



An Australian Government Initiative

# FamilyCare Carer Support News

## Summer Edition, 2022

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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](mailto:carerssupport@familycare.net.au) or call **03 5823 7081**

# Welcome!

## Carer Support Newsletter



Hi everyone,

I hope this newsletter finds you well. We received some great feedback regarding our first edition, including several requests for more information regarding palliative care which you will find inside this edition.

What a wet Spring we have had! I hope that the flooding hasn't impacted you directly, however if you have been impacted please stay up to date with Flood Recovery information through your local council.

Carers Week was in October, and whilst the flood event meant several events were postponed we were fortunate that the Afternoon Tea at Rosehaven in Mansfield went ahead in lovely Spring sunshine. A lovely time was had by all with wonderful food and music with some dancing on the lawns as well. Many thanks to Bianca and the team at Rosehaven, The Produce Store for the wonderful food, Naturally Kerley for the entertainment & music, and Kerrie, Jill & Michelle for the massages, pedicures and relaxation.

Christmas is fast approaching and can be an incredibly stressful time for many. Add in the pressure of caring for a loved one and managing the festive season can become a little more challenging. Checkout some of our tips for managing your wellbeing over the festive season in this edition. Of course it is not Christmas without some terrible Christmas jokes, so to get the ball rolling....

**Q: what says Oh, Oh, Oh?**

**A: Santa walking backwards**

**Q: Why did no one bid for Rudolph & Blitzen on eBay?**

**A: Because they were two deer!**

Until next time,  
Jason Watts- Team Leader Carer Support







**Angie Spiewak**  
Carer Support  
Coordinator



**Amy Gilhome**  
Carer Support  
Coordinator



**Deb Qemal**  
Carer Support  
Coordinator



**Debra Russell**  
Carer Support  
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**Emma Turner**  
Carer Support  
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**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

# Our Team



# STAFF PROFILE:

## Kylie Alletsee

### Carer Support Services Team Leader

I've worked directly with Carers and their loved ones for over 12 years now and was working at FamilyCare when the Carer Gateway was initially rolled out in 2019. I worked locally with another agency for 18 months in the Home Care and NDIS space however recently returned to my work family here at Carer Support Services as a Team Leader – overseeing our Carer Support Assessment & Planning Team.



I love working in the Carer space, it's definitely my passion – I feel extremely blessed to have been able to meet so many wonderful people who devote so much of their life to care for their loved ones, often neglecting their own care and support needs. It's been very rewarding to be able to provide some respite and relief to the Carers we support in one way or another, whether it be being able to organise a break for them from their caring role, link them in with other services they require, assist with funding for something essential to their caring role that's required or to just be there to lighten their load and lend a listening ear.

I am married and live locally with my husband, I've got 3 daughters who are all grown up now and have fur babies - 2 dogs and 1 cat. I love the warmer weather (and am very excited to have been able to recently put in a pool) and love spending as much time outdoors as I can. I enjoy camping, being around water, gardening, music and spending time with friends and family.

Kylie

# Carer Podcast

## The Care Mosaic Podcast

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

In a world where we like to put people into boxes, carers have proven incredibly stubborn to stereotype. Carers come from all different walks of life and the nature of care they provide looks incredibly different. Some individuals may have cared for a loved one for most of their life, whereas for others it could be for a short and potentially challenging period.

Merri Health's Carer Gateway team have created a seven-episode podcast series showcasing the different experiences of carers across Victoria, including their backgrounds, ideas and aspirations. The podcast, titled The Care Mosaic, will also explore the challenges that unpaid carers face on a daily basis.



While making no attempt to gloss over the difficulties that carers experience, each episode of the podcast ends on a hopeful note, with Carer Gateway promoted throughout. In order to stand-out from other carer focused podcasts, the episodes feature light narration and places emphasis on carers telling their own individual stories.

# The Care Mosaic Podcast

*"You can't care for anyone else if you are not caring for yourself properly"*

Each episode looks at a particular type of caring relationship, including young carers, carers supporting their ageing parents and carers who are partners - focusing on the nature of the caring relationship and how the care relationship features within other aspects of their life.

visit [Spotify](#) or [Apple](#) podcasts to listen and share now!





# 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

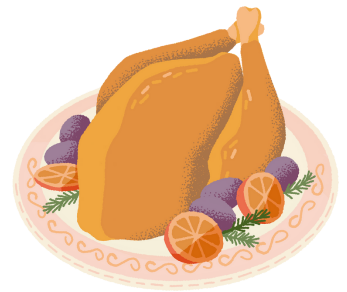
**Be Positive** – it's likely that something over the festive season will go wrong. In fact it is almost inevitable. Try not to panic, keep it in perspective, stay positive and try not to let it disrupt your plans.

6

**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.



8

**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.

9

**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



# Welcome to the Upside of Ageing

## LiveUp

LiveUp is a free national healthy ageing platform designed to help you reimagine, reset, and reconnect with living your life to its fullest. You'll find personalised suggestions including tailored activities, assistive products, social connections and more, all in your local area or online. Head to [liveup.org.au](https://liveup.org.au) and take control of your healthy ageing journey. Support line: 1800 951 971

LiveUp is a not-for-profit focusing on supporting people over 65 to stay independent through healthy ageing.

Take their free, confidential quiz to see your healthy ageing suggestions.



TAKE QUIZ



# Care Giver Tip

“ Arrange respite care early, you must have a break. Carer burnout is real. ”

-Rosehaven

# Recovery after floods

## Support available

If you have been impacted by the floods please reach out to your council for the latest support available. If you require respite or support with your caring role please contact Carer Gateway on **1800 622 737**

**Vic Government:** <https://www.vic.gov.au/2022-flood-recovery>

**Benalla:** <https://www.benalla.vic.gov.au/Your-Community/Fire-Flood-Emergency/2022-Flood-Event-Government-Support>

**Greater Shepparton:**

<https://greater-shepparton.com.au/community/emergencies/flood/flood-recover>

**Moira:** <https://www.moira.vic.gov.au/Our-Council/News-and-information/Media-releases/Changes-to-Councils-Services-during-the-current-flood-emergency>

**Mitchell:** <https://www.mitchellshire.vic.gov.au/services/october-floods-2022>

**Strathbogie:** <https://www.strathbogie.vic.gov.au/2022/10/11/flood-and-storm-emergency-information/>

**Murrindindi:** <https://www.murrindindi.vic.gov.au/Your-Council/Floods-October-2022-Relief-and-Recovery>

**Mansfield:** <https://www.mansfield.vic.gov.au/Community/Fire-Flood-Emergencies>

# Recovery after floods

## Support available

### The Flood Recovery Hotline

**1800 560 760** 7.30am-7.30pm every day

### Flood Support Page

Murray PHN

### Disaster Recovery Payment

Apply through [MYGov](#).

### Disaster Recovery Allowance.

If you lose income you may get this allowance for up to 13 weeks.

### Victorian Emergency Relief Payment

Complete this [form](#)

### Re-establishment Assistance

For accommodation, repairs and damaged contents. Available to those without insurance.

### Emergency Relief Centres

For current Emergency Relief Centres visit <http://ow.ly/CgcM50Lb5rr>

### Assistive Technology

For repairs and replacement of AT that has been lost or damaged in the floods call NDIS **1800 800 110**

### Mental health support

Head to Health - Call **1800 595 212** between 8.30am and 5pm M-F

Lifeline - Call **13 11 14** for 24/7 crisis support





# 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.

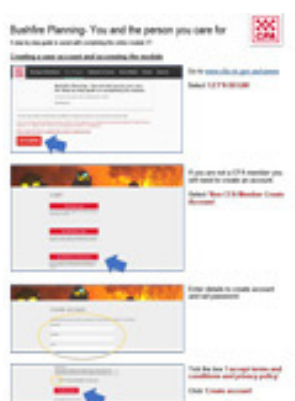
The module, Bushfire Planning: You and the person you care for, was developed in collaboration with Carers Victoria for anyone who provides care or support to someone living with disability, mental illness, chronic health issues or age-related conditions.

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.

**REGISTER NOW >**



### Bushfire Survival Plan Template



### Bushfire Planning - Frequently Asked Questions



# Japanese Encephalitis

## Vaccination

In Victoria, Japanese encephalitis vaccine is available free-of-charge for specific priority groups, including people who may be exposed to the virus where they work.

### Who JE vaccine is recommended for?

People aged 2 months or older who live or routinely work in any of the following local government areas of Campaspe, Gannawarra, Greater Shepparton, Indigo, Loddon, Mildura, Moira, Swan Hill, Wodonga, Towong, Benalla, Wangaratta and Strathbogie AND:

- Spend significant time outdoors (four hours per day), for unavoidable work, recreational, educational or other essential activities; OR
- Living in temporary or flood damaged accommodation (e.g. camps, tents, dwellings exposed to the external environment) that place them at increased risk of exposure to mosquitoes; OR
- Are engaged in the prolonged outdoor recovery efforts (clean up) of stagnant waters following floods.\*

Japanese encephalitis vaccinations will be available at selected Jabba the Bus visits over the coming months.

Check out the Jabba the Bus schedule COVID-19 Vaccination Bus | Goulburn Valley Health ([gvhealth.org.au](https://www.gvhealth.org.au)) to see if there are any stops in your area providing Japanese encephalitis vaccinations for priority groups.



# Are you experiencing burnout?

## By Merri Health Carer Gateway

**Did you know that 46% of Australians have expressed feeling burnt out?** Burnout is a form of exhaustion caused by feeling overwhelmed with emotional, physical and/or mental stress.

Burnout can happen to anyone at any age and stage of life. When we're trying to juggle caring for our family or friends, helping others, work etc, it can get very tough. Burnout symptoms can feel like symptoms of stress.

### Three common signs are:

- Feeling tired or exhausted
- No enthusiasm and feelings of negativity
- Inability to perform your role

When feeling burnt out it can be hard to find time for yourself. Taking time to look after your health will help you to care for others and do the things you care about. Once you've identified your burnout signs, there are ways to turn things around:

### Get enough sleep

Sleep is vital for good physical and mental health. If you aren't getting enough sleep, it can lead to burnout. To improve your sleep, try cutting down on caffeine before bed, listening to calming sounds or a visit to your GP may help.

### Try a relaxing activity

Burnout symptoms can appear physically; you can hold onto stress in your body. Yoga, deep breathing or meditation can be great ways to release stress and tension. Just a few minutes at home or work can help.



## Practice mindfulness

Mindfulness is about paying attention to how you're feeling in the moment. It is especially effective when we are gentle and nurturing with ourselves. Saying how you're feeling to yourself out loud can help, such as "this is stress". There are a range of free mindfulness apps available.

## Exercise

Exercise or movement is one of the best things we can do for our mental health. Getting your heart rate up or going for a relaxing stroll can improve your sleep quality and mental health alongside your physical fitness.

## Get Support

Talking with trusted friends, family members or a trained professional can help. If you're caring for someone who is aged, has a disability or mental illness, you can contact Carer Gateway for support including: counselling, coaching, peer support groups and more.

Call 1800 422 737 or visit [www.carergateway.gov.au](http://www.carergateway.gov.au)

Find more great articles like this in "The Caring Way" a magazine by Merri Health Carer Gateway.

# Palliative care:

## It's not just end of life

### What is palliative care?

- Palliative care is person and family-centred care provided for someone with an active, progressive advanced disease where the primary goal is to optimise quality of life<sup>1</sup>
- It aims to allow people to live life fully and comfortably
- Palliative care can help manage physical, emotional, spiritual or social issues associated with a life-limiting illness
- Palliative care is not just care for a person's final days. Some people may live with their condition for some time (sometimes for years) and their care needs may change overtime as well.

### Who is palliative care for?

- Anyone who has a life-limiting illness; not only people with cancer, but also people diagnosed with chronic conditions like dementia, heart failure, Parkinson's disease and COPD.
- People of any age.
- It can be started at any stage; even from diagnosis of a life-limiting illness.


### Who is in the palliative care team?

Palliative care can be provided by a wide variety of professionals including your GP, specialists and allied health professionals, as well as family and carers. If symptoms become difficult to manage, specialist palliative care services may become involved.

# It's not just end of life continued...

## What services can be part of palliative care?

- Symptom relief
- Resources such as equipment to aid in home care
- Assistance to help aid patient and family discussion and planning
- Links to other services such as financial help
- Support to meet cultural obligations
- Social and emotional support
- Counselling and grief support
- Referrals to respite care.





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THE  
**Caring**  
CIRCLE

Greater Choices  
for At Home  
Palliative Care



# Planning ahead

## Advance care planning

### What is advance care planning?

Advance care planning is planning for your future healthcare. You can make decision about what healthcare you would and would not like to receive if you became seriously ill and were unable to communicate your wishes. It ensures that your loved ones and health professionals know what matters to you and can respect your treatment preferences.<sup>2</sup>

### Do I need a lawyer to do advance care planning?

No. Advance care planning simply starts with a conversation.

It's an opportunity to think about, discuss and record your preferences. Ideally, this will result in your wishes being documented in a plan (known as an advance care directive) and the appointment of a substitute decision-maker.

### Starting the advance care planning conversation

Advance Care Planning Australia has some great conversation starters such as:

- "Being able to ..... is the most important thing to me"
- "For me, a life worth living is where I ....."
- "If..... happened to me, I would want....."

The full list of conversation starters can be found at Advance Care Planning Australia.



## Resources

Empower yourself with forward planning and education. There are many resources, fact sheets and online courses to help:

1. Palliative Care Australia [www.palliativecare.org.au](http://www.palliativecare.org.au)
2. Palliative Care Victoria [www.pallcarevic.asn.au](http://www.pallcarevic.asn.au)
3. Advance Care Planning Australia [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au)  
1300 208 582

Brought to you by **Murray PHN's The Caring Circle project**

For more information on the project, see;



1. Palliative Care Australia, 2022
2. Advance Care Planning Australia, 2022



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**Caring**  
CIRCLE

Greater Choices  
for At Home  
Palliative Care





# 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.



## Emergency care plan

## 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.

1800 422 737  
[www.carergateway.gov.au](http://www.carergateway.gov.au)

## 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.

# Respite Care

## with Rosehaven Mansfield



Caring for someone can be both rewarding and challenging - for both the caregiver and receiver. For many, it is a privilege that strengthens relationships, yet this does not change the fact that caring is often a 24/7 job. Respite care can be a practical and helpful solution for those with, or caring for someone with chronic illness or disabilities, and for those recovering from an injury or returning home from hospital.

Rosehaven offers a unique, home-like respite environment. We pride ourselves on our person-centred respite care, and endeavour to provide a home away from home. We are a guest house rather than a clinical health service, managed by experienced nurses and support service staff, assisted by trained volunteers.

Respite is designed around our guests' requests; it is important for us to maintain routine and ensure all needs are catered for. We tailor care around activities that are important to our guests, whether this be attending an appointment, or going out for dinner. Guests are welcome to bring unfinished projects, musical instruments, etc. or simply rest and enjoy our magnificent views and 4.5 acres of established gardens. And fur babies (well-behaved) are welcome.





Our respite fees start at \$25 per hour. We are registered with local home care package providers, and can provide care under NDIS packages.

Rosehaven is a not for profit, charitable organisation with DGR status.

End of life services are free of charge.

## Services Rosehaven offer

**Week Day Respite 10 - 4pm** - Stay for an hour or a day.

**Overnight Respite** - Last week of the month: Or by negotiation.

**Emergency Respite** - As required.

If family, friends and carers would like to come and be with their person for a meal or stay for a cuppa, they are also welcome in our home.

**Carer support and Advocacy** - by appointment

**Transitional care** - Have you had a hospital stay and not confident, or have the energy to return home? We can provide a home like environment and help you build your confidence.

**Palliative Care Community Outreach Program and Inhouse Services**  
- 24/7 as required

If you would like to know more then please contact Bianca Hurle  
[manager@rosehaven.org.au](mailto:manager@rosehaven.org.au) or phone **5775 3161**



# Technology for Carers

## Apps for carers & their care recipients

### Sanvello



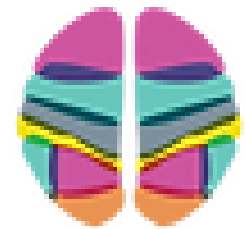
A digital toolkit that combines cognitive-behavioural therapy with coaching to reduce stress, anxiety, depression, and improve your mental health.



### Mind Mate



The MindMate app is about cognitive and physical health maintenance/improvement. It can tackle memory loss and cognitive decline as well as keep a carer and loved one's mind and body fit and active.



### Dementia Australia Dementia Friendly home

Using interactive 3D game technology, the app provides carers ideas to make homes more accessible for people with dementia. Many of the app's suggestions are small, inexpensive solutions. It's available from the iTunes App Store or Google Play for \$2.99.



### Dementia Caregiver Solutions



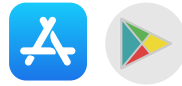
Dementia Caregiver Solutions features expert advice, strategies and tips to manage the most challenging dementia related behaviours and high-stress situations.





# Apps for carers & their care recipients

## Headspace



Headspace guides users through daily mindfulness practices and offers meditations for sleep, focus, stress, sadness and resilience. Headspace offers workouts that promote fitness, two minute mini meditations, 'SOS' meditation sessions for panic or anxiety, and progress tracking.



## My NDIS App



Participants who self-manage their NDIS plan can use the app to view their selfmanaged budget as well as make and manage claims on the go. The app is available from the Google play store and Apple app store.



## The Caring Village



Helps a primary caregiver build a village of care helpers who perform caregiving tasks. Invite family, friends, neighbours to share in the care. A care management app keeps schedules of events, medication lists, legal, medical and financial documents, daily care plans, to do lists, check lists all in one place.



## Sleep Cycle



Tracks and interprets your sleep data. It has a smart alarm clock that uses your phone's sensors to predict your lightest period of sleep during a predetermined 30-minute wake-up window. Having your alarm go off during your lightest sleep cycle can make waking up easier and reduce fatigue and grogginess



# Carers Week 2022

## Million of reasons to care

We thank every person who registered for our Carers Week 2022. Unfortunately some of our events were rescheduled due to the flood emergency parts of our region experienced during this time.

Rosehaven afternoon tea was able to go ahead at the stunning Rosehaven in Mansfield. Carers were able to spend the afternoon listening to the country sounds of Naturally Kerley music and enjoying a spread by The Produce Store.

Contact Rosehaven hospice if you would like to book respite for your loved ones. Call **0417 593 843**.

The movie tickets for Benalla performing arts centre cinema were a sellout. We hope all those who received a double pass enjoyed their movie night.



Please see our upcoming events for the new dates for the carers week events rescheduled due to the floods.

Do you need a break from your caring role?  
Need time to find some time for yourself?  
Want to speak with others in similar situations?

Contact Carer Gateway **1800 422 737**  
or FamilyCare carer support **03 5823 7081**

# 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 been confirmed for 2023. 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**





# Crossword

## Across

1. A group of conditions characterised by impairment of at least two brain functions, such as memory loss and judgement.
4. the provision of professional assistance and guidance in resolving personal or psychological problems.
5. National program Carers can get support
9. Biting insect
10. Something to plan for this summer
11. Season of the year

## Down

2. Focusing one's awareness on the present moment
3. Too much sun
5. Someone providing unpaid support
6. Page 10
7. To take a break
8. Service that gives you the opportunity to work 1 on 1 to identify, explore and reach personal goals



# 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](mailto:carerssupport@familycare.net.au)**





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FamilyCare Carer Support  
(03) 5823 7081

Carer Gateway  
1800 422 737 24/7  
[www.carergateway.gov.au](http://www.carergateway.gov.au)