



The Commonwealth Respite & Carelink Centre - FNC

CENTRE NEWS

This is the first news update from the Commonwealth Respite & Carelink Centre Far North Coast. The purpose of the Newsletter is to keep all the service organisations that we have contact with up to date on our programs, activities or changes to Centre operations. We are aiming for three newsletters per year.

Because our Centre covers a large geographical region; Queensland border in the North to Red Rock, Corindi in the South, a total of 8 LGAs, plus having a broad target group for service delivery it is sometimes difficult keeping everyone informed about what we do. Hence, the idea for an email newsletter.

Programs

The Centre has two separate distinct service types, which are integrated. One of these programs is the Carer Respite & Support Service. The aim of this service is to provide a single accessible point for carers needing information on respite options or accessing respite in the Far North Coast Region. We provide flexible short-term, planned or emergency respite that meet the needs of the carer and care recipient when other services are unable to provide the support. We also link carers to other services that can assist them for their ongoing support needs. Under the

banner of the Carer Respite and Support Service are a number of programs including:

Residential Respite Booking

We book carers, self carers and care recipients into residential respite beds in Commonwealth funded Aged Care Facilities. We work closely with Aged Care Assessment Teams and Facilities to ensure that appropriate placement is made.

Dementia Program

This program aims to increase access to residential respite for persons with dementia, who have high care needs due to their behaviour and who, as a result might not otherwise have access to residential respite. The service provides one on one support to these people whilst in residential respite.

After Hours Emergency on Call

The Centre provides an after hours contact point for carers who have emergency respite needs outside normal Centre office hours. This service operates on weekends and public holidays as well as through the week. The aim is to provide an immediate respite response.

Mental Health Respite Program

This program provides support to carers of a person with a mental illness, intellectual disabilities or Autism Spectrum Disorders.

Young Carers at Risk Program

The aim of this program is to provide support to young carers 'at risk' of prematurely leaving their education due to their caring responsibilities. We may provide short-term assistance by providing respite during the school term, help with tutoring or linking carers into appropriate support services.

Carers of Young People with Severe or Profound Disabilities

This program provides short-term planned or emergency respite to carers of a person with severe disabilities under the age of 30 years.

Older Carer Program

The aim is to facilitate greater focus on the needs of older carers of people with a disability by increasing access to both aged care and disability services. Under this program we may be able to offer a short-term respite package of care until alternate ongoing services are available.

Information Support Service



The Information Support Service (Commonwealth Carelink Centre) provides a one stop shop for information about health and community services on the Far North Coast. We have a broad range of services listed on a database, which we keep updated on a regular basis.

We can provide you with contact details, what type of services they provide, eligibility criteria and whether there is a fee for service. Via the 1800 number we can

transfer to other Centres throughout Australia free of charge.

It is extremely important that service organisations provide us with updates and changes on any aspect of their services to ensure that people are provided with accurate information and referral as appropriate.

Centre Updates



Telephones

A major change for the Centre is that we will be going to just one 1800 number in the near future. The first stage of streamlining the functions of the Centres occurred four years ago when all Carelink and Carer Respite Centres were combined. This was part of the "Way Forward". The Department of Health and Ageing is now in the process of taking this one step further and we will just have **1800 052 222** as the free-call telephone service. When the change occurs we have been informed that carers phoning the 1800 059 059 number will automatically be transferred to 1800 052 222 and this will be gradually phased out over an extended period of time. We are in the process of changing all our brochures and promotional materials to reflect this change.

Note: carers requiring emergency respite outside normal working hours will need to phone 1800 059 059 until this change is finalised.

Intake

As many of you will be aware, we introduced an Intake System early this year due to the vast number of

calls coming into the Centre. Intake enables us to prioritise requests for service. It also enables us to respond immediately to carers who are highly stressed or require respite immediately. At intake, information requests will be dealt with by the intake coordinator and requests for respite prioritised and then passed on to a service coordinator.

Registrations

Many services get carers to contact us to register just in case they might need respite support in the future. Due to the number of requests that we receive daily we are no longer taking details from carers who just want to register. We do however, take their contact details, and send out information about our service. If the carer provides permission we also keep their contact details so we can send Newsletters or any other relevant information to them.

Up and Coming Events

Carers Week 19th to 25th October

The theme this year is '*...because we care*'.

We have organised three river cruises this year to celebrate carers week



Tuesday 21st Oct – Richmond River Cruise 10am to 12.00

Wednesday 22nd Oct – Tweed River Cruise – 9.30am to 11.30am

Thursday 23rd Oct – Clarence River Cruise 10am to 12.00

Morning Tea provided

Mental Health Week 5th to 11th October

Acceptance Day 8th October – Byron Bay Surf Club 10am to 5.30pm. Along with the many activities such as speakers, music, food and festival activities there will be service information

Tuesday 7th October Richmond River Cruise for carers of a person with a mental illness

If you know any carers who would like to have a relaxing cruise down the river and meet other carers get them to call early as places are limited.

Further Information

If you would like a copy of our service fact sheets, or brochures or would like us to give a presentation to your organisation please call us or drop into the Centre.

Contact Details

Free phone **1800 052 222**
(there are charges if the call is from a mobile)

General Line – 6620 4000

Emergency After Hours 1800 059 059

Shop 34-36 Alstonville Plaza

