

FACT SHEET 1. CARER RESPITE SUPPORT SERVICE

CARER RESPITE SUPPORT SERVICE

The purpose of the carer respite support service is to provide a single accessible point for carers who need information on respite options or assistance with accessing respite in the Far North Coast.

WHAT IS RESPITE?

Respite is taking a short break from your caring role. It is when another person takes over your caring responsibilities temporarily, so that you can have a break.

Respite means different things to different people and it can occur in different places. It can vary from a couple of hours to a few days or a number of weeks (residential respite in an aged care facility).

Respite is very important to help you have a break, recharge your batteries and care for your own health and well being.

Respite can take place in a variety of settings and options will be discussed with you when you contact us, so you can decide on what will work best for you and the person you care for.

ELIGIBILITY FOR SERVICE:

- ♦ you are caring for a family member, friend or neighbour who is frail aged, has dementia, a disability, mental health issue, a chronic or terminal illness
- ♦ you are caring on an unpaid basis (this excludes carer payments or the carer allowance)
- ♦ you have been in your caring role for at least or likely to be 6 months or longer. This does not apply if you care for a person with a terminal illness
- ♦ you provide a significant level of support to the person you care for
- ♦ you live in the Far North Coast region

IS THERE A COST FOR SERVICE?

People who are in a position to contribute towards the cost of service are encouraged to do so. We will not refuse service to you because you cannot afford to contribute.

FACT SHEET 1. CARER RESPITE SUPPORT SERVICE

WHAT HAPPENS WHEN YOU CONTACT US?

If it is the first time you have made contact with our Centre, a coordinator will need to carry out an assessment. This is to get information in regard to your caring role and relevant information about the care needs of the person you support.

If you do not have time to complete the full assessment at initial contact then the coordinator will get some basic information and contact details and arrange a suitable time to call you back to complete the full assessment. If it is an emergency situation basic information may also only be taken until it is suitable to complete the full assessment.

In most situations, we are unable to arrange support if we have not completed the full assessment (except in an emergency situation or if the purpose of registering with our centre is for booking residential respite only).

For those who are already registered with our centre, have already completed the full assessment and have been provided with a service in the past, we will need to check your details and update your information as required.

The assessment could take between 40-60 minutes and includes:

- ◆ information about yourself and how you cope in your caring role – (carer assessment)
- ◆ information about the person you care for
- ◆ information that will tell us the type & level of support that you need
- ◆ other services you may already have in place
- ◆ other supports you may have in place (family & friends)
- ◆ work with you to identify goals so we can best support you—(care plan)

FACT SHEET 2. HOW IS YOUR REQUEST ASSESSED

HOW DO COORDINATORS ASSESS YOUR REQUEST FOR RESPITE?

The Centre has limited funding to purchase respite. Our coordinators will need to ask you some questions and look at a number of factors before determining whether we can provide the level of support being requested. We need to ensure that our funds are distributed equitably and meet our Centre Guidelines on priority for service.

Each time you call your needs, the urgency of the situation and the type of service that might meet some or all of your needs will be discussed.

We will also discuss with you if there are existing community or health services that could meet your needs and seek your permission to refer you to that service.

If there are no appropriate services available at the time the respite is needed the coordinator will discuss options with you.

Coordinators will take into account the following factors prior to purchasing respite on your behalf:

- ◆ The nature and urgency of the situation
- ◆ What ongoing services you or the person you care for are currently receiving
- ◆ The type of respite and level of assistance that would need to be provided
- ◆ The level of financial assistance already provided by the Centre
- ◆ What the cost of the respite would be
- ◆ The financial ability of you and the person you care for to either pay for or contribute towards the cost of the service
- ◆ What available financial resources the Centre has at the time of the request

FACT SHEET 2. HOW IS YOUR REQUEST ASSESSED

WHAT WE CAN DO:

- ◆ Provide information and referral to respite or other support services to may meet your needs
- ◆ Purchase a flexible short-term planned or emergency break (respite) for you
- ◆ Replace what you would normally do for the person you care for so that you can have some time out

WHAT WE CANNOT DO:

- ◆ Purchase ongoing or regular support for you. We are an occasional short term service
- ◆ Purchase support when another service provider in the community can provide the service. We are unable to duplicate existing services
- ◆ Pay for holidays
- ◆ Give money direct to you as a carer as a re-imburement of costs

Please refer to Q & A sheet for some examples...

FACT SHEET 3. RIGHTS AND RESPONSIBILITIES

RIGHTS & RESPONSIBILITIES

As a client of the Commonwealth Respite and Carelink Centre you have rights and responsibilities when using our service, including the right to make comments or complain about us.

YOUR RIGHTS

- ◆ To be treated with respect and courtesy
- ◆ To have your needs assessed
- ◆ To be informed about available services
- ◆ To have control over your own life and make decisions concerning the type of assistance provided, the way it is provided and by which service
- ◆ To access quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age
- ◆ To expect assistance that is culturally and linguistically appropriate
- ◆ To expect assistance that is reliable, of high quality that is flexible and responsive to your changing needs and priorities
- ◆ To have your personal details kept secure, private and confidential
- ◆ To express a grievance and seek redress without fear of it affecting decisions relating to you and the assistance you receive
- ◆ To see any information about yourself held at our Centre
- ◆ To involve an advocate of your choice to represent you when accessing services

FACT SHEET 3. RIGHTS AND RESPONSIBILITIES

YOUR RESPONSIBILITIES

- ◆ To respect as individuals everyone working in the Centre
- ◆ To provide us with accurate information to ensure that a service can be delivered safely
- ◆ To inform us of your support needs
- ◆ To inform us if you would like an advocate to represent you
- ◆ To inform us about any changes which might affect the services provided
- ◆ To take responsibility for the results of any decisions that you make
- ◆ Provide feedback to us about the quality of and appropriateness of the service provided
- ◆ Please take time to read your rights and responsibilities, and contact us if you would like to discuss them.

Freecall™

1800 052 222*

(*calls from mobile phones are charged at applicable rates)

**Commonwealth Respite & Carelink Centre
Far North Coast**

FACT SHEET 4. ADVOCACY

DO YOU NEED AN ADVOCATE?

An advocate is someone who can represent and support you, speak out on your behalf and ensure that your best interests and rights are upheld.

You as a carer and the person you care for have a right to an advocate of your choice when dealing with our Centre.

Sometimes you may feel disadvantaged or discriminated against due to:

- ◆ actions by the staff at the Centre
- ◆ not being provided with the service you are requesting
- ◆ having a complaint against the Centre
- ◆ inability to access the Centre services

Or you may want someone to act on your behalf to organise respite or other support services.

An advocate can be someone from an established independent agency or they can be a colleague, friend, neighbour or a family member.

in cases where an individual has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate will be acknowledged and respected to the extent stated in the guardianship or advocacy arrangements.

Please read Your Rights & Responsibilities and if you have any questions or concerns please contact us.

If you wish to use an advocate when contacting the Centre you will need to inform us by **completing the Nominate an Advocate Form –overleaf**

To find out more about advocacy services

Please call us

on Freecall™ 1800 052 222*

(*calls from mobile phones charged at applicable rates)

FACT SHEET 4. ADVOCACY

NOMINATE AN ADVOCATE

I wish to nominate an advocate to represent me when dealing with the Far North Coast Commonwealth Respite Centre.

Contact Details

Name of Advocate: _____

Phone Number: _____ Mobile: _____

Address: _____

Email: _____ (if known)

Is the Advocate:

Family Member

Neighbour/Friend

Advocacy Service

Or another service provider

I give consent for this advocate to:

Please nominate by ✓ the boxes below how you would like your advocate to represent you.

Discuss my personal situation

Provide information about services that may be available to me

Organise respite on my behalf

Make referrals to other services on my behalf

Deal with any complaints against the Centre

Deal with complaints about a service the Centre has organised service

Signed: _____

Carer

Recipient

Date: ____/____/____

Date: ____/____/____

Person Completing this form: Please print your name: _____

Please note that you can change your advocate at any time or withdraw your consent

FACT SHEET 5. WHO CAN MAKE A COMMENT OR COMPLAINT

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WHO CAN MAKE A COMMENT OR COMPLAINT

Anyone who uses our service either for information or to request respite support can make a comment or complaint.

The comment or complaint can be made by you personally or someone else on your behalf.

TO MAKE A COMMENT

The Commonwealth Respite & Carelink Centre welcomes and encourages any feedback from carers and clients of our Centre.

Feedback can be positive or negative and assists us to provide the best possible service to you. We want to know what we do well and also where we can improve our service.

HOW TO MAKE A COMMENT

You can make a comment anytime by phoning us, sending us a letter, an email or fax. We also send out a feedback form with a reply paid envelope when organising respite or other support services for you.

All comments whether positive or negative are taken seriously and dealt with in the strictest confidence.

TO MAKE A COMPLAINT

If you have a grievance about our Centre or a service we have organised for you and you wish to make a complaint you will not be disadvantaged or discriminated against if you need to request a service in the future.

If you have a grievance with our Centre please let us know. Many problems can be sorted out through explanation or discussion.

HOW TO MAKE A COMPLAINT

- (1) If you feel comfortable talk to the coordinator who dealt with your situation initially.
- (2) If your complaint is about our service and you do not feel comfortable talking to a coordinator, or you are not satisfied with the response, you can talk to the Program Manager.
- (3) You may be asked to put your complaint in writing. If you find it difficult to discuss your complaint you are welcome to put it in writing at any time and send to the Program Manager; providing as much detail as you can about the situation.

FACT SHEET 5. WHO CAN MAKE A COMMENT OR COMPLAINT

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- 4) If you are still unhappy with the response from the Program Manager, you will be encouraged to approach the Regional Manager of the United Protestant Association of NSW, who are the organisation responsible for this Centre. You can contact the Regional Manager on 02 6628 5559 or in writing to UPA, PO Box 10, ALSTONVILLE, NSW 2477.

We hope that any carer or client wishing to make a complaint can do so directly to the Centre, however we are aware that this can be very difficult or stressful.

If you wish you can make your complaint directly to the following:

State Ombudsman 1800 451 524

Federal Ombudsman 1300 362 072

The Aged-Care Rights Service (TARS) including Older Persons Legal Service (OPLS)

Phone: 02 9281 3600 (Sydney Metro), 1800 424 079 (Country callers)

Aged Care Complaints Scheme NSW and ACT Office

Phone: 1800 550 552

Service Description: Available to anyone who wishes to make a complaint about Commonwealth funded residential and community aged care services. This might include carers, residents, staff, volunteers, other people (e.g. visiting health professionals), anyone who has an interest in the welfare of the care recipient.

Sending an email to: commcarelink@health.gov.au

WHAT HAPPENS WITH A COMPLAINT THAT IS RECEIVED BY THE CENTRE

- 1) If your complaint is about a service that we organised for you, with your permission we will follow up with that service agency.
- 2) All complaints about the Centre services are investigated, followed up and the results provided to you in writing

FACT SHEET 6. YOUR INFORMATION IS PRIVATE

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YOUR INFORMATION IS PRIVATE

We recognise that we hold a position of trust in holding your personal and sensitive information.

The Far North Coast Commonwealth Respite & Carelink Centre has a strong commitment to maintaining the privacy of people contacting the Centre for help.

What Information Do We Collect About You?

We keep your name and contact details on your client record. Other details such as your situation and information about your health are recorded each time you make contact with our Centre. We ask many questions as part of the assessment.

In order to provide you with respite, we need to collect information about the person you care for to ensure that the appropriate service is provided. If we are providing services in your home, we will also collect some information about your house, this is required to ensure a safe working environment for the worker.

Why Do We Collect Your Information?

The information we collect helps us to keep up-to-date details about your needs, so we can offer the best possible service and support for you and the person in your care. We also use the information to better manage and plan our service.

Who Else Sees Your Information?

Your information can only be seen by the professionals in our Centre who are involved in your care planning. Information about you is released to service providers for the purposes of providing respite; if required by law e.g. a medical emergency or if a third party is at risk of harm.

If you agree, information that does not identify who you are may be passed on to the Commonwealth Department of Health and Ageing. This information provides statistical information to assist with future planning for carer support and to improve services for people who access our Centre.

You have the right to refuse your non identifying information being passed on to the Commonwealth.

FACT SHEET 6. YOUR INFORMATION IS PRIVATE

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What Say Do You Have In What Happens To Your Information?

You do have a say in what happens to your information. We rely on the information you give us to help provide best possible service for you and the person in your care. If you **decide** not to share some of your information or restrict access to your consumer record it is your right, however it may affect our ability to provide you and the person in your care with the best possible services. Talk to us if you wish to change or cancel your consent.

How Will Your Information Be Protected?

We are committed to protecting the confidentiality of your record. Law also protects the privacy of your information. We treat your information in the strictest confidence and store it securely.

Can You Access Your Information?

Yes, you have a right to request access to your information and ask for it to be corrected if necessary. To do this you will need to contact the program manager who will arrange to have a meeting with you to discuss your information.

Any Other Questions?

Please talk to one of our coordinators if you have any other questions, comments, complaints or about what happens to your information while you are a client of our service.

COMMONWEALTH RESPITE & CARELINK CENTRE FAR NORTH COAST

FREECALL™ 1800 052 222* (*calls from mobile phones charged at applicable rates)

SHOP 34, ALSTONVILLE PLAZA, ALSTONVILLE NSW 2477

PO BOX 739, ALSTONVILLE NSW 2477

general@crccfnc.org

FACT SHEET 7. EMERGENCY AFTER HOURS SERVICE

EMERGENCY AFTER HOURS SERVICE

The Commonwealth Respite & Carelink Centre Far North Coast operates an Emergency After Hours Service. This service is available to carers in times of crisis, outside office hours.

For example:

- ◆ you become ill, are hospitalised, or there is a death in the family
- ◆ there is a crisis in your immediate family that requires you to be present
- ◆ the demands of caring have become too much and you need an immediate break from caring
- ◆ No other options for emergency care arrangements

WHEN DOES THIS SERVICE OPERATE?

OVERNIGHT WEEKDAYS: 4.30pm to 8.30am Monday to Thursday

WEEKENDS: 4.30pm Friday to 8.30am Monday

ALL PUBLIC HOLIDAYS

HOW DOES THE AFTER HOURS SERVICE WORK?

By phoning 1800 052 222 out of hours, you will automatically be diverted to a worker who will take your details, will ask you the nature of the emergency and endeavour to locate a service in your local area to provide immediate respite if required.

If the line is busy the worker may be dealing with another emergency, so leave a message and the worker will get back to you as soon as they can.

Our After Hours Service is contracted out to another service and they will provide information about your situation to our service coordinators on the next working day.

HOW DO CARERS ACCESS THE AFTER HOURS SERVICE?

Freecall™ **1800 052 222***

THE COMMONWEALTH RESPITE & CARELINK CENTRE CAN HELP Contact our Centre by:

- ◆ Using the national **Freecall™ 1800 052 222*** number
*(*calls from mobile phones charged at applicable rates)*
- ◆ Visiting our Centre during office hours
- ◆ Making an appointment suitable for you to have a coordinator phone or to visit the Centre
- ◆ Emailing your enquiry to us

With the many telephone providers available e.g. Skype, VOIP and the increased use of mobile phones your call may be charged at applicable rates and you could be directed to a Centre outside of your area. This is because the national Freecall™ system is only compatible with standard landlines.

Any Centre can transfer you to our Far North Coast Centre.

Freecall™

1800 052 222*

(*calls from mobile phones are charged at applicable rates)

Commonwealth Respite & Carelink Centre Far North Coast

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general@crccfnc.org

Q & A's

Q. I care for my mother who is frail aged. I do not live with her but I call in 4 or 5 times a week to help her with her housework and prepare meals. I also take her to all of her appointments and pick up and monitor her medications. I take her grocery shopping once a week, usually on a Wednesday. I want to attend my brother in laws 60th birthday in Brisbane. I will be away for 5 days. Can the Carer Respite Centre help me?

A. Yes. The Carer Respite Centre can arrange for a worker to visit with your mum. The respite plan (support plan) will be developed with you, the carer. For example: you will be away from Wednesday morning to Sunday afternoon and will require a worker to visit with mum from 4pm to 6pm every second day. You will also need the worker to take mum grocery shopping on the Wednesday and pick up medications from the pharmacy on Friday. Our centre can arrange this support for you.

Q. Does the Carer Respite Centre provide the staff to support the person I care for?

A. No. The Carer Respite Centre uses a brokerage model. We have agreements with over 100 services in the Far North Coast Region. If you or the person you care for is already familiar with a particular service, we can, in most cases use that service to provide the requested support.

Q. Do I have to pay for the respite that is provided to me and if so, how much does it cost?

A. The Carer Respite Centre is Government funded to provide flexible short term, planned or emergency respite that meets the needs of the carer and the care recipient when other services or family members are unable to provide support. Any person who is in a position to contribute to the cost of service is encouraged to do so however being unable to contribute will not impact on receiving services in the future.

Q. Is there an allocated amount for individual carers? How much respite am I entitled to?

A. No. The Carer Respite Centre is Government funded to provide flexible short term, planned or emergency respite that meets the needs of the carer and the care recipient when other services or family members are unable to provide support. We are not funded to provide a regular service. For carers or care recipients who require regular, ongoing services our coordinators may be able to assist you with referrals to suitable organisations. Each request is considered based on carers level of need, how often you have used our service and what the circumstances are at the time of your request. We will not necessarily be able to respond to all requests.

Q & A's

Q. I care for my husband who has dementia. Both mine and his family live in Sydney. We would like to travel to Sydney for our granddaughters wedding. My husband will not be able to manage the whole day and will only attend part of this event. Can I get some respite while I am in Sydney?

A. Yes. Our centre can arrange for a worker to provide support to the care recipient for part of the day while you are in Sydney. This will allow you to attend the whole event knowing the person you care for will be supported.

Q. I am a carer for my husband who is 76 years of age. He has been assessed by the Aged Care Assessment Team (ACAT) as being eligible for Respite – Low Care and a level 1/2 package. I would like to attend my daughters 50th birthday and would be away for at least one week. Can the Carer Respite Centre Help?

A. Our centre may be able to assist. In situations where someone has a package then the service providing that package should be contacted in the first instance to see if they are able to increase their service. If your husband is fairly independent and not at risk staying home by himself then our centre may be able to arrange some support to help him at home during this time.

Q. I have 5 children. Two of my children have been diagnosed with Autism. The 2 children with Autism are aged 4 and 6 years. I need to take my 6 year old to Brisbane next Tuesday for a specialist appointment. Can I get respite for my other children?

A. Unfortunately our centre is unable to provide support for children who do not have a disability. In this situation our centre may be able to arrange support for the 4 year old that has Autism but would be unable to provide support for the other children.

Q. I am 45yrs old and have physical disabilities. I receive a daily Home Care Service to assist me with showering. The service called to say their worker is unavailable due to illness & they do not have another available worker. Would CRCC be able to organise a worker to assist me with my personal care on this?

A. No. Unfortunately CRCC are unable to assist in this situation. We are not able to fill in or replace a regular service provided to you.

Q & A's

Q. I am a carer for my elderly mother. I live with her. She has not been assessed by ACAT. We do not have any other services in place. My sister assists me on a Friday as I have casual work that day. She stays with mum for me on Fridays 8am to 4pm. I need to go away for 2 weeks to complete training for a job opportunity. Mum can only be left on her own for short periods of time, usually no longer than 2 hrs. Can the Carer Respite Centre provide respite?

A. Unfortunately the Carer Respite Centre would be unable to provide this amount of support at home. If family were covering most times but there were some gaps that they could not cover then our centre may be able to assist with some of those times. If no other supports were available during that time our centre would be unable to fund 24 hr. in home respite for 14 days and would speak with you about accessing residential respite (respite in an aged care facility) for that period. To access respite in an aged care facility your mum will need to have an assessment done by the Aged Care Assessment Team (ACAT). You will need to contact the ACAT Team as soon as possible to arrange this. Once mum has been assessed by ACAT then you can contact our centre who can help you with booking respite in the aged care facility.

Q. I am 34 years of age and I have a mental illness. My daughter is 11 years old and has to care for me often. She does some meals and cleans the house and also tends to my needs when I am not well. Her caring role is impacting on her attendance at school and her own well-being. Can carer respite help my daughter?

A. Yes. Our centre has a program for Young Carers. The Young Carer Program aims to provide support to young carers at risk of prematurely leaving their education programs by providing access to respite and other supports which will help them better manage and/or balance their education and caring responsibilities. It may be that we provide some short term domestic assistance and meal preparation which will provide a break for the Young Carer. The Young Carer may also be interested in attending one of the Young Carer Camps and our centre could arrange well-being checks for you while the Young Carer is away at camp.

Q & A's

Q. I am 77 years old & care for my adult son who is 56 years old who has intellectual and physical disabilities. My husband passed away recently, my daughter lives away in Sydney & I have very few local family supports that I can call on to assist me if needed. I have been experiencing some health issues recently & I worry about what would happen to my son in case of an emergency if I were taken to hospital. Could CRCC assist me if an emergency like this occurred?

A. Yes. CRCC can assist in this situation. We operate a 24hr, 7 days per week emergency service so if you had to be taken to hospital we could be contacted to organise temporary emergency in-home respite to care for your son until something else could be sorted out. In an emergency where you are taken to hospital it may be necessary for your son to travel to hospital with you to be cared for until our service or something else can be arranged.

Q. My 85year old father lives with me and he receives a level 4 Home Care Package. This package no longer meets all his care needs & we require more hours so I can keep him at home. I have contacted the provider but they said his package is used to capacity & he will not be able to get any more assistance. I really don't want to place him permanently in a nursing facility unless I have to, would CRCC be able to top up this package?

A. No, CRCC is not able to 'top up' packages due to an increase in recipient needs. We may be able to provide some assistance to the carer if they have an urgent need e.g. hospitalised themselves or attending to other urgent family business. Our centre is about supporting the carer and may be able to assist in this situation if there were no additional hours available through their existing package.

Carer Contributions:

The Carer Respite Centre is Government funded to provide flexible, short term, planned or emergency respite that meets the needs of the carer and the care recipient when other services or family members are unable to provide support.

Our Centre pays for the service that has been arranged with you and these costs can vary widely. As with all aged and community care services, it is expected that you will contribute to the cost of your care if you can afford to do so. However, you would not be denied a needed service by our Centre because you cannot afford to contribute.

Many carers wish to contribute to the cost of the service provided by our Centre, but are unsure what amount to give. Below is a table of suggested contributions for your reference. Please note that you can contribute less or more than the suggested amount in the table.

Category	1 st service	Planned Respite Subsequent service week- days	Planned Respite Subsequent ser- vice week- ends	Emergency Respite
Level 1 – Full pension, part pension, Health Care Card Holder, high medical bills, does not own a home, pays for more than one service, cares for more than one person	Fully subsidised	\$5 per hour Cap \$25 24 hour period \$50 per day	\$7.50 per hour Cap \$40 24 hour \$50 per day	Fully subsidised for up to 72 hrs Costs for further respite as previous 2 columns
Level 2 – Receives no pension, has an extensive package	Fully subsidised	\$10 per hour Cap \$35 24 hour period \$75 per day	\$12.50 per hour 24 hour period \$100 per day	Fully subsidised for up to 72 hrs Costs for further respite as previous 2 columns
Level 3 – extreme financial hardship identified	Fully subsidised	Fully subsidised	Fully subsidised	Fully subsidised

Please note:

- In emergency situations the first 72 hours will be fully paid for by the Centre.
- The first service purchased by the Centre on your behalf will be paid by the Centre
- People who are in a position to contribute towards the cost of service are encouraged to do so.
- **We will not refuse service to you because you cannot afford to contribute.**

EMERGENCY RESPITE MEANS: you become ill, are hospitalised, or there is a death in the family. There is a crisis in your immediate family that requires you to be present. The demands of caring have become too much and you need an immediate break from caring or No other options for emergency care arrangements are available.