dementia, the importance of self-care for carers and services available to assist.

Week 4: Problem solving for carers to assist with behaviours of concern, meaningful activities carers can do at home with the person with dementia.

Apollo Bay Carers Lunch

Carers in Apollo Bay and surrounding areas are invited to attend our next Carers Lunch. For this activity, carers may bring along the person cared for (if you wish) or we can arrange in-home respite for the person you care for, at no cost to you. Please phone **Carer Support** during business hours to RSVP by April 10 on **FREECALL 1800 052 222**.

Date: Tuesday, April 17

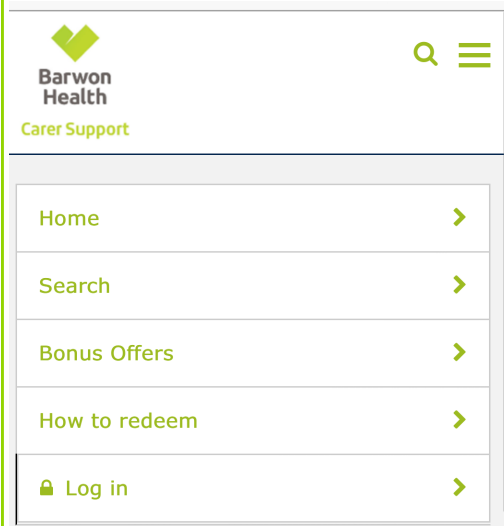
Time: 12 noon

Cost: FREE

Where: Apollo Bay Hotel, SS Casino Room

Our Carer Benefits Program

Barwon Health Carer Support provides the *Carer Benefits Program* exclusively to carers in the Barwon South West region. The program is just one of the ways in which we can assist carers, along with more formal services like respite care and 24 hour emergency support. The program consists of a wallet-size card, a handbook, a mobile app and a website. You can choose to use any or all of these benefits. The program is provided to help you save money on everyday activities.

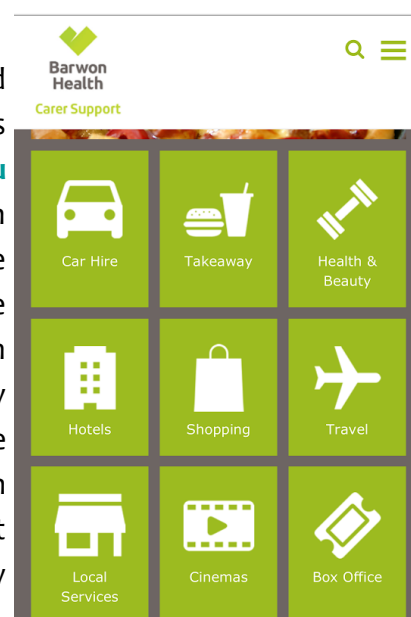


Your Carer Benefits **Card** can be used at participating restaurants to receive up to 20% off the bill. On your card you will find your unique Benefits Program number. If you have a computer or smart phone, use this number to access the online benefits. Please note that your Benefits card cannot be used to identify you as a carer with any other government agency or service. It is only for discounts at the restaurants listed in the handbook.

All carers who contacted our service in 2017 will have by now received their new program for 2018. Carers that have recently registered with our service will receive their Benefits Program pack in 4-6 weeks. A new card number will be issued each time you receive your Benefits Program pack. Your program is valid for 12 months.

The **booklet** contains handy information about our service and other useful contacts for carers. It also explains how the program works and has some tear-out vouchers for one-off discounts on dining, takeaway and activities.

The **website and mobile app** gives you access to even more discounts and special offers. To access the online program you will need internet access from a computer or mobile phone - visit bhcarers.frequentvalues.com.au and enter your card number and Surname to log in to the mobile app. On the website and mobile app you can purchase discounted gift cards, movie tickets, leisure activities, travel insurance and more. There is a new feature to the program this year. Instead of printing off vouchers and taking them to the business you can now redeem offers directly with your phone by showing staff the online voucher. Each month we will send you the Frequent Values **newsletter** via email, to those who have provided an email address to us. The Frequent Values newsletter has all the latest special offers and discounts, updates to the program such as new businesses coming on board or those no longer participating.



Remember if you don't use the internet you can still get value out of the program by using the card to save at participating restaurants and the discount vouchers in your handbook. If you experience any difficulties accessing the site, or wish to provide feedback about a participating business contact Frequent Values customer service on **1800 008 553**. You may also contact Carer Support on **1800 052 222**.

JAPARA Day Respite Care

Being the primary carer for a loved one is rewarding but can also be challenging. It can take its toll on you physically and emotionally, and can make finding time for everyday tasks difficult.

Japara operate a number of aged care facilities in the region. They have developed a respite care program which enables the person you look after to enjoy the benefits of residential care on an occasional basis while giving you more time in your day.

The day respite program offers;

- Flexible hours - your loved one can stay for an hour, a day or even overnight. Weekend options are also available,
- All meals are provided for the duration of the stay,
- Bedrooms and ensuites available for use,
- Your loved one can participate in leisure and lifestyle opportunities,
- Text or email updates to carers throughout the day, so you have peace of mind that your loved one is being well looked after,
- Access to emergency stay if required,
- Access to a carers' support group.



Where and How?

Your first visit is complimentary. For more information, or to make a booking please call one of the facilities below.

Anglesea Residential Care, 5 Weir Street Anglesea - Manager, Andrew Wallace - **Ph 5263 9300**

Balmoral Grove Residential Care, 24-34 Smith Street Grovedale - Manager, Gayle Fisher - **Ph 5243 6733**

Elouera Residential Care, 6-11 Kooronga Place Torquay - Manager, Helen Plant - **Ph 5261 9121**

Residential Respite Information Day

Have you considered respite in an aged care facility for the person you care for? Not sure how it works and want to find out more?

Come along to our free information session and hear from guest speakers from the Aged Care Assessment Team, Centrelink and a manager from a residential care facility. These sessions are for carers only (you may bring along a family member if you wish). Morning tea and lunch will be provided. We can help you with transport if you are unable to drive or use public transport and we can arrange in-home respite for the person you care for, at no cost to you. Please RSVP if you would like to attend on **FREECALL 1800 052 222**.

Next Date: Friday, May 11 **Time:** 9am (for 9.30am start) to 3pm

Where: Barwon Health Newcomb Community Health Centre, Bellarine Hwy, Newcomb (opposite Newcomb Secondary College)



Upcoming Group Activities - Barwon

In the Barwon region we have a number of carer support groups operating. This is a great opportunity to meet other people who are also in a caring role. As well as the social aspect, our group members also benefit from informative guest speakers and being the first to hear about upcoming activities and programs in the region. Our support groups will come together for a combined group lunch on March 13 at The Grovedale Hotel. For more information about these groups or for a calendar of 2018 dates, contact us on FreeCall 1800 052 222.

Men's Carer Support Group (Geelong)

Are you a male carer interested in meeting other male carers? Our men's carer support group provides male carers of any age an opportunity to get out and socialise with other male carers while taking part in some fantastic activities. **There is no cost to take part in our upcoming activities:** February 2 - bay fishing trip from Queenscliff with lunch at Queenscliff Harbour Fish & Chips; March 15 - Little Creatures Brewery Tour; April - Queenscliff Ferry to Sorrento for lunch.

Belmont Carer Support Group

Meets monthly on a Tuesday from 1pm to 3pm at Barwon Health Belmont Community Health Centre, Reynolds Rd, Belmont facilitated by our Carer Support Worker, Aleisha. **Upcoming dates...** February 13: guest speaker from the Heart Foundation; March 13: combined lunch for all Carer Support Groups.

Corio Carer Support Group

Meets on the first Friday of each month from 1pm to 3pm at Barwon Health Corio Community Health Centre, facilitated by our Carer Support Worker, Gail. We have a guest speaker each month on various topics and all carers are welcome to attend. **Upcoming dates...** February 2: catch up and cuppa, bring something to share with the group (a photo, a memory); March 2: Moorabool Valley Chocolate; April 6: juggling and meditation.

Ocean Grove Carer Support Group

Meets monthly on a Wednesday from 1pm to 3pm at Collendina Recreational Reserve, Minerva Close in Ocean Grove, facilitated by our Intake Worker, Jodi. **Upcoming dates:** February 14 - planning for 2018; March 13 - combined lunch for all Carer Support Groups.

Newcomb Carer Support Group

Meets monthly on a Monday from 1pm to 3pm at Newcomb Community Health Centre, facilitated by our Team Leader, Kristy. **Upcoming dates:** February 12 - catch up planning for 2018; March 13: combined lunch for all Carer Support groups; April 9.

Making Memories (Colac)

Making Memories is an opportunity for people with memory loss or dementia and their family carer to meet with others in a supported and friendly environment for a regular morning tea. This is a joint initiative with Dementia Australia. Meetings are from 10.30am to 12 noon. To RSVP contact Cynthia on 1800 052 222 or Narelle at Dementia Australia on 5229 6979. **Upcoming dates:** January 24 at Anam Cara Colac; February 28; March 28 at the Baronga Motor Inn, Colac.

Carer Drop-in at Newcomb

All carers are welcome to drop into the Activities Room at Newcomb Community Health Centre on the **2nd Thursday of each month** from 1pm to 3pm to *relax, rest and recharge*. The drop-in centre will give carers a chance to have a cuppa and chat with other carers in a relaxed, informal setting.

South West Groups & Activities

National Disability Insurance Scheme Information Sessions for the deaf and hard of hearing

Hard of hearing and deaf people may be eligible for assistance from the NDIS. Come along and find out about how the NDIS could help you. These sessions are tailored for people who are hard of hearing or deaf. It provides an introduction to the NDIS, eligibility, information on the possibilities for assistance and the importance of pre-planning. RSVP is required and an Auslan interpreter is available if requested.

Warrnambool Sessions: Thursday, February 18 & March 15 from 1pm to 3.30pm at Mpower, Warrnambool

Portland Session: Tuesday, March 20 from 1pm to 3.30pm at Mpower Portland

Hamilton Session: Thursday, March 22 from 10am to 12.30pm at Hamilton Community House

To RSVP: Mpower on 5561 8111 or email admin@mpower.org.au

Managing the Changes - Family Information & Support Session by Dementia Australia

The aim of this session is to enable carers to better understand the changes caused by dementia and how best to manage these changes as they occur. Participants will gain an understanding of what dementia is, strategies for effective communication, changed behaviours and what might trigger them, coping strategies and support options for carers. **Suitable for:** family carers who need information and support managing the changes occurring as a result of dementia. Bookings essential - call Jason Kelly on 0418 352 383.

When: Monday, February 26 at 10.30am

Where: Archie Graham Community Centre, 118 Timor St Warrnambool

Multiple Sclerosis Peer Support Group

The Warrnambool MS Peer Support Group meets on a monthly basis for friendship and support. Currently a group of ladies who get together for support and information, but men are very welcome to come along too!

When: 3rd Wednesday of the month from 10.30am

Where: Pertobe Rd, Warrnambool **Contact:** Kim on 5562 2582 or MS Connect on 1800 042 138

Multicultural Social Support Group

This group meets weekly for community outings, cultural events, low impact exercise, social activities, bingo, games, singing and more. It is aimed at encouraging conversational English skills for seniors 65+. The group also provides an opportunity for carers to take a break from their caring role while supporting a loved one to engage in community access. Participation in this group is subject to registration with My Aged Care. Staff will be happy to help with this. Attendance costs \$10 and includes lunch and activities.

When: every Friday from 10am to 3pm

Where: Archie Graham Community Centre, 118 Timor St Warrnambool **Contact:** 1300 971 720

Cooking on the Hill

A community cooking club hosted by SEAL. Community kitchens are groups of people who cook and share healthy meals together. Come to cook and share a meal with a group of people in a comfortable environment. This program is supported by Warrnambool Foodshare. Cost is \$5.

When: every Thursday (begins again on February 8) from 10am to 1pm

Where: SEAL, 71 Hyland St Warrnambool **Contact:** Anne-Maree on 5562 6099

Support Group for parents & families with gender diverse young people

Monthly meetings for parents, carers, family and friends of children and young people who identify as transgender or gender diverse. No cost.

When: first Monday of each month from 5.30pm to 7.30pm

Where: Brophy Family & Youth Services, 210 Timor St, Warrnambool

Contact: 5561 8888



**dementia
australia™**

A message from Dementia Australia

“Dementia Australia (formerly Alzheimer’s Australia) are proud to officially announce the launch of Dementia Australia, a unified, national peak body for people of all ages living with all forms of dementia, their families and carers. While Alzheimer’s disease is the most common form, there are more than 100 types of dementia and for this reason, as an organisation our message must be inclusive of all people with all types of dementia. Dementia Australia wish to assure there will be no change to the services and programs currently offered or the staff you have contact with in the Barwon South West Region.”

National Dementia Helpline 1800 100 500

dementia.org.au

Upcoming Family Information Sessions at Dementia Australia

Introduction to dementia: A good place to start: This session will provide an introduction to dementia types, symptoms and changes that may occur. Also discussed are education and services available to support the person with the diagnosis and their family members. **Suitable for:** family and friends of a person who may have a diagnosis of dementia and for the person who has the diagnosis.

Session location, date and time: Geelong Hub, 318 Pakington St Newtown

Wednesday February 7 6.30pm to 8.30pm

Effective communication: The focus of this session is on how dementia changes communication and possible alternate communication strategies which may be helpful. We also explore issues around anxiety and reactive behaviour and how best to support the person with dementia with this. **Suitable for:** family and friends of a person diagnosed with dementia who already have a basic understanding of dementia and how need assistance with effective communication.

Session location, date and time: Geelong Hub, 318 Pakington St Newtown

Wednesday March 7 1pm to 3.30pm

Coping with changes in behaviour: This program deals with some of the changes in behaviour caused by dementia as well as the possible triggers to these behaviours. We teach participants a problem-solving approach which helps carers to understand and better manage these changes. **Suitable for:** family carers who need support coping with changed behaviours.

Session location, date and time: Geelong Hub, 318 Pakington St Newtown

Tuesday April 10 1pm to 3.30pm

Grief, loss and dementia: This session will explore the emotional impact of the grief and losses associated with dementia. The session will provide an occasion to share and gain a better understanding of how being a carer impacts on one’s experience of the losses experienced throughout the stages of dementia, and support that can help. **Suitable for:** family carers who would like the opportunity to discuss their experience in a group setting.

Session location, date and time: Geelong Hub, 318 Pakington St Newtown

Tuesday May 8 1pm to 3.30pm

These sessions are run by Dementia Australia. Bookings are essential as places are limited.

Email: GeelongAdmin@dementia.org.au or call 03 5229 6979

(Should you require respite or travel assistance so that you may attend these sessions please call Carer Support on 1800 052 222)

Getting an Assessment for a Home Care Package

The **Home Care Packages Program** helps older people (over 65 years) to live in their own home for as long as they can. The Australian Government provides a subsidy to an Approved Provider towards a package of care, services and care management. Some of the types of services that can be accessed through a Home Care Package include;

- Personal care such as showering, dressing and toileting,
- Assistance with meal preparation and feeding,
- Assistance with mobility such as walking frames or sticks, bed rails or pressure-relieving mattresses,
- Continence aids such as pads, commode chairs and bedpans,
- Allied health services such as podiatry, physiotherapy, hearing and vision services,
- Transport help such as shopping, visiting health services and attending social activities.

The Australian Government pays this subsidy directly to your chosen package provider. You are expected to contribute toward the cost of the package where circumstances allow you to do so.

The first step to getting a Home Care Package is an assessment from the **Aged Care Assessment Team** (often referred to as ACAS or ACAT.) To arrange this assessment, contact **My Aged Care** on **1800 200 422**. A member from your local ACAT (usually a social worker or nurse) will come to the home and talk to you about how you and the person you care for are managing at home. They will ask questions about health conditions and whether you currently receive any support at home. They will also give you information about other services that may be available in your area.

Some people may feel apprehensive about undergoing an assessment, it is however a process the government uses to determine what help is needed and what financial assistance you may be eligible for. You are welcome to have a family member or support person with you during the assessment to provide you with support. All of the information you provide during the assessment will be treated as confidential.

Following your assessment you will receive a letter that tells you what level of Package you have been approved for. There are 4 levels of packages, from Level 1 to Level 4 and the higher the level the more support you are entitled to. It is important to keep these documents in a safe place. They also contain a referral code and an 'AC number'. At this point you don't have a package, just the approval for one.

You will now be placed on the new national waiting list held by **My Aged Care**. The position on the wait list is determined by the date of the assessment and the priority of the request which is determined by the ACAT assessor. When you get to the top of the waiting list you will receive another letter from **My Aged Care** advising that your status is approved, along with a list of local providers. You then have up to 50 days to approach and choose an Approved Provider. **My Aged Care** will then give funding to that provider so that your chosen services may commence.

If you are currently on a waiting list for a package, contact us at **Barwon Health Carer Support** on **FreeCall 1800 052 222** as we can provide short term supports to 'fill the gap' until your package is in place.

If you have been waiting a long time for a package we suggest you contact **My Aged Care** on **1800 200 422** to ensure you are on the new national wait list.