Carers in Crisis

Who is a Carer
A Carer provides significant support and care to a family member, partner, parent or friend who has a disability, mental illness, chronic condition, who is frail aged or has any other long term illness. The **Primary Carer** is the person who provides the most care and support.

Carers in Crisis
In an emergency situation where the Carer falls ill, is injured or suffers a crisis and becomes unable to fulfil their caring responsibilities, they may need intervention.

Who Can Help?
The Commonwealth Respite and Carelink Centre is a Commonwealth funded service that can assist in providing services to Carers.

Who is Eligible?
Carers need to have been providing care for at least six months. (Foster Carers are included) *The six months does not apply to Carers of those people in need of palliative care.*

Who is NOT Eligible?
- People without a Carer
- Professional Carers eg. contracted service providers.

What will the Commonwealth Respite and Carelink Centre do?
- The Commonwealth Respite and Carelink Centre will complete an assessment and if the Carer/care recipient are eligible they will assign a contracted service provider to coordinate in-home emergency respite short term—for a limited time only.
- Commonwealth Respite and Carelink Centre will provide emergency respite care as soon as possible after making contact.
- The respite service relieves the Carer of his/her usual caring duties only for the person who requires care (the caree). Children are not included unless they are the Caree.
- Short term in home emergency respite is available for a limited time only.

Hours of Service
For emergency respite phone **1800 052 222** 24 hours, 7 days a week - however please note that if you call at 2am, the Commonwealth Carer Respite Centre may **NOT** be able to assist you until normal working hours the following day. For general inquires phone **1800 052 222** Monday to Friday business hours only.

Who Does What?
Northern Sydney Health staff member will
1. Identify the Carer and document in file.
2. Establish a need for emergency carer respite.
3. Determine if a secondary Carer is available and document their contact details (A secondary Carer is another family member, friend or neighbour who can take over interim care of the care recipient). If there is a secondary carer contact them and proceed to step 6.
4. If no secondary Carer is available contact the Social Worker. If there is no SWorker on duty try to contact C'wealth Carer Respite Centre **1800 052 222**.
5. If you try to contact the Commonwealth Respite Centre and inform them of the Carer/care recipient's details and needs. The CCRC will need to speak to the Carer to discuss and ensure permission is given for them to arrange for respite to be organised.
6. Document referral, all contact details and relevant assessment information in medical records.

Commonwealth Respite and Carelink Centre Staff will
1. Assess the care recipient.
2. Obtain consent for respite provision.
3. Organise respite worker if emergency respite is required.
4. Link Carer/care recipient with ongoing services based on outcomes of care assessment.

NB: Carers benefit from accessing regular respite. Please provide Carers with the Carer Brochure that contains information about Commonwealth Respite and Carelink Centre services.

Encourage Carers to access other sources of information available to them through Carer Support Service, NSCCH. Tel 8877 5349.


We acknowledge the SWAHS Carers Program for concept development of this resource.
A primary Carer is identified as being unable to fulfil his/her caring role due to illness, injury or crisis, and emergency assistance is required for the person for whom they care (the caree).

Contact social worker if available. If not available then proceed through pathway.

Is there a secondary carer able to take over the primary Carer’s role?

Yes

No

No emergency respite Required.

Call the Commonwealth Respite and Carelink Centre for emergency respite
Telephone 1800 052 222
24 hours, 7 days a week
If the Caree is at risk, and the Centre is unable to assist out of normal hours and no secondary Carer is available, an ambulance will need to bring the caree to hospital until arrangements can be made for their care. If the Respite Centre is unable to assist out of hours please advise Carer Support by leaving details on the Managers phone 8877 5141 so that we can follow up.

Provide information on Carer Support Service. Brochures are available in all the public hospitals in Northern Sydney. Phone us on 8877 5349
Email: carersns@nsccahs.health.nsw.gov.au