



An Australian Government Initiative

FamilyCare Carer Support News

Autumn Edition, 2023

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Our Team

Manager: Katie

Team Leader: Jason , Kylie

Team members: Angie, Amy, Deb, Debra, Emma, Jill, Kelson, Kerry, Molly, Rainbow, Sonia

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.

Where have the last few months gone? It only seems like yesterday that we were getting prepared for Christmas, and now here we are at the beginning of March and the change of season. Autumn is my favourite time of year, with lovely sunny days, cooler nights and the explosion of colour as foliage turn red, orange and gold before the leaves fall to the ground and crunch underfoot. I hope you get a chance to take a break and enjoy autumn as well.

2023 has already been a busy year for the Familycare team as we plan new activities and opportunities to come together with carers – we look forward to meeting with you this year. In 2023 we hope to establish:

- A carers Book Club
- A series of Morning Tea events
- A series of information sessions

More information will be available via our regular newsletter, our social media channels (Facebook & Instagram) and via email. Please keep an eye on your inbox and please come along to an information session or morning tea when we are in your area – we would love to see you!

Until next time,
Jason Watts- Team Leader Carer Support



Angie Spiewak
Carer Support
Coordinator



Amy Gilhome
Carer Support
Coordinator

Our Team



Deb Qemal
Carer Support
Coordinator



Debra Russell
Carer Support
Coordinator



Emma Turner
Carer Support
Coordinator



Jason Watts
Carer Support
Team Leader



Jill Smith
IPPS facilitator



Katie Millen
Manager



Kelson Barber
Carer Support
Coordinator



Kerry Foyster
Carer Support
Coordinator



Kylie Alletsee
Carer Support
Team Leader



Molly Stephens
Young Carer
Coordinator



Rainbow Brooks
Carer Coach



Sonia Makar
Carer Support
Coordinator

STAFF PROFILE:

Amy Gilhome

Carer Support Coordinator

Hi, I'm Amy.

I have lived experience as a carer, I have family member with Down syndrome who I am very close with. From a young age I was very determined to ensure my employment goals are surrounded around supporting and working alongside people.



My background and experience is predominantly Disability – working with children and Adults in Community, Residential and Short Term accommodation options. Prior to commencing at FamilyCare I was engaged in working within the Disability and Home Care Package space, and assisting people to navigate their funding and sourcing the best possible options for their individual needs.

My previous roles have given me experience in working with different cultural and socioeconomic backgrounds, all of which had given me the opportunity to work with some incredibly amazing people.

My work experience has been largely in Melbourne, luckily deciding to pick up and move to regional Vic just prior to Covid, I am very much looking forward to working close to home in a regional community.

When I am not at work, you can usually find me chasing my toddler around a local park, walking the dog, or down the River. I enjoy camping, renovating my house – or more so lately encouraging my husband to finish tasks so we can move on to the next thing and going on holidays.

Amy

Carer Skills

Online skill courses

Free online self-paced learning modules

The Carer Skills courses provide information, insights and practical tips to help carers develop new understanding and skills important in their caring role.

Each free online self-paced learning module takes approximately 20–40 minutes to complete and you can download your responses to questions in the module to use as a resource and reminder.

Explore our Carer Skills courses to help improve your health and wellbeing.

Dealing with Stress



- Gain a better understanding of stress, its causes and your options for dealing with it.
- Develop action plans to resolve or reduce your main stressors
- Commit to putting your plans into action

Effective communication techniques



- Refresh your communication skills to help you manage the communication styles & behaviours of others
- Be exposed to some skills and techniques that you may not have been aware of
- Gain confidence to plan and talk about difficult issues

Free online self-paced learning modules

Recharge and reconnect



- gain a better understanding of the importance of regularly recharging and reconnecting.
- learn how to deal with negative feelings such as guilt
- create your care team
- develop a recharging and reconnecting plan

Legal issues



- It is important that you and, if possible, the person you care for understand the responsibilities that come with being a carer
- help simplify decision-making when complex situations arise, such as medical emergencies or sudden deterioration in health

Sleep



- learn more about sleep and its importance to your health and wellbeing
- learn if you're getting enough sleep
- develop strategies to manage your day after poor or no sleep

Social Connections



- gain a better understanding of the importance of being socially connected
- learn how to deal with guilt, fear and anxiety
- build your social connections map

Alternative Health Services

GV Health

Recently patients have been experiencing lengthy wait times at GV Health's Emergency Department. Due to staff shortages and high demand, GV health is asking those that have no urgent or life-threatening conditions to consider one of the alternative services below or their GP.

Shepparton Respiratory Clinic

Opening Hours

Monday 9:00am-4:30pm; Tuesday 9:00am-3:30pm;
Wednesday 9:00am-3:30pm; Thursday 9:00am-12:30pm;
Friday 9:00am-4:00pm; Saturday Closed; Sunday Closed

172 Welsford St, Shepparton, VIC. (03) 5821 9655.



Urgent Care Centre in Benalla

Open: 24/7

45-63 Coster St, Benalla, VIC. (03) 5761 4226



Urgent Care Centre in Euroa

Open: 24/7

Kennedy St, Euroa, VIC. (03) 5795 0221



Urgent Care Centre in Kilmore

Open: 24/7

1 Anderson Rd, Kilmore, VIC. (03) 5734 2110



Urgent Care Centre in Kyabram

Open: 24/7

**86-96 Fenaughty St, Kyabram, VIC.
(03) 5857 0200**

Alternative Health Services

continued...



Urgent Care Centre in Nathalia, Cobram and Numurkah

Open: 24/7

36-44 McDonnell St, Nathalia, VIC. (03) 5866 9444

24-32 Broadway St, Cobram, VIC. (03) 5871 0777

2 Katamatite Rd, Numurkah VIC. (03) 5862 0555



Urgent Care Centre in Yarrawonga

Open: 24/7

33 Piper St, Yarrawonga, VIC. (03) 5743 8111



Support service for young people (12-25 years old).

Open: Monday, Wednesday, Friday: 9am - 5pm;

Tuesday & Thursday: 9am - 7pm,

129 High St, Shepparton, VIC.

(03) 5823 8800 | 24/7 hotline: 1800 650 890

**Goulburn Valley
Area Mental Health
Services Centralised
Triage**

Mental health support service staffed by a team of experienced local mental health professionals.

Open: 24/7

1300 369 005

**COVIDSafe
information hotline**

Support for COVID-19 health enquiries. The COVIDSafe information hotline diverts to the national hotline everyday from 8pm - 8am.

Open: 24/7

1800 675 398



Diabetes education, farmer's health, refugee health, cancer support and more.

Open: Monday - Friday, 9am - 5pm

399 Wyndham St, Shepparton VIC.

(03) 5823 3200

Alternative Health Services

continued...



Speak with an Australian Qualified GP from anywhere via phone or video.

- Prescriptions & medical certificates \$15
- 8 minute on-demand appointments \$39
- 15 minute scheduled appointments from \$52

Open: 24/7

healthengine.com.au



Telemedicine service providing phone or video consultations with Australian-qualified senior emergency specialist doctors.

- Monday – Friday, 8am – 6pm, \$250
- All other times, \$280

Open: 24/7

myemergencydr.com



Consult an Australian Medical Board-certified GP by phone or video. Prescriptions, medical certificates, referrals, general consults, blood tests, x-rays and more.

Open 7 days: Monday – Friday, 9am – 9pm,
Saturday – Sunday, 9am – 1pm

nationaltelemedicinedoctors.com | (02) 8834 7760



Doctor consultations, prescriptions, medical certificates, and specialist, radiology and pathology referrals.

- Prescriptions \$19.99
- Telehealth consultations \$29.99

Open: 24/7

primemedic.com.au



Online prescriptions, telehealth doctor consultations, online medical certificates and pathology requests.

- Prescriptions \$15
- Telehealth consultations \$40

Open: 24/7

instantscripts.com.au

Alternative Health Services

continued...



After hours, bulk billed, in-home doctor visit.

Open: Weekdays from 6pm

Saturdays from 12 noon

All day Sundays and public holidays

137 425 | homedoctor.com.au

NURSE-ON-CALL

Free health care advice from a registered nurse.

Open: 24/7

1300 606 024

Maternal and Child Health at Greater Shepparton City Council

A free service and available to all families with children aged 0 to 6.

Open: Monday - Friday, 8.30am to 4pm

(03) 5832 9312

Maternal and Child Health Line after-hours service

This is a 24-hour telephone service staffed by qualified maternal and child health nurses. The telephone line provides over-the-phone information, advice and referral to all families with young children.

Open: 24/7

132 229



Free phone advice service with registered nurses, who can arrange a call back from a GP.

Open: Weekdays: from 6pm, Saturdays: from 12 noon

All day Sundays and public holidays

1800 022 222



Telehealth GP service offering video access to Australian registered doctors at a time and location that suits you.

- \$60 during business hours
- \$90 out of hours

Open: 24/7

Victorian Virtual Emergency Department

VVED

The Victorian Virtual Emergency Department (VVED) allows you to access care for non-life-threatening emergencies. You can connect to the VVED from anywhere in Victoria. If you are eligible, you will be connected virtually to emergency doctors and nurse practitioners who will provide medical advice, in the comfort of your own home or workplace.

As your consultation will be via video, you will need a device with a camera to use this service. To connect, please click on the button below. For additional information, [please click here.](#)

How do I register?

You will need a phone, tablet or computer with a camera to use this service.

To register, please use your phone camera and scan the QR code. You can also visit vved.org.au



Easy lemonade scones

Ingredients:

3.5 cups Self-Raising flour
1 cup thickened cream
1 cup lemonade or soda water

Method:

Pre-heat oven to 180C fan forced.
Combine flour, cream & lemonade in bowl.
Mix to mostly combined – do not overmix.
Turn onto floured surface- bring dough together with light knead
Use a scone cutter or knife to divide into equal pieces.
Place onto oven tray (on baking paper best).
Place close together but not touching (they use each other to rise)
Brush tops with milk or egg wash if preferred.
Bake X15 minutes & then place on a cooling rack.
Serve with preferred toppings.

<https://www.recipetineats.com/lemonade-scones/>



Hospital Bag

3 checklists so you'll always be ready

Sometimes you'll have time to prepare and pack, but sometimes you just won't. For example, even when you have surgery scheduled or an appointment for chemotherapy is locked and loaded on a certain day, your Loved One might develop some alarming symptoms and need immediate emergency care.

Such a scenario means that you'd only have a few minutes to grab the essentials. To make sure you and your Loved One have what you need even at the most stressful and unexpected of times, here are 3 packing lists to help you for different scenarios – just add other things you'll need and ignore what doesn't work for you.

To get a checklist of each of the hospital bags please visit:

<https://www.thecarersclub.com.au/>



Type of hospital bags

Bag 1 - Your emergency bag

This bag is for when you have to leave the house straight away but have no idea whether or not you will be at the emergency department for a few hours or if you'll have to spend the night there. I recommend using a backpack or a tote with a shoulder strap – these bags are easy to carry, don't take up too much space and allow your hands to be free to fill out forms and physically help your Loved One. Just like a mum expecting to go into labour, this bag should be packed at all times. And then as you leave, just throw in the last few needed items, such as the medical records folder, your phone and medications.

Bag 2 - Your Loved One's emergency bag

No, we're not doubling up here. A separate emergency bag list. It might seem like doubling up having a bag packed for yourself and another for your Loved One, but it saves you hassle when someone takes over your shift – which means that you will have to take your stuff home with you. When I was caring for Mum, I would often tag team with my sister because I needed to go home to be with my young family, and being pregnant with my second, I was easily tired. Teaming up with my sister meant someone was with Mum around the clock.

Bag 3 - Loved One's hospital stay bag

This list is for when your Loved One is being admitted for a few nights (or longer). If the hospital is out of town, you will need to pack your own suitcase – keeping in mind how long you expect to stay, the location's climate, and whether you have to work remotely and need a laptop.

For more information please visit:

<https://www.thecarersclub.com.au/>

the
Carers • Club
Connection • Compassion • Candour

Care Giver Tip

“ Accept offers of help,
and don't be afraid to
delegate tasks to others
when possible. ”

Asking & accepting help

As a carer, it can be difficult to ask for help and accept it when it's offered. But it's important to remember that caregiving is a challenging and demanding role, and seeking support from others is a sign of strength, not weakness.

Being very clear and specific about what assistance you need help with makes it easier for others to know how to help. Remember that most people want to help, but they may not know how unless you ask. So, be open and honest about your needs, and don't hesitate to reach out to friends, family, or support groups.

People may offer help in ways that you didn't expect, so be open to accepting support in any form that it is offered. This could include practical support, such as running errands or cooking a meal, or emotional support, such as a listening ear or a shoulder to cry on.

Caring for someone can be both rewarding and challenging, bringing a deep sense of love and fulfilment, as well as stress and burnout. It is not uncommon for carers to experience feelings of stress, anxiety, or depression, as well as physical exhaustion. Caregiving can also impact your own personal and professional life, making it difficult to maintain work or relationships, and leaving little time for self-care and personal development.

This is why it's important to ask for help and accept help when it is offered. Allowing you to take regular breaks to recharge your batteries. This could involve taking a walk, having a coffee with a friend, or simply taking some time for yourself. This will help to reduce stress, improve your well-being, and provide you with the support you need to continue caring for your loved one. So, don't be afraid to reach out and accept help when it's offered.

Consider contacting Carer Gateway for support with your caring role.

1800 422 737

Christian Santiana Profile

Services Australia, Multicultural Service Officer (MSO).

My name is Christian Santiana and I am the Multicultural Service Officer (MSO) with Services Australia. I am covering the northern rural area from Shepparton to Bendigo, Echuca and Wangaratta.

The MSO program started in 1989 and there are now 70 MSOs around Australia. MSO works with Community and Third Party Organizations (CTPO) and service delivery staff to ensure our services are responsive to the needs of migrants, refugees and asylum seekers. They connect these communities to our information, payments and services.

MSOs actively participate in local stakeholder meetings (such as Multicultural Advisory Forums) to understand the needs and challenges of CALD communities and gather feedback from CTPOs to help improve our services to CALD customers.

They play an integral part in educating and informing customers of their rights and obligations and helping them to navigate the system. MSOs deliver information sessions to groups of customers with the help of interpreters when required. They also promote digital services to CALD customers to encourage them to self-manage their business with us.

MSOs are often the first point of contact for CTPOs with customers with complex and multi-faceted issues. They connect customers with appropriate services, liaise with other specialists and escalate issues when necessary.



Australian Government
Services Australia

As MSO, my goal is to:

- Improve the community's understanding of our information, payments and services.
- Improve customers' understanding of their rights and obligations so they can avoid overpayments and payment suspensions.
- Increase the ability of our customers to manage their own business with us if they have the capacity to do so.
- Reduce the need for customers to call or visit us.
- Minimise further vulnerability for CALD customers.
- Gain a better understanding of the issues our CALD customers face when accessing our services.
- Improve access and the quality of services to CALD customers.
- Build trust between Services Australia and the CALD community.

An important part of my role is to promote the support available through Services Australia to carers from all communities, CALD included:

- Financial support: Carer Payment and Carer Allowance
- Referral opportunities to more specific organizations.

I provide information sessions to present the requirements to qualify for income support (Carer Payment) and allowance (Carer Allowance) to people caring for their child or adult.



Come along to our Information session:

Date: Wednesday 22nd March

Time: 2pm – 3.00pm

Venue: FamilyCare Office, 19 Welsford St Shepparton

Registration: <https://bit.ly/3YzbLQ3>

Financial

Pension Card Discounts

A friendly reminder to you all, especially with the rising cost of living the pension card has many great discounts.

You may have already received this information if you are registered with Carer Gateway, but who has time to read all that paperwork!

On top of the thousands of discounts in the directory, all cardholders can access:

- 5% discount on WISH Gift Cards to be used to pay for everyday expenses like groceries and household items at participating Woolworths Supermarkets, BIG W, Caltex Woolworths and EG branded fuel sites and more.
- 5% discount if you buy JB Hi-Fi, Myer, Priceline and many more e-Gift Cards online
- An exclusive hardware gift card offer with a 5% discount on gift cards to Australian local hardware stores
- 5% discount on your supermarket shopping at IGA supermarkets when you purchase IGA gift cards to spend in-store.

An additional 5% off groceries on top of the rewards program could make a big difference over the year.

<https://www.seniorsonline.vic.gov.au/seniors-card/apply-card>

<https://www.carercard.vic.gov.au/>



Saver Plus Program

Saver Plus now accepts Carer Payment as Income and an eligible Centrelink Payment.





If you are a Carer and meet the eligibility requirements, now is a really great time to join our program, as your matched funds will be available in time for next years costs.

Could \$500 help with next year's back to school costs?

Learn tips and tricks to grow your budget and saving skills. Save for 10 months. Get up to \$500 of matched savings for school expenses. Just in time for 2024.

Must meet all eligibility criteria:



-  Have a current Health Care or Pensioner Concession Card AND an eligible Centrelink payment*
-  Be studying yourself OR have a child in school (can be starting school next year)
-  Have regular income from work (either yourself or your partner)*
-  Be 18+ years old

*Many types of income and Centrelink payments are eligible



For more info, visit saverplus.org.au or call 1300 610 355.
To fill in an online enquiry form, [CLICK HERE](#).

Upcoming carer events

Carer Gateway Information Sessions

Carer Support Team Leader, Jason Watts is hosting a 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.

Nagambie

Date: Thursday 13 April

Time: 10.30am- 11.30am

Venue: Nagambie Library, 352 High St, Nagambie

Euroa

Date: Thursday 13 April

Time: 12.30pm- 1.30pm

Venue: Euroa Library, 62 Binney St, Euroa

If your group would like to host an information session with Jason please contact Jason on 0429 963 164.



Carer & Financial Support

Harmony Week Event



In celebration of Harmony Week don't miss this valuable opportunity to learn about financial supports for CALD carers! Brought to you by FamilyCare and Services Australia. Do you look after someone with a disability, a medical condition, mental illness or who is frail due to age?

Date: Wednesday 22nd March

Time: 2pm-3pm

Venue: FamilyCare office,
19 Welsford st, Shepparton

Registrar: bit.ly/3YzbLQ3



Financial counselling info session

with Levi Boschetti

During this session, Levi will provide practical advice and support to help you navigate the complex world of finances as a carer. You'll learn about budgeting, debt management, and how to access financial assistance programs that can help ease the burden of caregiving.

Date: Wednesday 21st June

Time: 2.00 - 3.00pm

Venue: FamilyCare office,
19 Welsford st, Shepparton

Registration: call Molly 0477 741 926

Caring for someone who is dying

information session

Come along for to a free information session, discussion and morning tea and learn about the supports and services available to you as a carer.

Date: Wednesday 12 April 2023

10.30am-12.00pm

Where: Shepparton, VIC

Venue: Goulburn Valley Hospice
102 Balaclava Road, Shepparton VIC

Audience: Unpaid carer's of people with life-limiting illnesses, other community members

Register: [HERE](#)

or call Molly 0477 741 926



Family Violence Info Session

FamilyCare information session

Join us for a free online information session which is a part of the Family Violence Information Sessions collection.

Date: Wednesday 22nd March

Time: 2pm – 3.15pm

Venue: Familycare, 19 Welsford St Shepparton

Registrations: <http://bit.ly/3xpyxhv>

New Carer Book Club

Submit your Expression of interest now!

We are organising a book club just for carers. One of our amazing Book Inn volunteers has put their hand up to help organise this group. We are seeking expressions of interest from anyone who would consider joining this book club in Shepparton.

If you live in another area please get in contact, if we get enough interest in your area we can organise a group there as well.

The recurring day/time will be determined once we have a group of interested people.

If you think you would be interested in joining a book club please contact Molly **0477 741 926** or **mstephens@familycare.net.au**.
please include your name and contact number and or email.

JOIN OUR CARER BOOK CLUB!



Child and Family Services program

Term 1 2023

Here is a link to our website for more details and links to register are in the flyer.

If you have any questions please call **CENTRAL INTAKE 1800 161 306**

Tuning in to Kids

A six session program for parents of 2 -10 year old's. Learn how to help your child develop emotional intelligence

Greater Beveridge Community Centre

23 February - 30 March 9:30am - 11:30am

REGISTER HERE

Bringing Up Great Kids

A group for parents and carers with children aged 4-12 years old

Nagambie Mechanics Institute, Nagambie

14 February - 21 March 10am - 12 noon

Call Central Intake 1800 161 306

Emotion Coaching

Our workshops are for parents and carers of children who would like to learn more about emotion coaching, understanding their children's emotional development and how they can connect with their children.

For Kids

ONLINE Tuesday 14 February

10am - 12 noon

REGISTER HERE

For Teens

ONLINE Wednesday 15 February 10am - 12 noon

REGISTER HERE



Term 1 continued...

Connections

A relationship building group for mothers and young children (0-4 years) who have experienced family violence

FamilyCare, Shepparton

1 February till 29 March

10am - 12 noon

Call Central Intake 1800 161 306

Drumbeat

Drumbeat is for children and women who have experienced unhealthy relationships or experienced or been exposed to family violence.

Drumbeat for Kids Aged 9-13 years

FamilyCare Seymour

Tuesdays 7 February - 4 April

4pm - 5pm

Drumbeat for Kids Aged 8-12 years

FamilyCare Shepparton

Thursdays 2 February - 30 March

4pm - 5pm

Women's Drumbeat

FamilyCare Shepparton

Fridays 3 February - 31 March

10am - 11:30am

Call Central Intake 1800 161 306

Tuning in to Teens

A six session program for parents of 10 -16 year olds. Learn how to help your teenager develop emotional intelligence

ONLINE

Tuesday 21 February -28 March

6:30pm - 8:30pm

REGISTER HERE



Carer Morning Teas

Have your say

We are hosting morning teas to learn; What is important to you? What would you like to do more of? You will also have time to ask us any questions. The best part is we will shout you a coffee!



Violet Town

Date: Thursday 20th April
Time: 10.30am- 11.30am
Venue: TBC

Dookie

Date: Thursday 4th May
Time: 10.30am- 11.30am
Venue: TBC

Jamison

Date: Thursday 11th May
Time: 11.00am- 12.00pm
Venue: TBC

Taggerty

Date: Thursday 18th May
Time: 10.30am- 11.30am
Venue: TBC

Nathalia

Date: Thursday 25th May
Time: 10.30am- 11.30 am
Venue: TBC

Puckapunyal

Date: Thursday 1st June
Time: 10.30am- 11.30am
Venue: TBC

Murchison

Date: Thursday 15th June
Time: 10.30am- 11.30am
Venue: TBC

St James

Date: Thursday 22nd June
Time: 10.30am- 11.30am
Venue: TBC

Bearii

Date: Thursday 29th June
Time: 10.30am- 11.30am
Venue: TBC

Want us to come to your area?
let us know **0477 741 926**

There is no need to register, just turn up!

Word Search

K	O	M	O	C	S	B	Z	G	Y	A	L	X	J	I	F	L	J	A	Q
D	C	O	K	M	I	C	C	Y	N	I	B	K	C	S	C	V	M	E	F
Z	H	A	C	C	M	K	Y	G	K	I	Q	L	E	D	K	X	K	Y	E
L	Q	J	C	O	R	E	S	P	I	T	E	R	N	A	Z	I	P	C	R
D	Z	I	F	O	P	T	T	Z	O	G	O	B	I	A	U	C	L	L	A
I	P	M	Z	Q	U	W	B	Y	H	H	A	F	L	D	V	S	G	L	C
W	Y	E	S	R	U	N	L	O	A	X	M	G	N	L	D	C	I	P	Y
Y	H	L	U	V	E	Y	S	F	R	B	I	H	O	O	E	G	H	V	L
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H	Q	K	W	M	Z	O	D	E	L	E	V	A	R	T	D	I	E	R	M
X	O	R	T	E	A	J	L	F	H	L	C	P	L	O	K	J	W	Q	A
S	S	E	N	L	U	F	D	N	I	M	I	P	J	U	R	N	F	N	F
D	C	R	N	R	R	E	V	O	C	N	C	N	Y	O	L	U	W	O	L
W	C	A	P	G	G	M	W	C	C	V	X	F	G	O	A	L	C	H	N
N	E	C	C	A	T	L	T	D	R	J	O	U	P	M	T	M	S	N	H
A	H	J	X	K	R	X	C	R	S	U	O	J	F	A	I	B	Z	W	F
J	D	K	Y	P	W	H	M	Q	S	A	N	U	Q	T	P	H	W	P	X
A	X	E	Z	W	N	E	J	R	T	R	O	P	P	U	S	C	L	K	S
B	A	L	T	K	L	E	G	U	M	C	G	G	A	E	O	E	T	W	W
V	H	T	Q	P	F	W	H	Y	T	E	Z	R	S	K	H	C	R	S	B

AGED
FAMILY
HELP
NURSE
SKILL
WELLBEING

CARER
FAMILYCARE
HOSPITAL
ONLINE
SUPPORT

COUNSELLING
GATEWAY
MINDFULNESS
RESPIRE
TRAVEL

Carer Story

Tanya's Story

My name is Tanya and I am a carer for my mother aged 89 years. Mum was diagnosed with breast cancer for the second time, at the age of 85 years. The first diagnosis was 10 years prior. Although doing the carer role whilst working full time, I made the decision to reduce my working hours to part-time as I was unsure of the commitment needed to help and assist Mum, due to her diagnosis, age and the care she will need post operative.

The medical team decided to do a full mastectomy to alleviate her going through radiation or chemotherapy treatment. As the years have progressed the deterioration in Mum's health has added enormous pressure and adjustment, with the role reversal between us both. With myself making decisions on her behalf, and scheduling her appointments around my work commitments. The increase in medical appointments, and needing more assistance with her mobility and everyday household duties.

I decided to link in with the Carer Coaching, as at the time I was feeling lost, and overlooked, my life was being totally absorbed and consumed by Mums.



Keep reading



Tanya's Coaching journey...

My daughter continues to be my support and backbone assisting me when I have been unable to take Mum to appointments or assist her. My first time meeting my coach, Rainbow, I was unsure of the whole process in relation to how carer coaching would assist and benefit me. In the first session, there were many tears expressing and discussing my carer role duties. Feeling frustrated, burnout and overwhelmed with having no additional family support from siblings.

Guidance from Rainbow and gaining a different perspective on my situation has given me strength and resilience. I am more open-minded and set boundaries to make each day more manageable. Once, I felt obligated to shoulder all the responsibility for the care of my mother. I now let situations evolve in their own sequence of events without feeling guilty.

- Tanya



If you would like to share your story or find more information about one of our services like Carer coaching please contact Carer Support on **(03) 5823 7081**

Carer Coaching

how carer coaching can help you.

Coaching is a resource that carers can use to help find a balance between their caring role and their own needs. It's an opportunity to discover what is missing or a reminder that the carer's needs matter too.

People come to coaching for many reasons some examples are;

- To focus on health/weight loss
- Quit smoking or other substances
- Figure out what career path to follow
- Organise their house
- Manage emotions
- Find solutions to support recovery
- Build better connections with family
- Find ways to leave a comfort zone
- Share grief or as a sounding board to find solutions to challenges
- General overall well-being.



Often these challenges give a person a stuck feeling, coaching can support a conversation where carers have an opportunity to change their perspective and either find a new path or shed fresh light onto a current path.

The coaching experience has been described as having a coach walk with them in the dark until they themselves find the light switch.



Carer Coaching continued...

Often a carer comes to coaching without a plan or desired goal, this is the case with Tanya. She explained that she was feeling overwhelmed and stuck.

Through coaching with curiosity and offering a non-judgmental and safe space, Tanya was able to explore her needs and what challenges she faced. She was able to move through her current situation with her care recipient.

Sometimes feelings can be so overwhelming that a carer doesn't know how or where to begin to move forward. As a coach, the first step is to listen and be present. The one-to-one sessions give the space and time to explore feelings which can lead to goals and navigate the (sometimes) invisible challenges. It can bring clarity or help to refocus as Tanya describe in her sessions as a profound experience where she felt the coach supported her to avenues of new possibilities.

Carers can have up to 6 sessions to;

- Identify what needs to improve their situation
- Find opportunities for change
- Set goals for the future
- Take steps towards their goal

To get support from a carer coach please register for the carer gateway, you can do this by calling **1800 422 737** or visiting their website

<https://www.carergateway.gov.au/>

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