

Who are carers?

A CARER IS SOMEONE WHO PROVIDES CARE AND SUPPORT FOR A FAMILY MEMBER OR FRIEND WHO HAS A DISABILITY, IS FRAIL AGED OR WHO HAS A MENTAL OR CHRONIC ILLNESS.

Care giving or receiving touches everyone at some time in their life. Carers range in age from as young as nine to people well into their nineties, but the majority (80%) are aged under 65. Two thirds of carers are women and most carers provide care for a parent, partner or child.

What is Carers WA?

Carers WA is a not-for-profit community based organisation and registered charity, dedicated to improving the lives of over 310,000 West Australian family carers, who provide the majority of care in our community.

As the peak body recognised by state and federal governments, Carers WA is the voice of family carers, representing their interests in Western Australia.

Our purpose is to actively enhance the quality of life of carers in WA. Our role is to work in active partnership with carers, persons with care/support needs, health professionals, service providers, the government and community, to achieve an improved quality of life for carers.

Our services include the provision of information and resources, providing carer support through counselling, education/training, social support and carer advocacy and representation.

How to access Carers WA counselling

Carers WA provides telephone, email and face to face counselling. To talk to our telephone counsellors please call the Carers Counselling Line.

To make an appointment for a face to face session, please call us on 1300 CARERS (1300 227 377). To email a counsellor, please email chat@carerswa.asn.au

NATIONAL CARERS COUNSELLING PROGRAM

1800 242 636

*Funded by the Australian Government
Department of Health and Ageing
under the National Carers Counselling Program*



Government of **Western Australia**
Department for **Communities**

CARERS COUNSELLING LINE

1800 007 332

Proudly funded by the Department for Communities



CARERS ASSOCIATION OF WESTERN AUSTRALIA (INC)

1300 CARERS (1300 227 377)

Facsimile (08) 9228 7488

Email chat@carerswa.asn.au

www.carersaustralia.com.au



Talking it over
Carer Counselling





What can counselling do?

Counselling can help you manage and come to terms with many life issues and circumstances, such as:

- Managing stress
- Coping skills
- Grief and loss
- Transition issues
- Emotional support
- Practical problem-solving techniques
- Health and well-being

Talking it over with a counsellor may make a difference to you and your caring role.

How does it help?

Counselling involves expressing your thoughts and feelings in a safe way. Issues raised may include difficulty coping, resentment, guilt, anger and loneliness, as well as positives such as strengths, goals, and positive changes.

The counselling program at Carers WA seeks to provide counselling, emotional and psychological support services for carers in need of such support, in order to reduce carer stress and improve carer coping skills.

"I found it rewarding to be able to talk about my personal feelings. To do this with family and friends can be very difficult."

Family Carer

Carers Counselling Line

The Carers WA Carers Counselling Line provides you with 'a safe place' to express your emotions, needs and wants anytime, day or night. Carers WA's professional and confidential counselling service can help you to discover effective ways of coping with the everyday challenges of caring. The service is utilised by carers throughout the state, secure in the knowledge that there is someone they can contact for support, who understands their needs and is able to guide them to appropriate services.

If you need an ear to listen, call the Carers Counselling Line on **1800 007 332** (Monday - Friday, 8am to 5pm). It's free to carers statewide.

Proudly funded by the Department for Communities.

Face to Face Counselling

This program offers a face to face, confidential and professional counselling service for carers. Face to face sessions can be arranged at a number of different venues throughout metro and rural areas.

Some things are best said face to face and this service is for carers who prefer to talk things over in person, with a counsellor. The first session is free of charge, with a \$5 fee for subsequent sessions (no one will be refused this service because of an inability to pay).

If you would like a face to face session please call **1300 CARERS** (1300 227 377) to arrange an appointment in your local area.

Email Counselling

For those who prefer, Carers WA also offers email counselling. Putting thoughts and feelings down in words can be very therapeutic. With email counselling, you can unload to a counsellor whenever you want and a counsellor will respond at the first opportunity. There's no need to worry about respite, privacy or costs. For more information or to access this service, please email chat@carerswa.asn.au

Proudly funded by the Australian Government, Department of Health and Ageing.

"I always felt I was failing as I couldn't cope. The counsellors I spoke to at Carers WA reassured me and made me feel good about what I do. They were understanding of the uniqueness of my situation."

Care & Share Morning Teas

Together with other carers and a counsellor you can enjoy a casual morning tea whilst discussing different topics around the caring role. These discussions aim to help you to:

- Develop strategies and skills
- Hear stories from others about their caring role
- Share your experiences
- Make connections with others
- Receive ongoing support

Morning teas are held at different venues across the metro area and are free. Look out for dates and venues in our newsletter.

