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 requiring booked admission
If the Carer requires admission we need to ensure they know exactly what to expect in terms of:
1. Admission and Discharge time
2. Their ability to care at home when they are discharged.
So that they can manage their caring responsibilities, and plan if they are not able to care for their relative and 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 in planned and emergency situations, such as Admission for Day Surgery.

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 Options are there for substitute care?
Carers are resourceful and are likely to have a range of options such as George is in a work program, he will be home off the bus at 3pm, my neighbour will collect him, take him home and give him a meal and bring him home. However we mustn't presume they will have back up plans—if they hear from you that they will be discharged at 2pm and ready to go home they may presume they will be ok to provide care. We need to ensure Carers understand what the impact of the surgery will be on their system, and what they can realistically undertake. George may be accessing ADHC respite, and they can assist in these circumstances.

Who Does What?
Northern Sydney Health staff member will
1. Identify the Carer and document in file.
2. Establish a need for carer to have 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).
4. Document medical record that Carer has been provided information to prepare for appropriate care for their family member. Place on file any back up information that the Carer provides for emergencies, ie if they are not well enough to be discharged, who we should call.

What will the Commonwealth Respite and Carelink Centre do? Phone 1800 052 222 during office hours.
1. 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 until alternative care arrangements can be made.
2. Obtain consent for respite provision.
3. Organise respite worker
4. Or assist the Carer to organise appropriate respite care whilst they are recuperating.
5. Link Carer/care recipient with ongoing services based on outcomes of care assessment.
6. Assist the Carer to understand the range of Respite options available and the limitations (where they apply) of those options.

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.
Carers in Crisis - Emergency Respite Pathway

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 emergency respite Required.

No

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