

# UCWB CARERS NEWS

•THE FIRST CALL FOR CARERS•



If you have questions  
about the NDIS,  
you will love our next  
community forum

*Join us* for afternoon tea from 2.30pm  
to 4.00pm at The Highway (corner Anzac Highway  
and Marion Road).

Disability and NDIS advocate, Sam Paior, will be  
there to answer all of your questions.

**RSVP by Monday 5 February.**

**Call 8245 7196 or email [customer@ucwb.org.au](mailto:customer@ucwb.org.au).**



# Are you eligible?

Not just the person you care for....

What if you can both have services?



## Over 65 and caring for someone?

Every airplane safety demonstration tells passengers to place the airbag over their own faces before helping others. So why not take care of yourself first, so you can look after your loved one better and for longer?

Many carers are over 65 caring for another person who is also over 65. The person being cared for often receives services such as cleaning, cooking, showering and so on.

But what if you are both eligible?

To find out about the services for people 65+ call us for a chat on 8245 7196, email us at [customer@ucwb.org.au](mailto:customer@ucwb.org.au) – we also have webchat at [www.ucwb.org.au](http://www.ucwb.org.au)

## What would you do differently?

Janine was the sole carer for her mother. She moved from the Barossa to look after her mother at home for the last three years of her life. Janine told Carers News quite a lot about her situation and thoughts on having been a carer, "Being the only carer is really tough – it's so important to look after yourself, too. The isolation and having no time for yourself were the hardest bits of an otherwise very satisfying role."

"I loved mum and wanted to take care of her so she could stay at home. But no one can help getting stressed or even exhausted. Of course this affected my relationship with mum as well. We weren't daughter and mother enough anymore, but became carer and 'patient' half the time."

"The thing is that when you take on a caring role, you get your sense of self-worth from it – just like you would from a job. So you can't fail. And asking for help seems like failing. It isn't, but it feels like it. If

you're getting older yourself and ask for help, then you're as good as admitting that you're not up to it anymore – so I'd push myself."

"I'd do a few things differently if I had a 'do over'. I'd find out where to get help, and get it. We didn't know much about carer services and respite until the end. We went to one lunch for carers and it was great. So helpful. My advice for others is make the call, find out what help there is, and ask. It's perfectly normal and no one will think twice about it. You are not letting anyone down."

Janine also had some good advice for UCWB, "GPs, chemists and libraries need to know about your services – it would really help."





# Staff Profile

## ADAM

### How long have you been at UCWB?

Since mid 2014, so three and a half years now. I began as a support worker then moved up into a Senior Support Worker role just last September.



### What's the best part of your job?

I really enjoy helping out customers with day to day supports and facilitating that meaningful connection between customer and their day to day life. Lately, moving into a senior role, I have been supporting the support staff themselves and this has challenged me in a really enjoyable way. In the process I feel like I have upskilled in knowledge and job tasks.

### What's your favourite TV show, band and movie?

My favourite TV show is Seinfeld, my favourite band is Minority Tradition and my favourite movie is without a doubt The Lion King. "Wow... seriously what a classic".

### Tell us three things about yourself that give a sense of what's important to you.

I love poetry and have recently written a book of poetry that I released this year. I also run a monthly open mic poetry event in the city. Community is hugely important to me too: I live on a community property of seven friends and we run monthly community potluck dinners that have remained open invite and a whole lot of fun. I also love my car: it is rainbow coloured and has the word 'Love' painted on one side of it, I hope it somehow inspires my clients, if not me.

### If you could be any animal in the world, what animal would you be and why?

I would most certainly love to be an ant because who suspects an ant? I'm pretty sure they are secretly running the world.

Our community liaison officers play a vital role in keeping connected within the community and giving you the information you need to make choices that may affect your caring role. Community liaison officers are on hand at each community event and education session that we provide and are there to guide and inform you.

From time to time, you may wish to have a community liaison officers talk to you to discuss your situation in a private environment. We are happy to make a time with you either over the phone or in person within your home to discuss your particular needs.

Recently our community liaison officers have been actively visiting older carers to ensure that they are aware of respite services available such as: gardening and maintenance services, domestic cleaning, and residential respite services.

If you would like a confidential discussion about respite services please contact our office **8245 7196** and we will make a time to discuss your needs with you.

# What is 'respite'?

The term 'respite' is used often to describe what is commonly known as 'assistance with your caring role'. Respite can be used to do several things – from assistance around the home, emergency accommodation, personal care, and other assistance for the person you care for or for yourself as the carer.

Respite care services replace a caring role that you would usually perform to allow you, as a carer, to have a break or allow you to access supports you need to sustain yourself as a carer. In most cases, these requests are as a result of an unforeseen emergency or situation where you simply cannot be there for the person you care for or if you require assistance yourself due to unforeseen circumstances. You can access respite for lots of different services – gardening, personal and medical care, cleaning, residential accommodation services, meal preparation, transport and social assistance.

Melanie Dancer, Business Manager of Community Support Services said, "We currently have lots of availability for gardening and maintenance services for carers who are struggling with these types of

tasks around their homes. We'd be happy to help our carers with arranging a time that suits. Please call us to arrange a chat."

You can access respite services by calling our **customer contact centre 8275 7196** or the **Commonwealth Carelink and Respite Centre 1800 052 222**.

There are many different types of respite assistance

### *In-home respite -*

a care worker provides care in the home or may organise to take the person you care for on an outing. In-home respite can also be overnight.

*Centre-based respite -* held at a centre or club that organises group activities for the person you care for, allowing them to meet other people.

### *Community access respite -*

provides activities to encourage a sense of independence in the person you care for by providing social interaction.

### *Residential respite care -*

a short stay in a residential care home can be organised for the person you care for.

### *Consumer-directed respite care (CDRC) -*

a CDRC package gives you more choice about the type and delivery of respite care.

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Welcome

- UCWB provides specific assistance to multilingual, multicultural and newly arrived carers to Australia
- **Have staff who speak a variety of languages**
- A large range of groups planned throughout the year at various, easily accessible locations in the north and west metropolitan area of Adelaide
- **Information about housing, safety, health, food and nutrition**
- **Translators can be provided at each session**
- Transport assistance can be arranged for those without any means of transport
- **Follow up support can be provided if necessary**
- **Call 8245 7196 to arrange to speak to a community liaison officer**