

# Support services for carers, friends and family

## Am I a carer?

Are you helping a family member or a friend in their day-to-day life? Are they frail and aged or have a disability, mental illness or ongoing physical illness? Do you regularly help the person to do their shopping, housework or help them take their medication, or get to hospital appointments?

Carers may provide emotional, social or financial support. Caring may include physical and personal care and assistance such as dressing, lifting, showering, feeding, providing transport, attending appointments, management of medications or helping in an emergency.

Some carers look after another person 24 hours a day, taking care of all of their daily needs. Other carers look after people who are fairly independent but might just need some assistance with specific everyday tasks.

You might not be the only person who provides care for someone and you may not provide care each day. Every situation is different.

Some people don't see themselves as carers, but as a carer you may be eligible for emotional and financial support. Contact the friendly team at UCWB and we can explain what funded services you may be eligible to access.

## Services available for carers

UCWB can help you with short-term and emergency respite along with a range of support services to maintain your wellbeing. Some of our services that can support you in your role as a carer include:

- Flexible respite care options
- Transport assistance, domestic help or personal care at times when you are unable to provide this support
- Access to personal, financial or family counselling
- Access to social and recreational activities to keep you connected to your community
- Education and wellbeing programs such as skills building and workshops
- Connecting you with other carers
- Providing information, links and referral to other services which might meet your needs in the long term

*"It's so nice to know that as a carer I'm not alone and that through UCWB I can get respite when I need it. I also really enjoy the carer engagement activities run by UCWB."*

Carmel

## Getting access to carer support services

UCWB offers a range of Commonwealth funded services and community education and information programs. We accept self-referrals or referrals from others including GPs, health care providers and advocates.

To get assistance with issues affecting carers and find out about our education and wellbeing programs, call UCWB on 8245 7196 or email [customer@ucwb.org.au](mailto:customer@ucwb.org.au)

# Support services for carers, friends and family

## Respite services

Lots of people we support simply need a short break from their caring role due to other commitments or they simply need some time to recharge. Other times you may need some extra support because of an emergency situation. It's okay to ask for help and UCWB can offer many different types of respite assistance to suit your needs including:

- **In-home respite**  
A support 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.

Learn more about  
respite services by  
calling UCWB on  
8245 7196

## Other carer services

UCWB also provides some additional specialist carer services including:

- **Resource Options & Support for Carers (ROSC)** - ROSC supports carers of people experiencing mental illness. The UCWB team works with carers to set specific goals including connecting with psychological support, gaining or keeping employment, housing options, options for financial assistance, help with advocacy, and referrals.
- **Support for Young Carers** - UCWB has a Young Carers Program which provides support for students attending primary or secondary school who are aged up to 18 years and who are in a significant caring role.