



carerconnect Newsletter

July 2023

Issue 6

5561 8111

<https://carerconnect.com.au>

carerconnect@mpower.org.au

On the Road Again

carerconnect
Supporting Carers in the South West

Support Services Roadshow

***Helping you to connect to the services available in your region**

***Information and people to talk to**

***Advice on available supports for you and the person you care for**

***Giveaways**

Mortlake Community Centre

101 Dunlop Street, Mortlake

Thursday 7th September, 2023

10am to 2pm

<https://carerconnect.com.au/carers-connect-support-services-roadshow>



Aged Care Volunteers Visitor Scheme

The Community Visitors Scheme (CVS) has supported volunteer visits to older people for 30 years. From 1 July 2023, the CVS will become the Aged Care Volunteer Visitors Scheme (ACVVS).

The scheme is supported by the Department of Health and Aged Care and arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised aged care services.

The ACVVS:

- ◀ funds volunteering organisations to recruit, train and support volunteers to provide friendship and companionship to older people
- ◀ supports isolated and lonely people who are receiving Australian Government-funded aged care services in an aged care home or in their own home
- ◀ operates a community of practice
- ◀ provides standardised training resources for volunteer onboarding and continual learning
- ◀ provides diversity, complex vulnerability and cultural advisors
- ◀ encourages new volunteers to join this meaningful and important program.

We want volunteers to be supported in their essential role in the aged care system, supporting older people to live meaningful lives and building social connections that prevent social isolation and loneliness.

“Since about March 2021, I have visited Betty every week. We often go for beach walks with my Cavoodle Alfie, as well as to the local coffee shop café Mingle for a chai. If Betty or I are away on holiday, we still keep in touch by email. I probably wouldn’t even call it volunteering! It’s something I look forward to every week.”

– Sarah, CVS volunteer

Referring an older person or becoming a volunteer

If you are interested in becoming a volunteer or want to access this service, please contact your Network contact number (03) 9767 1900

Network members assist with managing referrals and matching volunteers to people receiving aged care services who have been nominated to receive a visit.

For more information visit: health.gov.au/cvs

Home Care Packages are increasing from 1 July 2023

The Government is increasing the value of Home Care Packages from 1 July to cover raised award wages and ensure you receive the same services and hours of care.

If your provider needs to increase their prices for care and services, they will get in contact to explain the changes and seek your agreement.

We have sent a [letter to all HCP recipients](#) to explain these changes.

Aged care workforce wage rise – Home Care Packages Program – Care recipient fact sheet

<https://www.health.gov.au/resources/publications/aged-care-workforce-wage-rise-home-care-packages-program-care-recipient-fact-sheet>

Better Connected Through My Health Record

My Health Record is a safe and secure place to save your health information online. It allows you and your healthcare providers to quickly and easily access information about your health including past test results, medications and treatments.

One of the recommendations of the Royal Commission into Aged Care Quality and Safety was that the aged care sector should universally adopt digital technology, including My Health Record.

This is why the [Australian Digital Health Agency](#) is currently working with residential aged care providers to help them connect to My Health Record.

Once a residential aged care provider has registered to use My Health Record, authorised nursing or medical staff will be able to view and upload resident's relevant health information, including records like:

- Immunisations
- Medical history and shared health summaries
- Current medicines
- Blood test results e.g. iron tests, vitamin D
- Radiology reports e.g. X-Rays
- Discharge summaries from any hospital visits
- Letters from specialist doctors if an outpatient appointment has been attended
- Advance Care documents

Family members or carers can apply to access and manage a My Health Record on behalf of an older person they care for, as an authorised or nominated representative.

You can register for My Health Record online, or ask your healthcare provider or residential aged care provider to help you.

<https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record/getting-started/set-up-your-record-online>

Carers Victoria Workshops

Group Bookings

Carers Victoria provides education sessions to groups of ten or more carers, both online and at your venue.

Carers Victoria will be introducing changes from 1 July 2023. These changes aim to improve equity and access for carer groups, while also ensuring Carers Victoria covers our costs where groups have the capacity to pay.

We continue to be committed to accessibility, therefore unfunded groups that are volunteer-run will continue to access education for free. Our popular session Support Services for Carers is also free to all groups (noting we will charge travel for funded groups).

If you have any questions, or to book your session, [email](mailto:education@carersvictoria.org.au) education@carersvictoria.org.au or phone us on 1800 514 845 (select option 2 from the menu).

Carers Victoria – Budget 2023/24

Victorian Budget 2023/24

WHAT WILL IT MEAN FOR Carers?



The Victorian Government released its 2023/24 State Budget, which contained a range of announcements that will impact Victoria's carers.

The budget included information about a range of carer supports and programs that had been due to lapse in June 2023:

- Funding for additional respite will continue for four years. This will provide approximately 5000 carers with access to respite across the state.
- Unfortunately, the public transport concessions currently available to Carers Card holders will not continue beyond the end of June 2023.
- The Carer Employment Support Program won't receive further funding, hence is expected to cease at the end of 2023.

The Budget also delivered on an election commitment to provide additional support for students with disability and their families and carers. This included funding for NDIS navigators and Out of Hours Care in specialist government schools, as well as other initiatives.

Other broader funded initiatives that may be of interest to carers:

- Reduced public transport costs for rural and regional travel. ([announced pre-budget](#))
- Another round of energy concessions. ([announced pre-budget – to apply for your bonus, visit here](#))

Carers Victoria was pleased to see funding for respite maintained in what has been a very tight state budget, as this is an important recognition of just how critical this support is for Victorian unpaid carers.

However, we were disappointed to see that public transport concessions will not continue for Carers Card holders. We will continue to advocate to government for policy and program changes that help better support carers in their role, including advocating for concessions that can be particularly valuable for those carers experiencing financial stress.

With the number of carers expected to grow to more than one million carers in Victoria by 2025, the prospect of a new Victorian Carers Strategy being released would provide a significant opportunity to address current gaps and make changes that would have a real impact for Victoria's carers.

Carers Victoria will continue to advocate for growth in critical supports for carers, and looks forward to working with carers, government and others across Victoria to achieve a future where carers are better heard, recognised and supported.

Older, Not Alone

COTA Victoria, Seniors Rights Victoria, the Victorian Government, and the Municipal Association of Victoria have partnered for a new, winter-long campaign called *Older, Not Alone*.

The campaign has been designed to highlight the increased pressures experienced by older Victorians during the colder, darker winter months. More importantly, it will make our most vulnerable cohort aware of the range of resources and support schemes that are already available.

It's proven older Victorians connected to community support and assistance programs have better health and wellbeing outcomes and an increased ability to live independent lives.

COTA Victoria, Seniors Rights Victoria, the Victorian Government, the Municipal Association of Victoria, and your local council have supports available for you or a loved one.

Older Victorians may already know of the supports available to them, but they may need help in accessing said schemes. *Older, Not Alone* offers ways to engage with supports over the telephone, online, and in-person. <https://oldernotalone.com/>



Online Survey

Developing a new quality of life questionnaire for informal carers of people living with dementia

Monash University is conducting a research study that aims to develop a new quality of life measure for informal carers of people living with dementia. This study received funding from the Dementia Australia Research Foundation.

All carers over the age of 18 who provide regular, unpaid support to a person living with dementia in Australia are invited to complete an online survey to help the research team to identify questions that should be included in the new quality of life questionnaire.

The survey will take approximately 15 – 25 minutes to complete. At the end of the survey, you can provide your email address to enter into a draw with the chance to win one of ten \$200 gift cards.

If you would like to request further information, please contact Dr Lidia Engel on 03 9903 8961 or via [email](mailto:engel@monash.edu). engel@monash.edu

+ Complete the survey

https://monash.az1.qualtrics.com/jfe/form/SV_5A1VW9jxt08a9ls



What is the Serious Incident Response Scheme?

Information for home services
care recipients

1800 951 822
agedcarequality.gov.au



The Serious Incident Response Scheme (or SIRS) helps reduce the risk of abuse and neglect for people who receive aged care.

On 1 December 2022, the SIRS was extended from residential aged care to include home care and flexible aged care delivered in a home or community setting.

What home services providers must do

Your provider must record all incidents that occur when delivering aged care and services in their incident management system. This includes recording an incident that nearly happened or when someone suspects that something happened. This is so they can learn from the incident and improve their practices so that incidents don't occur again.

Your home services provider must notify the Aged Care Quality and Safety Commission (the Commission) of certain reportable incidents that

happen while delivering your care and services. The Commission will determine if any regulatory action should be taken.

What is a reportable incident?

A serious incident your provider must report to the Commission could be:

- **Unreasonable use of force** – like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct** – like stalking, making sexual advances or unwanted sexual touching
- **Psychological or emotional abuse** – like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member** – like stealing money or pressuring you to give money
- **Neglect** – like not giving you the care you need to stay well
- **Inappropriate use of restrictive practices** – like using physical force or medication to restrict your freedom or movement

- **Missing consumers** – where a care recipient goes missing
- **Unexpected death** – like someone dying unexpectedly because they did not receive proper care and services.

What should I expect from my provider?

If an incident like this happens to you while you are receiving care, staff must:

- check that you are okay, talk to you about what happened and work with you to resolve the issue
- record all incidents in their incident management system
- report serious incidents to the Commission.

Your aged care rights

You have the right to safe, quality care and to live without abuse or neglect. It's always okay to speak up if you are concerned about an issue or incident.

Any incidents or concerns can be raised by you, your representative or by staff to your home services provider. You should not be treated differently if you raise a concern or exercise any of your rights under the [Charter of Aged Care Rights](#).

Where can I go for help?

If you do not feel comfortable talking to your provider or were not satisfied when you did, you can contact the Commission or an advocacy service for help and support.

Aged Care Quality and Safety Commission

You can raise concerns or make a complaint about the aged care services you receive by calling the Commission on **1800 951 822 (free call)**. You can also contact us by [online form](#), [email](#) or [post](#).

Translation services

If translation services are required, call Translating and Interpreting Service (TIS National) on **131 450**, and ask the operator to contact us.

Older Persons Advocacy Network (OPAN)

An advocate is an independent person who helps you understand your rights and supports you to sort out your aged care concerns. They can help you talk to your provider about a problem or raise a complaint with us. This free and confidential help is available from the Older Persons Advocacy Network (OPAN). Call OPAN on **1800 700 600 (free call)** or visit [opan.org.au](#).

5 December 2022



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Inclusive Communication

Communication styles refers to how people prefer to interact and exchange information when communicating. These influence how messages are received and interpreted.

Analytical: Logical and fact-based • They need all the information • Prefer fast communication that is direct and logical

Practical: Organised and prefer detailed plans, & procedures • Be organised when communicating. • Supply information prior to meeting and step-by-step details.

Experimental: Explore information and can tolerate uncertainty • They prefer broad plans & get bored of detailed plans • They enjoy creativity

Relational: Emotional communicators & can pick up non-verbal cues • Decision making is based off their emotions • Prefers communication with personal stories.

TIPS FOR BETTER LISTENING

Listen: Listen for understanding. • Give the person your undivided attention • Show the person that you are listening through nonverbal cues. • For example: nodding, eye contact, and tone of voice

Acknowledge: Let the other person know what you think they said (both verbal and nonverbal). • Make sure they know this is just your interpretation. • Paraphrase their key messages. • For example: “Just to check, did you feel like this because of....”

Check: Make sure that you have understood the person. • After paraphrasing, ask them if you understood them correctly • This makes it easy for the person to confirm or add to your understanding • For example: “Is this correct?” “Is that right?” “Is my interpretation correct?”

Enquire: Ask open ended questions that will help the person provide you with specific information about events or actions. • Only enquire about information you do not understand. • For example: “Earlier you mentioned.... What did you mean by that?”

RESOURCES

Culture Plus Consulting Pty. Ltd. (2018). Nine Cultural Value Differences You Need to Know. <https://cultureplusconsulting.com/2015/06/23/nine-cultural-value-differences-you-need-to-know/>

Diversicare. Little Book of Cultural Tips, p 10 - 15. http://www.diversicare.com.au/wp-content/uploads/2015/09/Little_Book_of_Cultural_Tips_final_proof_7_May_2015-FINAL-4-27pm.pdf

Effective Communication techniques: <https://skills.carergateway.gov.au/player/?m=2>

Council of Elders Facebook Page

Did you know the Aged Care Council of Elders have their own Facebook group to connect with older people, their families and carers across Australia?

Join the group now to stay updated on the aged care reforms, learn what the council is working on and find out about ageing well.

You can comment on posts and have your say.

<https://www.facebook.com/groups/agedcarecouncilofelders>

CatholicCare's Advanced Care Finder Program

About the program

CatholicCare's Advanced carefinder program is a free service which will provide specialist and intensive assistance to help vulnerable, older people to find and connect with aged care services within the local community.

Referral Criteria

To receive care finder support, a person must:

- have no carer or support person who can help them, *or*
- not have a carer or support person they feel comfortable or trust to support them, *and*
- be eligible for government-funded aged care (use the Eligibility checker to learn more).

In addition, they should have one or more of these reasons for needing intensive support:

- have difficulty communicating because of language or literacy problems
- find it difficult to understand information and make decisions
- be reluctant to engage with aged care or government
- be in an unsafe situation if they do not receive services.

Age Requirements

65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).

If they are on a low income, homeless or at risk of being homeless, clients can be 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people).

For Referrals or Queries

Call 1800 123 228 (for all LGAs/areas/enquiries), or emailcarefinder@catholiccarevic.org.au

Carers Australia's "Women who Care"

An information hub for women who are carers and employers.

It can be challenging for women to work, study or volunteer while also providing care. It can also be confusing for employers to know how to adjust so that carers feel supported and able to work. This information hub provides information, resources, and opportunities for both carers and employers.

Carers Australia have a suite of resources, information and links to support women who care and employers.

Get Involved

If you're a carer, former carer, employer or manager who is passionate about supporting women carers to get into and stay in paid work, we would love to hear from you!

Maybe you're a carer who has a resource which helped you navigate caring and working? Taken a course which you've raved about to other carers?

You might be an employer thinking about how to refresh your workplace policies to support your employees to thrive? A manager who has had someone disclose to you that they are a carer and you're looking for ideas on how to support them?

[Contact us](#) to find out how you can get involved with or contribute to this information hub.

<https://www.carersaustralia.com.au/programs-projects/women-who-care/>

Culturally Inclusive Aged Care Practice Guides

Practice Guides set out key considerations, actions and resources that can support aged care providers to deliver inclusive services to people from culturally and linguistically diverse backgrounds. While the Inclusive Service Standards provide a framework for aged care providers to embed a systemic and holistic approach so that their services are welcoming, safe and accessible for everyone, the Practice Guides are intended to be used by managers and staff and inform direct service provision. It is vital that aged care services take into account and address cultural and linguistic need of individual consumers.

<https://www.culturaldiversity.com.au/resources/practice-guides>

- **Accessing Interpreter Services**
- **Communication**
- **Pronouncing Names Correctly**
- **Data and Demographics**
- **Food and Nutrition**
- **Leisure and Lifestyle**
- **Living Environment**
- **Risk Management**
- **Spiritual Support**
- **Working with Bilingual Staff**
- **Developing a policy for use of interpreter services**
- **Culture Specific Information**
- **Digital Inclusion**
- **Culturally Inclusive Feedback**
- **Effective Co Design with Consumers from Culturally and Linguistically Diverse Backgrounds**
- **Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care**
- **Culturally Appropriate Dementia Care**
- **End-of-Life Care**
- **Accessing Diverse Media**

Young Carer Scholarships

Carers Victoria is proud to offer Young Carer Scholarships to 115 deserving young carers, with generous support from The Collie Foundation. The secondary school students from across the state will utilise their scholarships for a range of items including school equipment or programs, sports, art, musical or community activities and driving lessons.

The Program acknowledges young carers for their valuable contributions to their family and our community by offering opportunities and new experiences; supporting and furthering their education; assisting in maintaining their support network with friends; and alleviating financial stress at home.

The 2023 Young Carer Scholarship Program celebrated 16 years of supporting young carers and has proudly supported 2,146 young carers over this period.

Centre for Cultural Diversity in Ageing

We are happy to announce that **Season 2** of our podcast is out now.

Launching Season 2: One size does not fit all Podcast

We have an amazing line-up of guests who have many years of experience and contributed significantly to the community and the aged care sector.

Our guests talk about their experience in the aged care sector, their personal migrant stories and how they want the system to improve.

We also talk about how to curate migrant stories, and what does belonging and connection mean.

We have released the first two episodes:

Episode 1: Writing and authoring migration stories

Episode 2: Voices of senior leaders from culturally and linguistically diverse backgrounds

You can listen on Spotify, Apple and Google.

Or on our website. <https://www.culturaldiversity.com.au/news-and-events/podcasts>

We would love to hear from you, feel free to provide feedback to the Project Administrator Biljana Grbevaska on info@culturaldiversity.com.au or call us on 03 8823 7978.

Carer Advisory Service

Carers Victoria's Carer Advisory Service is a free, phone advice service. One that provides anyone in a care relationship with information, advice, and help in accessing a range of carer-specific services. Anyone can contact it on 1800 514 845 between 9.00am - 5.00pm, Monday to Friday, regardless of where they live in Victoria or the nature of their care relationship/s.

It was developed in response to advice from carers that a major challenge they experience is navigating multiple service systems, for themselves and the people they care for.

Carer Connect Newsletter & Website

Thank you for continuing to support and share the Carer Connect Newsletter with colleagues, clients, carers, friends and family. Carers can be anyone 😊.

Our aim is to keep carers and those who support them updated on information, education and programs relevant to the caring role.

If you would like to be included on the email list please ring 5561 8111 and ask for the Carer Connect Coordinator or email carerconnect@mpower.org.au

Previous issues can be found on our website <https://carerconnect.com.au/carers-connect-newsletter/>

Corangamite Shire Aged Care & Assessment Services

Corangamite Shire will not be able to accept any further referrals from 30 June 2023 and will no longer have access to the My Aged Care Portal from this time.

We are working closely with the new providers to support a smooth transition and will have a small, dedicated Service Navigation team to assist stakeholders, clients and members of our community access services for the next two years while the new Support At Home programs are introduced and bedded down across the country.

If you have any queries at all or need any assistance, please contact the Positive Ageing & Inclusion Team on 5593 7100.

From 1 July 2023, the following providers will take on our Aged Care & Assessment contracts. All providers are well established and deliver a wide range of community services.

Service Type	Agency	Phone	How to refer
My Aged Care	Commonwealth Government	1800 200 422	www.myagedcare.gov.au All service entry point For clients 65 yrs and over
Regional Assessment Service	Barwon Aged Care Assessment/ Regional Assessment Service	03 4215 5610	gmccas@barwonhealth.org.au For clients 65 yrs and over All referrals via My Aged Care.
HACC PYP and Assessment Service	Uniting Vic Tas	1300 583 145	Refer direct to Uniting Vic Tas for all clients under 65 years and ATSI clients aged under 50 yrs.
CHSP	genU	1300 558 368	Refer via My Aged Care for clients 65ys and over and ATSI clients aged over 50 yrs.
Dept Veterans Affairs Veterans Home Care	genU	1300 558 368 1300 550 450	Refer via Department of Veterans Affairs.
CHSP Meals on Wheels Terang	Terang Mortlake Health Service	03 5592 0222	Refer via My Aged Care for clients 65ys and over
CHSP Meals on Wheels and individual Social Support (North)	Beaufort Skipton Health Service	03 5340 1100	Refer via My Aged Care For clients 65ys and over
Assessment CHSP HACC PYP (South)	Timboon Health Service	03 5558 6000	timboon@swarh.vic.gov.au
Support and Transition Service	Corangamite Shire Positive Aging & Inclusion	03 5593 7100	servicenav@corangamite.vic.gov.au Assist stakeholders and clients with service access

Carer Support Services and Benefits – Carers VIC

Services

Carer Gateway	1800 422 737 https://www.carergateway.gov.au
Carers Victoria	1800 514 845 www.carersvictoria.org.au
Services Australia	132 307 https://www.servicesaustralia.gov.au/caring-for-someone
Support for Carers Program	https://www.betterhealth.vic.gov.au/health/servicesandsupport/carers-services-home-help-and-support#victorian-support-for-carers-program
Disability Gateway	1800 555 677 https://www.disabilitygateway.gov.au/
Little Dreamers	1800 717 515 https://www.littledreamers.org.au/
Tandem	1800 314 325 https://www.tandemcarers.org.au/
Amaze	1300 308 699 https://www.amaze.org.au/
ECCV	03 9354 9555 (during business hours) https://eccv.org.au/
Rainbow Door	1800 729 367 https://www.rainbowdoor.org.au/

Benefits

Carer Payment	https://www.humanservices.gov.au/individuals/services/centrelink/carer-payment/eligibility
Carer Allowance	https://www.humanservices.gov.au/individuals/services/centrelink/carer-allowance/eligibility/eligibility-rules
Carer Card	Phone 1800 901 958 (during business hours) www.carercard.vic.gov.au
Companion Card	Victorian Companion Card Information Line 1800 650 611 www.companioncard.org.au
Benefits for concession card holders	<ul style="list-style-type: none"> • Energy Concessions • Municipal rates concession • Recreation benefits and Concessions • Care Registration Concessions • Water and sewerage concession • Housing support https://www.carersvictoria.org.au/benefits/victorian-government-concessions-and-benefits-full-listing
Mental Health Carer Support Fund	Tandem Information Line 1800 314 325
Other Benefits	<ul style="list-style-type: none"> • Half Priced Taxi Card • Victoria Mental Health Carer Support Fund • NDIS • Carer Adjustment Payment • Child Disability Assistance • Payment Disability Parking Permit • Better Life Mobile phone plan • Qantas Carer Concession Card https://www.carersvictoria.org.au/benefits

Easy Vaccination Access (EVA)

The Easy Vaccination Access (EVA) service exists to help Australians book their COVID-19 vaccination.

To use the service, just text 'Hey Eva' to 0481 611 382. EVA will then ask you for your:

- name
- preferred language
- preferred date and time to call you back
- best number to call back on.

This will allow a trained call agent from the [National Coronavirus Helpline](https://www.health.gov.au/contacts/national-coronavirus-helpline?language=und) to contact you at your preferred time and book your vaccination appointment. <https://www.health.gov.au/contacts/national-coronavirus-helpline?language=und>

Agents can:

- provide information and advice on COVID-19 vaccines
- help you find an appropriate vaccine appointment
- connect you with free interpreting support.

EVA can also help you locate a walk-in service (no appointment needed).

You cannot arrange home visits through the EVA service.

EVA operates from 7 am to 10 pm, 7 days a week.

VMCH – Support for Carers Program

About the program

VMCH's Carer Engagement Activities are designed to support carer's wellbeing by providing an opportunity to take time out

from their caring role and receive the benefits of a social leisure activity and connect with their peers. We have a wide range of events and activities including lunches, dinners and High Tea's, monthly support groups, arts and craft, movies, overnight retreats, pamper days, comedy shows, theatre, online mindfulness, education, relaxation sessions and much more.



1300 698 624
hello@vmch.com.au

Program Eligibility

We're here for people across Victoria who care for someone with care needs including mental illness, dementia, disability, and chronic conditions.

Vaccination Requirements for In-Person Events

VMCH is state government-funded and adheres to COVID Safe business practices when delivering in-person events/activities.

How to sign up for these VMCH Carer Events

Get in contact with our Intake Team between 8am-5:30pm Monday-Friday on 1300 698 624 or email hello@vmch.com.au

Carer Events July – September 2023

July: 3 Course lunch – Bowls Club

August: Brunch and Movies – Rough Diamond Café/ Capitol Cinema

September: 2 Course lunch – Proudfoots by the River

Rocky Road Workshop & lunch – Great Ocean Road Chocolaterie

What's On - When



The Mpower Support for Carers program can provide:

- Peer Support Groups to share knowledge support experiences
- Social activities for time out from your caring role
- Aids & equipment for the person you care for
- Workshops and information forums
- Information and referral
- Carer Support and referral to counselling
- Limited funding for short term, flexible respite

Carers Calendar of Events

Hamilton: Carers Meeting

1st Monday of the Month

12:00pm – Lunch @ Little Koi

1:00pm -meeting @ Hamilton Community House

Coleraine: Carers Meeting

2nd Wednesday of the Month

12:00pm – Catching Pen Café, Coleraine

Carers Calendar of Events

Warrnambool: Carer Group Meeting

3rd Wednesday of the Month

12:00pm – Flying Horse Bar & Brewery

Time Out Tuesday – Last Tuesday in the Month

Casterton: Carers Meeting

3rd Friday of the Month

11:00am – Old Courthouse Community

Centre, Casterton – Lunch provided

Glenelg Carers: Last Friday of the Month

12:00pm – Fawthrop Community Centre,

Portland - Lunch provided

Camperdown Carers Parent Support Group

1st Friday of each Month

11:00am – Camperdown Community House

Timboon Carer Support Group

1st Tuesday of the Month

11:00am - Aberlea Community Room

Terang Carer Meeting

2nd Thursday of the Month

11:00am – Middle Hotel Terang

For more information or to register your interest phone Judi or Trent on 5561 8111

The advertisement features a photograph of a young woman with blonde hair, wearing a light blue shirt, sitting at a table and smiling as she shows a tablet to an elderly woman with short grey hair, wearing a grey cardigan. They are in a bright, sunlit room with large windows. On the table are some papers, a pen, and a glass of orange juice. In the top left corner is the Warrnambool Council logo. The title 'South West Carer Respite Program' is in a large, light grey font. Below the photo, there is text describing the program and contact information.

WARRNAMBOOL COUNCIL

South West Carer Respite Program

The Council's South West Carer Respite Program provides many different respite choices to support Carers & Care Recipients.

Our program includes the municipalities of Warrnambool, Glenelg, Moyne, Corangamite and Southern Grampians Shires.

To discuss further please phone: 5559 4800

www.warrnambool.vic.gov.au

Connect to Council    

What's On - When



Services for health and wellbeing with koalas in the trees and nature all around!



Kirrae is a Community Health Service with bulk billed GP clinics, visiting optometry, nutritionist, Diabetes Educators, Chronic Disease Management, podiatry and more



HACC program for young people and Commonwealth Home Support Program for older people. Social support for clients and carers, PAG activities, simple home maintenance



Social Emotional and Wellbeing Program with counselling, drug and alcohol support, advocacy, youth work



Children's activities with weekly playgroup, Kalat Girls group, Koko Blokes boys group, holiday program

Kirrae Health Service Inc.
1 Kirrae Avenue, Purnim 3278
Ph: (03) 55 671270
Email: info@kirrae.org.au
www.kirraehealth.com

wellways

mental health | disability | rehabilitation

Warrnambool:

Wednesday's – Coffee Club at Café Lava 10.30am pay for own coffee.

Thursday's – Craft group at Francis Foundation (house on the hill of Banyan st) 10am to midday.

Friday's – Social Group To be decided each week.

Hamilton

Wednesday's – Coffee group at Speckled Frog 106 Gray St Hamilton at 1pm

Portland

Thursday's – Coffee group at Bahloo Café 85 Cliff St Portland at 1pm

Any enquiries to Jackie Wallis 0403 067 498.

505 Raglan Parade, Warrnambool VIC 3280
(03) 4333 0251
wellways.org



WRAD

WESTERN REGION
ALCOHOL & DRUG CENTRE INC.

wrad.org.au

thelookoutrehab.com.au

Western Region Alcohol and Drug Centre Inc.

172 Merri Street, Warrnambool Vic 3280

(03) 5564 5777

Family & Friends Support meetings

For people affected by a loved one's addiction to alcohol, drugs, gambling or other problematic behaviours.

Every third Monday starting 6pm at WRAD and every other Monday we run the group online using the SMART platform.

Go to this link if people want to join
<https://smartrecoveryaustralia.com.au/online-smart-recovery-meetings-2/>

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