



community
INTERLINK



GVHealth

Support for Carers **via Flexible Respite** (Commonwealth Home Support Program)



A photograph of a park scene. In the foreground, a paved path leads into the distance. A small, dark bird is walking on the path. The path is flanked by green grass and trees. The background is slightly blurred, showing more trees and a bright sky. The overall tone is peaceful and natural.

SUPPORT FOR CARERS

Are you the primary carer for someone who is over 65?

GV Health can support you.

GV Health provides support to primary carers via an Australian Government program called: Flexible Respite (Commonwealth Home Support Program).

The Flexible Respite program enables primary carers to have a break from their important role, by providing services to the person they care for. These services act to relieve the carer from some of the tasks they would normally carry out for the person they care for.

This brochure provides information about the Flexible Respite program and how to access it.

Who is eligible?

The primary carer of a person aged over 65* is eligible for the Flexible Respite if the person they care for:

- ✓ Requires in-home respite
- ✓ needs assistance with daily living activities (such as meal preparation, showering and shopping)
- ✓ lives in the Hume or southern Riverina regions

Primary carers may be family members, friends or neighbours who provide regular, unpaid care to support an individual.

The Flexible Respite program is entirely unrelated to government pensions.

A primary carer may be eligible for Flexible Respite when the person they care for receives a Level 1 or 2 Home Care Package and the Home Care Package funds are fully expended.

**or aged over 50 if a person is Aboriginal or Torres Strait Islander*



What services are available?

The Commonwealth Government can fund the following services via the Flexible Respite program:

- ✓ in-home day respite
- ✓ day respite programs and activity groups
- ✓ personal care (such as meal preparation, showering and shopping support)
- ✓ transport to medical appointments
- ✓ social inclusion (support to keep connected with people and social activities such as going out to a café with a friend, or attending a social club)

Aged care related supports and services that cannot be funded by the Flexible Respite program include:

- ✗ home care (such as home cleaning and gardening)
- ✗ care equipment
- ✗ residential respite
- ✗ cottage-based respite

GV Health will help you to access services to support your individual needs as a carer. Our staff will ask you what types of services would best fit your situation and work with you to develop a Care Plan to best suit your circumstances.

Your Care Plan will be reviewed every six months or as your circumstances change.

**For more information on services eligibility, refer to The Commonwealth Government's 'Quality of Care Principles 2014 Schedule 3 – Care and services for home care services'.*

Information and Consent

GV Health will ask the primary carer and the person they care for, to give their consent to share their information when required.

You have the right to refuse consent and you may withdraw your consent at any time.

Sharing of such information will however be required to organise, monitor and review the services provided by the program. It will be handled in a confidential manner at all times.

Your Privacy

GV Health is responsible for ensuring your privacy at all times.

Your Rights and Responsibilities

Primary Carers supported by the Flexible Respite program have rights and responsibilities.

Please refer to the Charter of Care Recipients' Rights and Responsibilities - Home Care Aged Care Act 1997, Schedule 2 User Rights Principles 2014.

These rights and responsibilities are designed to ensure that the program supports your independence and needs as a carer.

GV Health Rights and Responsibilities

GV Health staff have the right to conduct their duties in a safe working environment that:

- ✓ is smoke free
- ✓ has domestic animals restrained as appropriate
- ✓ maintains their dignity and respect

GV Health Flexible Respite staff are responsible for supporting the primary carer and the person they care for by:

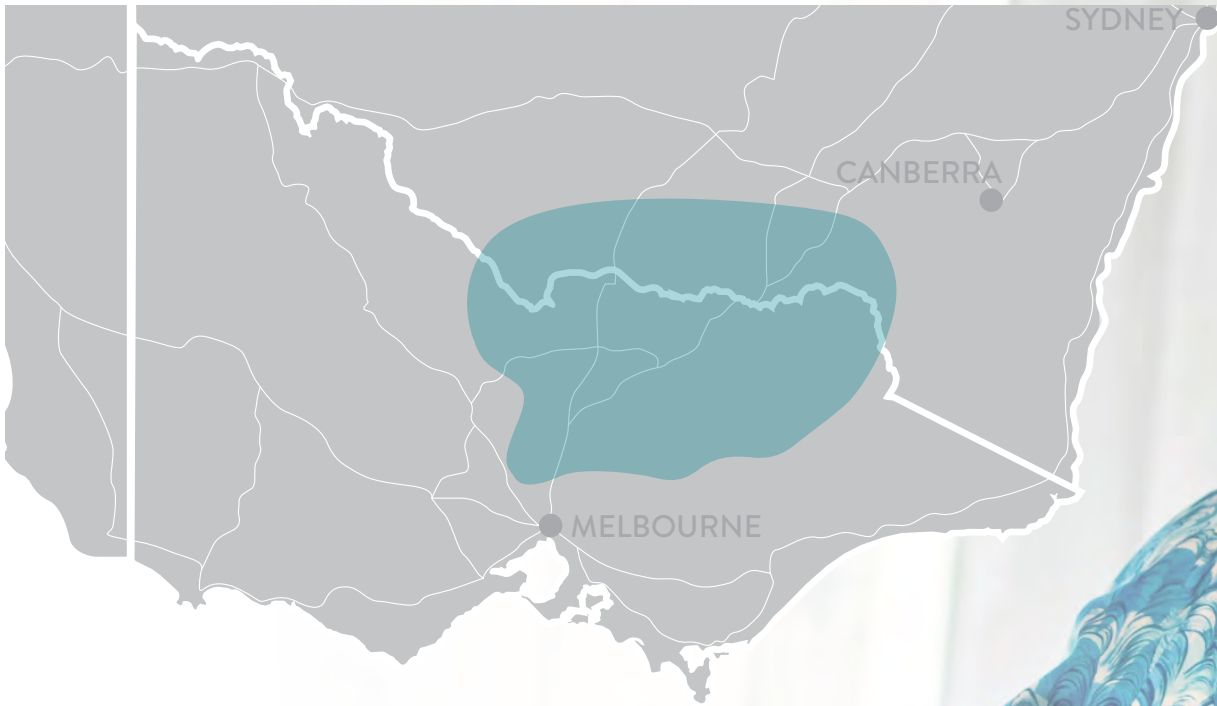
- ✓ recognising the role of the carer
- ✓ being responsive to his or her need for support
- ✓ maintaining appropriate contact with them
- ✓ involving them in the decision-making processes that affect the delivery of services
- ✓ providing them with a written Care Plan including agreed services and goals
- ✓ consulting them if changes to the Care Plan are required
- ✓ advocating for continuity of care for them with minimal disruptions and staff changes
- ✓ providing them with confidential support that respects their privacy and way of life



About us

With more than 20 years' industry experience, GV Health has a strong reputation for providing high quality support to carers.

GV Health's Flexible Respite program is available throughout the Hume and southern Riverina regions:



GV Health Flexible Respite offices are located in: Benalla, Cobram, Seymour, Shepparton and Wodonga.





How to access Flexible Respite

Call My Aged Care on: 1800 200 422 or go to:
www.myagedcare.gov.au to apply.

Contact GV Health Flexible Respite

Janelle Stevenson

GV Health Flexible Respite Care Coordinator

Phone: (03) 5823 6513

Mobile: 0400 060 996

Email: janelle.stevenson@gvhealth.org.au

Intake Team

Community Interlink / GV Health

(03) 5823 6500

Do you need an interpreter?



If you need an interpreter, please call:

Translating and Interpreting Service
phone: 131 450

Ask to be connected to:

GV Health

phone: 1800 222 582 (option 1)

For more information about services provided by GV Health, visit: www.gvhealth.org.au