Feedback re: the new Integrated Carer Support Service

* There are many older carers/others who do not use computers and do not have access to them or know how to use them. An alternate model, suggested by several other Service Providers, of Regional Hubs is a great idea, providing there is someone who can assist them to access supports.

FYI Whittlesea Council are in the process of implementing a Seniors Resource Hub where computers/lessons will be offered and a Council Positive Ageing Team will be located there to offer assistance and oversee the Centre.

* Love the concept of ‘No Wrong Door’ whereby carers have a choice of online, face to face or telephone assistance as some people will never feel comfortable using computers. Definite need for more than one way to access any services in the model.
* In my experience within the field of Aged and Disability the whole area of financial difficulties comes up consistently for carers who have been out of the workforce short or long term. The whole system of applying for Centrelink Payments for carers has been really difficult for many. More assistance required as a lot of carers just ‘give up’ and do not receive any benefits.
* Obtaining access to education or training whilst in a caring role to enable carers to be better equipped when they wish to re-enter the workforce would be very beneficial.
* A centralised database would be beneficial providing carers still receive some personal communication as in my experience it is the personal interface which really can assist and support carers in their roles.
* Younger people who are carers of participants who are not eligible for the NDIS need to be catered for in the new model as not sure if there are any provisions for them in the new system.
* Peer-based support model (i.e. Weavers Program in South Australia) would be a great initiative for carers to feel empowered and pass on their learnings to support others who may be starting their carer journey.
* Counselling/therapy groups involving art/craft activities have proven to be extremely beneficial in Whittlesea especially for women. Experienced facilitators run groups which involve relaxation, sharing experiences, participating in art/craft activities and learning how to look after oneself so that the caring responsibilities can be less traumatic.