

Flexible Respite

Commonwealth Home Support Program

Hospitality
Healing
Stewardship
Respect

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What is Flexible Respite?

Flexible respite is part of the **Commonwealth Home Support Program (CHSP)** which aims to support care relationships between carers and clients through planned respite services, which allow carers to take a break from their usual caring duties. Carers who are well supported, and who take care of their own needs, as well as the needs of the person they are caring for, tend to find the caregiving experience more positive and are able to keep caring for someone for longer. Flexible respite enhances the wellbeing and quality of life of both clients and their carers and enable older people to remain living independently in their homes & communities for longer.

Flexible Respite can be accessed via My Aged Care Contact Centre on **1800 200 422**.

Our Flexible Respite, In-Home Services

A Support Worker or Personal Care Worker will provide a short-term substitute for the things the carer would usually provide. It may include tasks such as accompanying the client to an appointment, undertaking personal and domestic care tasks that carer usually complete, or taking the client out for a recreational activity (eg. walk). Respite should be enjoyable for the client as well as being a break for the carer. We will work with both client and the carer to identify activities that they would find enjoyable. If you need an interpreter please let us know.



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Consumer Endorsed
Patient Information Publication

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More about Flexible Respite Service

- Offers 4 hours of respite weekly on a short-term or ongoing basis
- Respite can be used to:
 - ✓ Give carers a break from the caring role to attend to their own personal, family, study or community activities
 - ✓ Be enjoyable for both the clients and carers
 - ✓ Enhance clients and carers' wellbeing and quality of life
 - ✓ Help carers to continue in their caring roles and care relationships

You can get assistance if the person you are caring for:

- is aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people)
- has functional limitations (including cognitive)

Fees

There is a client contribution fee for respite services.

How to access our services

Flexible Respite can be accessed by calling the My Aged Care Contact Centre on **1800 200 422** or visit myagedcare.gov.au or talk to our staff for further information.

Where do you live?

We support carers living in Melbourne South East local government areas of Bayside, Casey, Glen Eira, Greater Dandenong, Kingston, Port Phillip, Stonnington, Cardinia, Frankston, Mornington Peninsula and Monash.

Improving our Flexible Respite Program

At the conclusion of your respite service, you will be invited to complete a brief Clients Outcome Survey. We encourage you to provide honest feedback about your experience of our program so that we can improve our services for future clients.

If you have a concern or complaint, please call our main reception on (03) 9596 2853 and ask to speak with our Quality & Safe Systems Manager. You can also make a complaint directly with the Aged Care Quality and Safety Commission (www.agedcarequality.gov.au) or by telephone on **1800 951 822**.

More information about the Flexible Respite Program

The Flexible Respite Program aims to provide support for older people who have functional limitations (including cognitive) to remain living independently in their homes and communities for longer.

This service is funded by the Australian Governments, Department of Health. Please visit <https://agedcare.health.gov.au/programs/commonwealth-home-support-programme> for more information