



QLD
Carers
AUSTRALIA

Placing Carers First

HOW WE HELP CARERS



CARERS QUEENSLAND HEAD OFFICE

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PO Box 179, Holland Park Q 4121
Ph 07 3900 8100
Fax 07 3843 1403
ABN 20 081 257 725

CARER ADVISORY SERVICE CENTRE

15 Abbott Street, Camp Hill 4152
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Ph 1800 242 636
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SUNSHINE COAST Maroochydore

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MACKAY

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Fax 07 4632 9833

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PO Box 1114, Thuringowa Central Q 4817
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BRISBANE NORTH

236 Stafford Road, Stafford Q 4053
PO Box 1490
Stafford Post Shop Q 4053
Ph 07 3624 1700
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ROCKHAMPTON

1/83 West Street
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PO Box 206, Rockhampton Q 4700
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Fax 07 4921 2240

FAR NORTH Cairns

231 Draper Street, Cairns Q 4870
Ph 07 4031 0163
Fax 07 4051 0166

SOUTH COAST

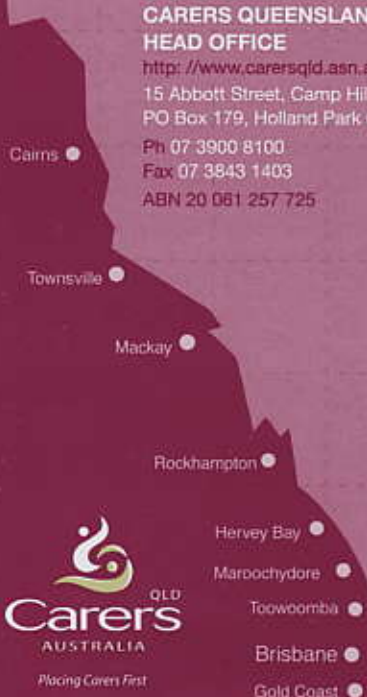
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PO Box 960 Palm Beach Q 4221
Ph 07 5534 2899
Fax 07 5534 7182

IPSWICH

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PO Box 910, Ipswich Q 4305
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Fax 07 3813 7689

ROMA

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PO Box 1001 Roma Q 4455
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Regional Care Services

Funded by the Home and Community Care Program (HACC) - a joint federal-state initiative

Carers Queensland has 12 Carer Services Officers across the state who operate out of 12 Regional Offices. They work in partnership with carers, service providers and government agencies.

At the core of our Carer Services work, is the facilitation and support of carer support groups undertaking activities that improve the lives of carers in their communities.

To meet other carers, join a carer group, discuss issues, or access information, support or referrals to existing services, contact your nearest Carer Services Office.

As a member of Carers Queensland you will:

- Have a say in determining the direction of Carers Queensland
- Have direct input into the voice of carers in Queensland
- Receive copies of our bi-monthly Magazine "FIRST"
- Receive copies of our regular carer related local newsletters
- Receive invitations to special events and gatherings.

Carers are encouraged to make use of our extensive library of Carer publications.

RESPIRE AND CARELINK CENTRES

(An Australian Government initiative)

FREECALL™ 1800 052 222

Caring can be rewarding—as well as demanding. Carers looking after a relative, friend or neighbour, need care too. Carer Respite Centres have been established throughout Queensland to help carers access respite services, so they can take a break from their caring role.

There are a number of Commonwealth Carer Respite Centres located throughout Queensland that offer respite and support to Carers.

Carers Queensland Listens to Carers

Carers Queensland is the peak body for carers in Queensland and is dedicated to advancing the recognition of the carer's role. In striving to achieve this, Carers Queensland responds to the needs of carers by providing information, community development, counselling, support services and advocacy.

What We Do

As an advocate for carers' rights, Carers Queensland seeks to influence governments and other decision makers to improve services and support, and develop programs and policies that assist carers to perform their caring role. Carers Queensland also actively negotiates and develops partnerships with service providers to influence the type and amount of services that are available to carers and their care recipients.

Some specific statewide services and activities that Carers Queensland provides are outlined in this brochure.

CARER ADVISORY SERVICE CENTRE

The Carer Advisory Service Centre is a statewide service available through the

FREECALL™ phone number 1800 242 636*
Monday to Friday 9am to 5pm

The Centre provides:

- specialist information and resources specific to the needs of the individual carer;
- referral advice about services in Queensland;
- emotional support and referral to our counselling program;
- a library with a range of publications and other carer resources;
- carer information resources appropriate to all carers, including Aboriginal and Torres Strait Islanders and those from Culturally and Linguistically Diverse backgrounds (CALD).

CARER EDUCATION AND TRAINING

Carers Qld is a Registered Training Organisation delivering accredited training in Certificate III in Community Services Work from April 2010. Carers Queensland also provides accredited training in "Apply First Aid" and CPR for Carers at a very reasonable cost. Further, we offer 'Carer Awareness' training for service providers to better understand the needs of family carers and their role.

For further details please visit our website www.carersqld.asn.au or phone 1800 242 636

YOUNG CARER PROGRAM

Are you under the age of 25? Do you help someone who has an illness, disability, a mental health issue or a drug problem? Then you might be a young carer and there is help and support available for you.

- ❑ Do you need someone to talk to?
- ❑ Do you need someone to give advice and support?

Call us on 1800 242 636

COUNSELLING

National Carer Counselling Program (An Australian Government Initiative)

Telephone and face-to-face counselling—individually and in groups—is available through the Carer Advisory Service Centre.

Carers Queensland offers face to face counselling by appointment. By phoning the FREECALL number, you are able to talk with a counsellor or organise a referral to a counsellor in your area.

This service offers help on a range of carer issues such as managing stress, coping skills, dealing with grief and loss, transition issues and practical problem-solving techniques.

Counselling is available at all of our regional offices and some outreach centres.



FRIENDS CARE PROGRAM

The Friends Care program provides options for carers to link with and support each other through either of two partnerships

- **Buddy Partnerships** link carers with similar experiences and interests who are willing and able to support each other on an ongoing basis
- **Carer Mentoring Partnerships** match more experienced carers with less experienced ones to provide additional support

MOMENTUM

The "momentum" program is an employment initiative for carers returning to the paid workforce.

We offer a series of job preparation workshops including:

- How to write a CV
- Interview skills
- Job search skills
- Self confidence and Dress for success

Phone **FREECALL™ 1800 242 636**

The Australian Government is proud to provide the funds for the printing of this brochure.