



An Australian Government Initiative



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Our Team

Manager: Katie Team Leader: Jason , Kylie

Team members: Angie, Amy, Cassandra, Deb, Emma, Jill, Kelson, Kerry, Molly, Rowena, Sonia, Terry

If you have any questions about the information found in this newsletter, please get in touch by emailing carerssupport@familycare.net.au or call 03 5823 7081

Welcome! Carer Support Newsletter

Hi everyone,

I hope this newsletter finds you well. The weather is warming up, the end of the year is fast approaching, and we can reflect on a successful Carers Week held in October. Carers week allows us to celebrate and acknowledge the amazing contribution that carers make. We had over 120 carers join us for a number of activities including:

- Movie Screening of Happy Sad Man
- Carer Wellbeing Expo

• Horses For Hope equine therapy

- Online Card Making
- Nathalia pamper day

Thank you to all our carers who joined us and if you were not able to join us we hope that you were able to find a few minutes to yourself and enjoy a cup of tea or coffee courtesy of our 'Have a Cuppa on us' mailout. Christmas is fast approaching, and many people enjoy putting their feet up and relaxing over Christmas. However for carers the additional challenges of looking after someone combined with the extra pressures of Christmas can mean they don't get the chance to have a break. Inside this edition you will find a number of tips for dealing with Christmas as a carer.

Ah Christmas, it's the time when everyone gets santamental....It wouldn't be Christmas without a bad Christmas joke or two 🗢

Q: What does Mrs. Claus say to Santa when there are clouds in the sky? A: It looks like rain-deer.

Q: What do you call a kid who doesn't believe in Santa? A: A rebel without a Claus.

Q: What does Santa suffer from if he gets stuck in a chimney? A: Claus-trophobia!

Our Christmas wish for you is to have a very Happy Christmas. We are mindful that for many carers Christmas may not be such a happy occasion. Please, don`t be afraid to ask for help from family, friends or support services.

Until next time,

Jason







Angie Spiewak Carer Support Coordinator



Deb Qemal Carer Support Coordinator



Katie Millen Manager



Amy Gilhome Carer Support Coordinator



Emma Turner Carer Support Coordinator



Kelson Barber Carer Support Coordinator



Cassandra Sheppard Admin Support



Jason Watts Carer Support Team Leader



Kerry Foyster Carer Support Coordinator



Our Team

Jill Smith IPPS facilitator



Kylie Alletsee Carer Support Team Leader



Molly Stephens Young Carer Coordinator



Rowena Ferris Carer Support Coordinator



Sonia Makar Carer Support Coordinator



Terry Reedy Carer Coach

STAFF PROFILE: Rowena Ferris

Carer Support Coordinator

I've worked directly with Carers and their loved ones for over 12 years now and am brand new to the Carer space and looking forward to supporting Carers and families. I am originally from Brisbane, Queensland, and moved to Melbourne to complete my Social Work studies. I worked in the NDIS space with Brotherhood of St Lawrence for a few



years then moved to the lovely Goulburn Valley area in 2020. Since then, I've worked locally with Intereach and The Orange Door.

I live in Mooroopna with my partner and an elderly cat and new kitten, and 4 chickens. I love steadily renovating our house, building up our garden, and have recently discovered that I love kayaking! The Goulburn Valley area has really opened my eyes to appreciate nature and open spaces, so I enjoy getting out and about in it whenever weather allows.

Otherwise, you'll find me on the couch binge watching whatever I can find!



Top tips for dealing with Christmas as a carer

Try and plan as much as you can in advance, particularly if the person you look after likes or needs routine.

Agree an approach – talk with your family and friends about how you're going to approach Christmas as well as discussing any worries or concerns you have. Everyone being on the same page (or as a close as you can) can help alleviate stress, reduce conflict, and make the festive period run smoother.

Don't be afraid to ask for help. As a carer it's important you try and get a rest over Christmas too. If you've got friends and family who could help, even for a couple of hours, don't be afraid to ask them. Many people don't realise the impact caring can have but may be able to offer support if you explain.

Get a break if you can. If you haven't got anyone who could help, or the person you look after needs more intensive care, consider accessing supports via your local carer support service so you can get a break.

Talk to other carers - If it's not possible for you to get a break, you may be able to get comfort and support by talking to other carers in the same situation. One way to do this over Christmas is via on online group or forum. The Carer Gateway offers an online forum for carers which provides a safe, anonymous space to connect with other carers and support each other. www.forum.carergateway.gov.au



Plan a Dementia Friendly Christmas - if the person you look after has dementia the festive period can cause them extra confusion and stress. Dementia Australia have a number of useful tips to make your celebrations dementia friendly. https://www.dementia.org.au/about-us/news-andstories/news/five-tips-make-your-holiday-celebrations-dementiafriendly

Check Christmas opening times - some services are limited over Christmas so you and the person you look after may find it harder to access support if you need it. Try and find out in advance which services will be available. Think too about pharmacies and GPs surgery opening times to make sure you've got all the medication you need to see you through to the New Year.

Keep calm and relax as much as you can. Helping Minds has this '12 days of Christmas' list of useful tips to help you and your wellbeing over the Christmas period. **https://helpingminds.org.au/christmas-carers/**



Christmas Survival Guide By Financial counsellor Levi Boschetti



information

Christmas Survival Guide

Talk to your case worker about planning for Christmas. Here are a few tips to get you started.

Budgeting Use FamilyCare's saving tracker to put aside \$25 every week from 1 October to 17 December and you will have \$250 saved to use for tood and gifts.

Start buying snack food and soft drink each week and store it away for Christmas – make sure the kids don't find your stash and raid it!

Ask for

ar

HELP



Set realistic amounts for gifts for each family member and stick to them. Other families might spend more or less than yours – that is ok.



Be careful with Buy Now Pay Later – whilst it might help you out in a pinch today, it will also create a bigger pinch in the following weeks!

Sometimes Christmas feels overwhelming, ask your case or help and start c early as possible.

Christmas Savings Tracker Colour in the decorations as you reach your weekly savings goal



Managing your wellbeing during the festive season

We all know that the festive season can be an incredibly stressful time, however, for Australia's 2.7 million unpaid carers, the added pressure of caring for a loved one makes the festive season a little more challenging. So what can you do to manage your wellbeing during this time?

1 Don't be too hard on yourself – both you and the person you care for deserve a break. If you are exhausted you will struggle to cope and perhaps have no enjoyment yourself.

2 Keep it simple – don't set unrealistic expectations and stretch yourself too thin. Routines are good, familiarity is reassuring, and by sticking to regular mealtimes you can reduce some of the pressure.

3 It is OK to change your plans – if your instincts tell you that plans are no longer appropriate, then it is ok to change your mind. If you think the person you care for will be unsettled, give yourself permission to cancel or shorten your plans to fit the situation.

4 Ask for help – we often struggle to ask for help and try to be all things to everybody. Remember that you too are important, so delegate tasks, get some rest and say no to things as appropriate to ease some of the stress.

Managing your wellbeing during the festive season continued...

5 Be Positive – it's likely that something over the festive season will go wrong. In fact it is almost inevitable. Try not to panic, keep it in perspective, stay positive and try not to let it disrupt your plans.

Self care – find time to do the things you enjoy and that allow you to reset and focus on yourself for a little while. This may be going for a walk, reading or enjoying a bath.

7 Eat well – It's tough to eat well during the festive season, there are so many things to tempt us away from a healthy diet. Whilst it is ok to enjoy the food and treats on offer, remember to maintain a balanced diet. Eating healthy foods helps to keep you energized, and combined with getting both sleep and rest, can help you cope with the extra stress of the season.



Plan ahead – remember that many shops and services are either closed or have limited hours over the festive season. Make sure you are organized to ensure you have enough medications and other supplies as needed.

Enjoy yourself! – whilst not everything may go as planned, there will also be times across the festive season that are meaningful and bring you joy. Embrace these as they happen.

Jason Watts- team Leader

Key Safe

Register a Key Safe with Ambulance Vic

Piecing together the unpaid carer experience with The Care Mosaic podcast.

Did you know you can register a key safe number with Ambulance Victoria? This is an excellent idea if you are caring for someone who is at risk of falling. The ambulance will be able to unlock the door if the person is home but can't get to the door.

To Register a Key Safe you need to email

SPPTRequest@ambulance.vic.gov.au

In the email you need to advise that you would like your key safe to be registered, you can also request confirmation of the registration.

Information to include:

- Your address
- Who lives at the address
- Where the key safe is located
- The code to the safe
- Any other relevant information.



Care Giver Tip

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Remember to be kind to

yourself and practice

self-compassion.

Our Current In Person Peer support groups

Meetings are held fortnightly Benalla- Wednesday Mornings 10 am to 12 noon Cobram - Tuesday Morning 10 am to 12 noon Wallan - Friday Mornings 10.30 am to 12 .30 pm Online - Wednesday evening at 7.00 pm to 9.00 pm Shepparton - Wednesday Afternoon 1.00 pm to 3.00 pm Shepparton - Friday Morning 10.00 am to 12 noon Seymour - Fortnightly on Tuesdays 1.00 pm to 3.00 pm

If none of the above locations are convenient please contact Jill to start an IPPS carers group in your area.



Carer Coaching Coaching tips to create mind shifting empowerment

Published Aug 15 2023 in the Caring Way

Whether you find yourself in a caring role out of love or obligation, it can certainly come with its challenges. It's not easy to see loved ones, relatives or friends suffering so of course, we unconditionally support them the best we can. But often, it's at the expense of our own health, the sacrifice of our own freedom or at the cost of our mental health and happiness.

One thing is for sure: when our focus is everywhere else but on ourselves, we don't always notice the physical and mental stress that is draining our bodies.

If you have found yourself having more aches and pains than usual or getting teary in the most casual of moments, here is an effective pathway to become unstuck and empower yourself into a better sense of wellbeing.

1. HONOUR YOURSELF – SLOW DOWN (awareness phase)

It's a very human response to feel like you must keep going to stay in control, but slowing down helps us to come back into our awareness. It's the only way we can reach our rational brain and ask ourselves "What am I feeling, what do I need?"

2. EMPOWER YOURSELF - SEEK HELP (action phase)

Empowerment is asking ourselves "What can I let go of, how can I free myself?" and taking action to find support and new information. The caring role can be an extremely isolating experience for many of us, but remember, there is help available. You don't have to do it all alone and asking for help isn't a sign of failure. Find out what you can delegate and create a supportive team.

Coaching Tips Continued...

3. NURTURE YOURSELF – COUNSELLING/SELF-CARE (surrender phase) Give yourself the compassion you deserve and permission for self-care. Talk to a counsellor and release all those built-up feelings. You will feel lighter again and likely find the clarity to move forward.

4. BELIEVE IN YOURSELF – COACHING (plan/rebuild phase)

After releasing your emotional heaviness, you'll be in a much better space to create plans and make changes happen.

Coaching guides you towards your goals and rebuilds your confidence, supporting you to better manage your time and implement healthy practices. A coach can even help you create a plan to return to work or study, or just find an activity you love so you can start to feel like you again. Many carers have reported coaching was the missing ingredient that really made the difference in balancing out their caring situation.

5. REFUEL YOURSELF - CONNECT/ENGAGE (maintenance phase)

Now that you have shifted what was feeling stuck and made the changes you needed to restore balance, it's time to maintain it. This can look like regular planned respite, carer events and day outings, or just reconnecting with family and friends.

It's so important to get out there, to rediscover feelings of joy and to feed your soul by doing things that you love. Think of this as the vitamins that keep you feeling happy, strong and resilient, so you can better manage the hard stuff in your caring role.

Find out how you can access carer coaching at <u>www.coaching.carergateway.gov.au</u>

<u>This article can also be found in the Spring edition of The Caring Way, read</u> more: <u>www.bit.ly/TCW4</u>

Carer Coaching What is it?

There are 2 types of coaching: In-Person

The Carer Gateway offers you the opportunity to work one on one with a coach to identify, explore and move towards your own personal goals.

As carers, we often have to set aside our own needs because the needs of another must take priority. In-person Coaching is about taking time out to think about your own wellbeing and consider how you can find space in your life to balance your needs and the needs of the people you care for. In conversation with your coach, you can reflect on how things are going for you and whether there are areas in your life where you might like to make some changes. Together, you can explore possible steps that move you in the direction of your goals.

To find out more about how you can access this free service in your local area, <u>call the Carer Gateway on 1800 422 737</u> - select option 1.

Self guided

The online Carer Gateway Self-guided Coaching Service provides you with the opportunity to explore how your caring role affects different areas of your life.

Designed in partnership with carers, each coaching session will get you thinking about how you are going, how you'd like things to be and how you might be able to take steps towards making that happen. Each session includes information, practical tips, resources, reflection activities and stories from Australian carers.

The online coaching sessions can be accessed anywhere, anytime via your home computer, mobile or tablet.

GET STARTED \rightarrow

Coaching vs Counselling

Coaching- Action Orientated

Coaching for carers is often about taking time out to think about how they are going, how they'd like things to be and how they might take steps towards making that happen (https://coaching.carergateway.gov.au)

Focused on:

- Capacity Building
- Personal Growth
- Actionable Outcomes
- Future Focused
- Create action plan
- Explore skills



Coaching is generally chosen for practical changes and improvements in personal lives e.g. working towards financial security, increasing fitness etc. Creative, thought-provoking process to increase personal potential clarify and achieve personal goals.

Counselling- Coping Orientated

Counselling for carers is often about offering relief when a carer feels overwhelmed or stressed. A way for the carer to find strategies to cope with stress and make challenges seem more manageable http://counselling.carergateway.gov.au/s/article/A-guide-to-counselling-forcarers

Focused on:

- Healing pain
- Emotional wellbeing
- Rooted in the Past



Counselling is generally chosen for difficulties and distress in personal lives e.g. personal, family, relationship issues, bereavement, bullying etc. Conversations focused on ways to: recover from past trauma, and walk through mental health issues that affect the ability to function day to day.

Fire Plan Bushfire Planning: You and the person you care for,



CFA is encouraging all Victorians who care for someone in high bushfire risk areas to make a fire plan and be prepared this season by using CFA's online bushfire planning module.

The module, Bushfire Planning: You and the person you care for, was developed in collaboration with Carers Victoria for anyone who provides care or support to someone living with disability, mental illness, chronic health issues or age-related conditions.

CFA and Carers Victoria are urging Victorians who provide unpaid or informal care, to use the module to keep everyone safe and prepared this season.



Bushfire planning Module For you and the person you care for

This learning module is intended to support people who are caring for others living in high bushfire risk areas. It is relevant to anyone who provides unpaid care or support to family members and/or friends with a disability, mental illness, chronic health issue or age-related condition. This is sometimes referred to as informal care.

It covers seven key topics:



Who needs to be prepared - different types of risk environments

Your role is important - understanding the responsibility of the worker and how to help their clients



Start the conversation - questions to get the bushfire safety conversation going

Build the plan - six key areas to develop a Bushfire Survival Plan to leave early



Clients who choose to stay - advice for clients who do not want to leave or build a plan



Making it all work - referral pathway if needed and a reminder of the key steps



Resources at your fingertips - links to resources and where to learn more

Timing: Allow an hour to complete, including a short sign-in process.



Emergency Care Plan

What is an emergency care plan?

An emergency care plan makes it easy for someone to take over from you in a hurry. It has all the information about the person you care for in one place, so you can get it quickly and easily.

The emergency care plan has:

- emergency contacts
- the care needs of the person you care for
- medical information and contacts
- a medicine list
- carer emergency cards

You can use as many of these sections as you need – it's up to you.

Emergencies can happen to you

You might get sick, have an accident or have to leave home suddenly. You may not be able to prevent emergencies. Accidents, illness, life events and disasters can happen to anyone. But

planning ahead and thinking about what you will do in an emergency can help you to cope. Having a plan in place means that, if something goes wrong, the person you care for will still be looked after.

We've made it easy for you

We have made a blank emergency care plan for you to fill in, save and share. It has all the details you need to think about for the person you care for. If you need to add more information, you can add extra pages. Download a blank emergency care plan



Keep it safe and easy to access

Once you have filled in the plan, you should save it to your phone or computer. You should also print out copies of the plan, and keep a copy of the plan somewhere safe and easy to access in your home.

Travelling?

Take a copy with you when you leave home or travel with the person you care for.

Who else needs to know?

Give a copy to each of your emergency contacts, your doctor, and anyone else who may need to know what to do in an emergency.

Emergency respite

If you become sick or injured and can't continue to care for your loved one, Carer Gateway can organise for emergency respite services to take over care while you recover.

If you need emergency respite care, call Carer Gateway on **1800 422 737** at any time. You will speak to your local service provider who will talk through your options and book emergency respite care, where available.

Download a copy



Emergency care plan PDF [481.53 KB]



Emergency care plan DOCX [208.28 KB]

If you need a hard copy of the Emergency Care plan please contact FamilyCare or drop in to one of our offices. To download a copy visit our website.

Neighbourhood Carers Club Where carers are always welcome

Neighbourhood Houses Victoria has established their "Neighbourhood Carers Club" Program.

Neighbourhood Houses are a warm and welcoming place for you to catch up with others. They are committed to acknowledging all that carers do, often at a cost to their own health and wellbeing. There is no need for you to feel alone and that you can't get any help. They've got you covered. Join the Neighbourhood Carers Club here

Some of the programs include:

Carer Employment Support Program – In partnership with Carers Victoria, we are working with 10 of the member houses of NHVic to trial a program where carers are supported to enter paid and voluntary employment, through a range of programs that increase confidence, skills and relationships with others.

Walks for Carers – We are working in partnership with this program to support carers to get together regularly at their local neighbourhood house, go for a walk, and chat over a cuppa.

Carer Friendly Program - Neighbourhood Houses Vic and Carers Vic are excited to be partnering to extend support for carers to be healthy, active and connected through greater engagement with Neighbourhood Houses.

Ask an Expert: Webinar Series for Unpaid Carers - Neighbourhood Houses Victoria has worked with Carers Vic, with support from the Victorian State Government, to present a series of webinars to help unpaid carers in Victoria get more support.

Carer Walking Group Submit your Expression of interest now!

Are you a carer looking for a fun and healthy way to unwind and socialize with other like-minded individuals?

Join our Carer Walking Group!

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Our group will meet somewhere local to Shepparton for a leisurely walk around the area. It's an excellent opportunity to meet other carers and share stories while getting some fresh air and exercise.

We welcome carers of all ages and abilities. Whether you're a seasoned walker or just getting started, our group is a safe and supportive environment to take care of your physical and mental health.

It's completely free to join! Just bring yourself and comfortable walking shoes.

For more information or to sign up, please contact: Molly 0477 741 926 or mstephens@familycare.net.au.

please include your name and contact number and or email.



Carer Book Club

4 spots left!

FamilyCare's book club is currently being held at GV hospice in Shepparton every 3rd Wednesday of the month.

We have 4 spots remaining in this group. If you are interested in joining please contact Jill on **5823 7034.**

JOIN OUR CARER BOOK CLUB!

3rd Wednesday each month at GV Hospice, 102 Balaclava Road Shepparton. Starts at 10am

Caring can be rewarding but tough. It's important to take time for yourself.

Horses for Hope

A Young Carer program run by FamilyCare and Horses for Hope. Young carers get a chance to connect and participate in Horses for Hopes Equine therapy.

If you know or are a young carer (under 25) and interested in attending this program please contact Molly for more information **0477 741 926 mstephens@familycare.net.au**

Young Carers Support Program

A peer support program for young people with caring hearts.

Over 4 x 2.5 hour sessions, come to Horses for Hope and learn how to work with horses who need a little extra care, whilst connecting and sharing with other young people in caring roles on a 25 acre farm in Mooroopna North. Funded places available.

FOR MORE INFO & TO REGISTER CONTACT MOLLY STEPHENS 0477 741 926 MSTEPHENS@FAMILYCARE.NET.AU

WWW.HORSESFORHOPE.ORG.AU

Carer need to commit to all 4 Dates to attend. the next program is being run in January 2024, the dates are; **Tuesday 16th, Thursday 18th, Tuesday 23rd, Thursday 25th.**

January Dates Tues 16 Thur 18 Tue 23 Thur 25

Starting Prep! Free Workshop

The Association for Children with a Disability is holding a FREE online workshop, Starting Prep! For families of children with developmental delay or disability, you will gain the skills and confidence to support your child to transition to school.

All workshops are led by professional facilitators who are parents of children with disability and have personal experience of advocating for their child at school.

Topics include:

- Understanding the language schools use
- Transition planning with kindergarten and school
- How the school can support your child
- Building positive partnerships with school

Register here to secure your place: <u>https://www.eventbrite.com.au/o/association-for-children-with-a-disability-7575063849</u>



Art Comp Winner Congratulations Bailey!

in July we challenged young carers to put their artistic talents to the test and help design our new tote bags. These bags will be stuffed with resources and distributed to schools, so that young carers can get the support they need.

We're thrilled to announce the winner of the \$250 prize: the talented Bailey from Ballarat! Their stunning artwork captured the essence of the caring role perfectly, showcasing its many different sides.



CONGRATULATIONS

Carers Week 2023 Million of reasons to care

Our sincere thanks go out to everyone who registered for Carers Week 2023. We were thrilled to host a series of events dedicated to honouring and recognizing carers. The attendees had a chance to unwind and relax at Nathalia Community House, learn about the support available in Benalla during a community information day, create memory boxes at Waminda Community House and create unique greeting cards. Additionally, we screened Happy Sad Man, a documentary on men's mental health, in Shepparton.

It was an amazing week filled with learning, sharing and appreciation.



Upcoming Events Carer Gateway Information Sessions

Carer Support Team Leader, Jason Watts is hosting Carer Gateway information session across the Hume Region.

You will hear about:

- counselling in person, online or over the phone
- respite care emergency and planned respite
- financial support packages
- meeting other carers
- online skills courses

All sessions are open to the public, carers and service providers who would like to learn more about the services offered by Carer Gateway.

There is no need to RSVP, Just turn up.

Time and Dates have not yet ben confirmed for 2024. if your group would like to host a chat with Jason please contact Jason on 0429 963 164.

We service Moira, Benalla, Greater Shepparton, Mansfield, Strathbogie Mitchell and Murrindindi Shires.



Call Jason Today 0429 963 164



Recipe Easy Rocky Road

Recipe

- 1 pkt Pascall white and pink marshmallows 280g cut in half
- 1 pkt Allens ripe raspberry's 190g – cut in half
- ¼ cup unsalted peanuts
- 1 180g Cadbury milk chocolate



Method

Pop marshmallow, ripe rapsberrys and peanuts in a bowl, melt the chocolate separate then mix all together and place in a baking tray and set in the fridge for 1hr.

Do you have a recipe to share? Contact Molly on 0477 741 926



Little Dreamers Young Carer Support

Ava's Dream Experience

"Meet the gorgeous Ava! Ava is 5 years old, and she helps to provide care for her sister, Audrey, who has Tuberous Sclerosis Complex, ASD, and Epilepsy.

Ava's Dream Experience recently took her and her mum to the enchanting world of Swan Lake by The Australian Ballet, and it was nothing short of magical.

Ava was completely captivated by the stunning costumes and set design!

A big thank you to the team at The Australian Ballet for making Ava's Dream come true by donating tickets for this experience." - Little Dreamers Newsletter.



Carer Story Young Carer Ruby 11

I'm Ruby and I'm a girl who likes music, has a big imagination and loves art. I care for my brother Thomas, he is small and very funny.

Sometimes he can be a bit rough and that makes me feel like he doesn't love me. Also, he gets much more attention than me, Mum and Dad try their best to spend time with me too, and we have done a lot of cool stuff when Thomas is with his support workers.



Resources Find more support and services to aid you in your caring journey.

The Caring Way

A Magzine created by Merri Health. It features carers stories, Carer gateway Services, competitions and resources for ALL carers. You can read the last edition by visiting: <u>The Caring Way The Caring Way</u> <u>Summer 2023 Edition (joomag.com)</u>

The Caring Way will be released quarterly, If you would like to be notified of future editions, email cgmarketing@merrihealth.org.au

The Carer's Collective

Brought to you by Wellways and GV Health Family and Carer Peer Services Programs. If you would like to subscribe, email rsmith2@wellways.org

The Care Mosaic Podcast

Will explore the challenges that unpaid carers face on a daily basis. Listen on <u>Spotify</u> and <u>Apple</u> Podcasts.

The Carers Guide

Australia's trusted source for information and expert advice for today's unpaid carers of their elderly <u>https://australiancarersguide.com.au/</u>



Like and follow us to keep up to date

FamilyCare regularly posts resources and upcoming events on social media. Follow our pages to stay up to date.



@FamilyCareHelpingFamiliesFindSolutions



@familycare_helping_families

We welcome your feedback on the newsletter – please tell us what you would like to see included. Feedback can be sent to **carerssupport@familycare.net.au**





An Australian Government Initiative

FamilyCare Carer Support (03) 5823 7081

Carer Gateway 1800 422 737 24/7 www.carergateway.gov.au