

Your rights and responsibilities

Hope Healthcare's Community Services team strives to provide the best possible service, which can only be achieved in partnership with our clients.

The following guidelines ensure that there is a mutual understanding regarding the rights and responsibilities of service provision.

You have the right to:

- Be treated with dignity and respect and without discrimination or judgement
- Have all matters concerning you (the carer) and your care recipient treated in a confidential manner
- Be provided with information regarding the services we provide, and other local services, including advocacy services
- Make your own decisions regarding service needs
- Make a complaint both informally and formally

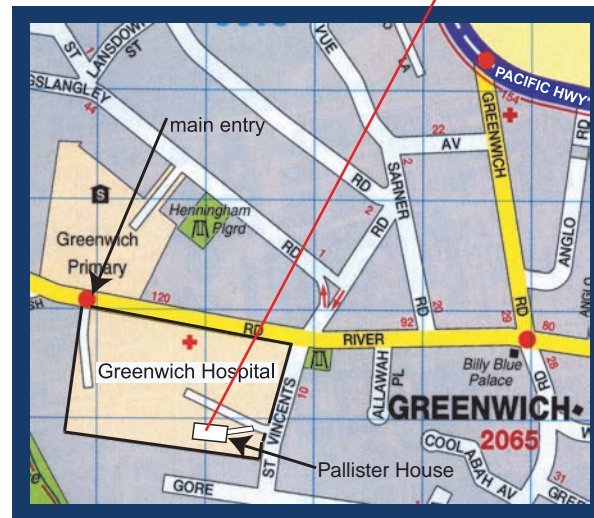
We see our clients as partners in a caring relationship. So when you receive our services,

we expect you to:

- Treat staff with dignity and respect
- Inform us in a timely manner if you need to cancel an appointment
- Accept responsibility for your behaviour and for decisions you make
- Participate, on a voluntary basis, in any evaluation of the program
- Give us feedback if you can see a way we might improve our service.

Counselling&Advocacy_Carers0409.ppt65

Where we are



bringing
hope to life



**HOPE
HEALTHCARE**

Community Services
Pallister House
PO Box 5084
(97-115 River Road), Greenwich, 2065

Tel: (02) 9903 8367 (Julie) or
9903 8241 (Sarah)

www.hopehealthcare.com.au



**HOPE
HEALTHCARE**

Counselling and Advocacy for Carers



Providing support for carers of
people who have dementia or a
disability, or are older and frail

Funded under the HACC Program by the Australian
Government and the NSW Department of Ageing,
Disability and Home Care

Who is a Carer?

A carer is a family member, friend, neighbour or other community member who provides care and assistance to another person, without receiving payment other than the Carer's Allowance or Payment..

Carers provide assistance to others including frail older people, people with disabilities, people with mental health disorders, people with alcohol or other drug dependency, people with dementia, people with a terminal illness, people living with HIV/AIDS, and people with a chronic illness.

What are the aims of this service?

To support carers in maintaining their own health and well-being by providing:

- Counselling to discuss issues related to the caring role: eg.
 - coping with grief and loss
 - of partner, parent, child, friend who you have been caring for
 - of job, opportunities, hopes, dreams, lifestyle impacted through your caring role
 - adjusting to changes in health or life stages of self or care recipient
 - compassion fatigue from constant caring
 - gaining strength to make decisions

- Information on services for carers and care options for care recipients, including carer respite
- Referral to and liaison with other health and community services
- Advocacy services to assist carers to access or manage the services they require
- Support for carer support groups.

How can I access this service?

By referral from others: eg.

- Through the case manager supporting the person you are caring for
- Through other community service providers or hospital staff
- Through your GP

Or self-referral:

You can ring or email to allow us to assess the best way to support you.

Local Government Areas covered by our service

Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby

What is the cost of the service?

There are no fees for this service.

Where is this service provided?

- At Greenwich if you are mobile and reasonably able to travel to Greenwich
- At a place to be negotiated

If necessary, respite care can be arranged for the person you are caring for to allow you to fully focus on your own needs.

The place of meeting and respite needs will be discussed when making an appointment.



For further information or appointments with a Carer Counsellor

Julie Waddy B.Couns.(UNE)

phone: 9903 8367

or **Sarah James** B.Soc.Work(USyd)

phone: 9903 8241

Email counselling@hopehealthcare.com.au

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Pallister House

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Greenwich