

What's News for Carers?



carerrespite
& carelink services

Helping carers
find the balance

FREECALL 1800 200 422

Summer 2011

Important Announcement - new 1800 number

Since July 1, the Australian Government has been making changes to the way people access information about aged care and community services with the aim of developing a more streamlined and user-friendly entry point that will take the confusion out of navigating the aged care services system. You will probably have been unaware of these changes as they involved the redirection of existing aged care information phone lines into the Respite & Carelink Centre answer points.

The introduction of a new phone number - **1800 200 422** - will consolidate all existing 1800 numbers and act as a single point of entry for people seeking information and access to aged care services, and support for carers. You may have already noticed Government advertising in local papers promoting this new number, which connects callers in the Barwon South West region to our offices in Newcomb or Warrnambool. The way in which our Customer Service staff answer the telephone is also now more general - 'How may we help you with your enquiry?' You will start to notice changes in the letters we send with new letterhead listing our two locations at the bottom of the letter.

Things that are really important for you all to know...it doesn't matter which number you use - **1800 052 222** or **1800 200 422** as they both come to Barwon Health Carer Respite & Carelink Centre. We are here for you if you are seeking information and access to services, support and planning your respite and we are always available 24 hours a day for emergency respite if you have a crisis or other unexpected situation.

Christmas Operating Hours

Over the Christmas holiday period our office in the South West will be closed from December 24 and will re-open on January 3. During this time, carers in the South West who have an immediate need for respite, or wish to change existing respite bookings can call **1800 200 422** to be connected to our staff in Barwon. The Barwon office will be closed on public holidays only. The Newcomb Community Health Centre will be closed from December 24 and re-open on January 3. The Barwon team are unable to accommodate any office visits during this time but may be contacted by telephone.

STAFF TEAM

Robyn Beavis —
Manager

Barwon Team

Rachael Arnold
Shirley Bakker
Aleisha Brown
Meenu Chandran
Susan Cox
Tina Gordon
Cathy Hickey
Gail Humphries
Sarah Kilpatrick
Margaret Kennedy
Jenny Knehans
Elizabeth McCracken
Sian Millar
Emily Paulka
Jennifer Polley
Cynthia Rossack
Deb Smith
Charlotte Stace
Linda Verhoeven

South West Team

Benila Ambika
Gail Blackwood
Lyn Boyd
Robyn Hose
Kath Massey
Miriam Welton

BARWON OFFICE

Barwon Health
104-108 Bellarine Hwy
Newcomb 3219

PHONE

5260 3501

SOUTH WEST OFFICE

78a Fairy St
Warrnambool 3280

PHONE

5564 6054

EMAIL

carer_respite@barwonhealth.org.au

CONTACT US

Carers and community information line

FreeCall 1800 200 422



carerrespite
& carelink services



FREECALL 1800 200 422

Carers Week Celebrations

Feedback from Carers Carnival at the Mercure Geelong...

"I'd like to thank you for the most wonderful day I've had in ages. I tried painting with Kaz and writing with Margaret and thoroughly enjoyed both. The women who welcomed me in and made me feel so comfortable deserve medals. I really thought I'd be leaving by morning tea! The scones and lunch were delicious. More importantly, I left with the feeling that all the struggles and loneliness and helplessness I feel at times, is appreciated, that I am NOT alone, that there are carers out there with much bigger loads than mine. I hope all carers get a chance to attend such a day." C.I.

"It was so lovely to see so many relaxed carers having fun...I must admit I was a bit reluctant to try the new format of entertainment, but you also know that we carers like a challenge above all! Most of us carers lose ourselves in our 'caring duties' and forget how to even have fun, so it was great to have so many of us laughing and doing exactly that. Who would have thought that you could teach us 'old dogs' new tricks, like Bollywood dancing, circus skills, drumming, singing and I must say there were a lot of star quality recruits!" Olivera



Carers Week in the South West was celebrated with a Regional Concert for Carers in Hamilton, hosted by the *South West Carer & Respite Services Network*. Carers attended from across the region and some enjoyed a bus trip from Warrnambool and back to attend. Service providers were also in attendance so that carers could speak to them about the range of services and support available.

Jen Daddow from Carers Victoria hosted the morning's activities and carers were entertained with a quiz, other activities and give-aways. After a delicious lunch and time to chat, the afternoon's entertainment was a fascinating performance by Christine Middleton who presented her play 'His Mothers Son'. This was the story of Ellen Kelly; mother of Ned Kelly and Christine really brought Ellen to life and gave us an insight into the life of a truly remarkable woman. Carers who attended said that they had a very enjoyable day and welcomed the opportunity to have a break from their caring role, to be able to meet other people and to be entertained.

For more Carer's Week pictures visit www.respitebarwonsouthwest.org.au

Our **2012 Carer Calendar** will be delivered to you very soon! Also in December be on the lookout for our **Carer's Membership Program** with your Membership booklet and personalised membership card which will be attached to the enclosed letter. Please keep your card and booklet in a safe place as we are unable to replace lost cards.

On behalf of Carer Respite & Carelink Services staff and management, we wish you a very Merry Christmas and Happy New Year.

