



Are you looking after  
someone? Let us help



## Are you looking after someone? Let us help

Did you know one in eight Victorians has a caring role?

Anyone at anytime can become a carer.

A carer provides care to a family member, friend or neighbour who has a disability, is aged and frail, has dementia, a mental illness or a chronic illness.

Everybody knows somebody who cares.

A carer may not choose to become a carer; it can be something that life chooses for them.

Carers Victoria is a not-for-profit organisation which provides advice, information and support to carers to improve their health, wellbeing, capacity and resilience.

We operate a number of state-wide services which are available to help carers navigate the different challenges they may face.

*"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."*

*Did you know help is just a phone call away? Contact the Carer Advisory Line on 1800 242 636*



## Getting started

### Carers Advisory Line

It's good to know there are services available to help carers – but finding out about them is not always easy.

Did you know help is just a phone call away? Contact the Carer Advisory Line on **1800 242 636\***

Our experienced staff will listen to you and provide information and support to help you in your caring role.

*"They listened to me; they were willing to talk to me, answered my questions, gave me information and offered advice."*

We can also connect carers to a range of services, including:

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

The Carer Advisory Line is available Monday to Friday, 9am to 5pm.

You can also find helpful information on our website: [carersvictoria.org.au](http://carersvictoria.org.au)





## Talking it over

### Carers counselling

If you have a lot on your mind, talking it over can help.

Our professional counsellors understand the difficulties carers face, and are focused on helping you manage your caring role.

Counsellors will be respectful, will listen and 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."*

Counselling can be arranged at Carers Victoria offices\*, over the telephone or somewhere near you.

Counsellors offer individual, family and group sessions.

Our counselling program offers up to six session which are free and confidential.

Please discuss the option of accessing counselling in your preferred language with our Counsellors.

\*Carers Victoria Address:

- Level 1, 37 Albert Street, Footscray
- 207 Moorabool Street, Geelong



## Learning to care

### Education and training

Carers Victoria offers carer workshops and educational programs to help you enhance your knowledge about how to best support your health and wellbeing, and the person you are caring for.

Through our Education and Training Service you will be able to explore the impact of caring on your emotional and physical health. You will also gain practical advice on how to navigate the health sector.

*"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."*

Visit our website to see the latest sessions available [carersvictoria.org.au](https://carersvictoria.org.au).

### Online eLearning available

Carers Victoria's eLearning modules combine our expertise and experience with new technologies. These modules teach you the importance of taking a break and how to access respite, give you insights into talking with professionals, and tools to better support the person you care for.

You can access the eLearning modules via [elearning.carersvictoria.org.au](https://elearning.carersvictoria.org.au)





## Taking a break

### Respite services

There are times when carers 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."*

The services which enable this break are broadly referred to as 'respite' and include in-home help provided by a support worker, recreation-based activities and assistance with special equipment.

The services may also include 'residential respite' where the person you care for has a short-term stay at a facility which offers an intimate home-like setting with tailored activities.

Every care situation is different. What works for one family may not work for another.

Respite can provide a much needed break from the caring routine – time to get other things done, to have fun with the family, or simply to relax and recharge your batteries.

Connect with your local respite service by calling our Carer Advisory Line on **1800 242 636**.



Be involved

## Become a member

Join today and help us build a better future for carers in Victoria.

You can help us advocate for better services and recognition for carers in our community, while keeping up to date on latest information.

Carers Victoria membership is for carers, former carers and Carer Support Groups. Interested persons and organisations are also welcomed 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."*

Members receive:

- a quarterly newsletter with all the latest carer information, carers tips and stories
- access to our digital library which specialises in information just for carers
- invitations to special events, and
- opportunities to win special member prizes.

Find out about Carers Victoria's membership by email [membership@carersvictoria.org.au](mailto:membership@carersvictoria.org.au) or call **1800 242 636**.







Join a community

## Carer Support Groups

Often people find it helpful to talk to their peers – people who can relate to their situation, offer practical advice based on experience, and help them feel less alone.

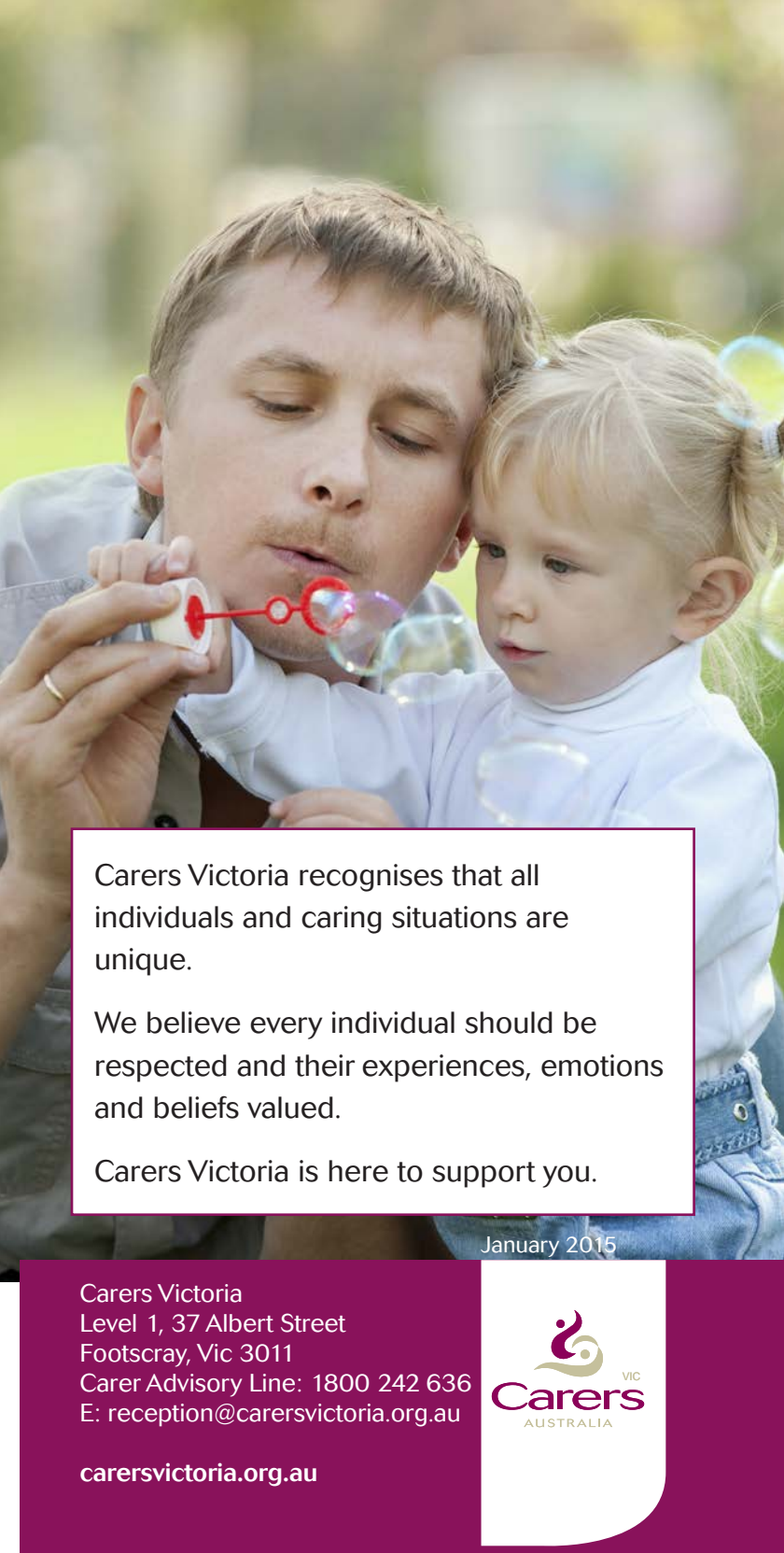
### *Benefits of joining a group*

Support groups are made up of people with common needs and experiences. Their members help each other in many ways:

- Emotional support – you may find it a relief to talk things over with people who understand the pressures of caring but are not involved with you, the person you care for or your family.
- Practical information, tips and resources – most support groups share information about local services and supports, medical treatments and research, or tips to help make caring easier.
- New friends – many carers find that the demands of caring make it difficult to keep in touch with friends and family. Regularly getting out to a support group can expand your social circle and help you feel less alone.

Find out more by contacting our Carer Advisory Line on **1800 242 636**.





Carers Victoria recognises that all individuals and caring situations are unique.

We believe every individual should be respected and their experiences, emotions and beliefs valued.

Carers Victoria is here to support you.

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Carers Victoria  
Level 1, 37 Albert Street  
Footscray, Vic 3011  
Carer Advisory Line: 1800 242 636  
E: [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

[carersvictoria.org.au](http://carersvictoria.org.au)

