

# SUPPORTING INDIGENOUS CARERS



This resource is intended to assist services in supporting Indigenous carers in our communities.

*Some services provide paid carers to help out. This resource is not focussed on these carers, however some of the links may be useful in assisting paid carers in their roles.*

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## What is a carer?

A carer is a person who provides unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged.

A carer can be a family member, friend or member of the community who gives a hand. A young carer is usually under 25 years of age.

Some of the things a carer might do include taking a person to medical appointments, helping them dress or shower, giving them their medicine, cooking for them, cleaning their home, helping them get around or always being there to keep an eye on them.

*Additional resources to view:*

[http://www.vibe.com.au/index.php?option=com\\_flexicontent&view=items&id=2597:carers](http://www.vibe.com.au/index.php?option=com_flexicontent&view=items&id=2597:carers)

<http://www.carersnsw.asn.au/storage/pdfs/facts/fswhoisacareramendedoct05.pdf>

*Please note some of the resources or websites listed below may have some older contact details, for example the use of the 1800 059 059 number for respite options. Much of the rest of these resources may be useful, but for up to date contact details and access to carer resources:*

Carers Queensland - 1800 242 636 / <http://carersaustralia.com.au>

Commonwealth Respite and Carelink Centre 1800 200 422 / <http://www9.health.gov.au/ccsd/resources.cfm>

*Download the order form for free publications from the Department of Health and Aging including:*

- Quality Care for Older Australians information sheets
- Aged Care Publications
- Carer Information & Support Products
- National Dementia Products

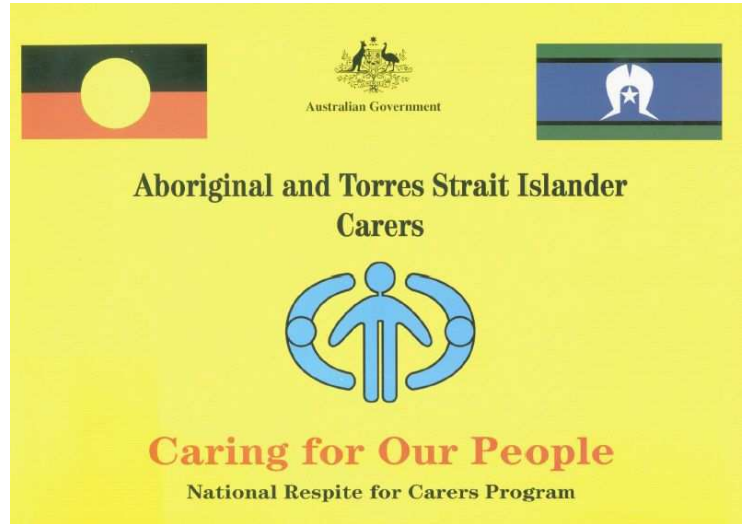
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageinq-publicat-ordinfo.htm-copy1>

### Indigenous carers packs

This resource package was developed to provide information and support to Aboriginal and Torres Strait Islander carers.

The resource package includes a:

- Booklet
- Emergency care plan
- Emergency care wallet size card
- Pen
- Magnifying ruler
- Magnets
- Hat
- Cloth satchel



The booklet explains the role of a carer and provides some practical advice to support Aboriginal and Torres Strait Islander carers in their caregiver role. Topics covered include taking care of yourself, money matters and where to get help and advice. The resource package was developed by the National Respite for Carers Program.

These booklets can be obtained by contacting the Carer Advisory Service on 1800 242 636, the Commonwealth Respite and Carelink Centre on 1800 200 422 or by accessing the online order form through the Department of Health and Aging  
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-publicat-ordinfo.htm-copy1>

### Singin' Out – for young Indigenous carers

A magazine produced by Streetwise and Carers NSW that features the story of an Aboriginal young carer. (You can request an electronic copy if needed)  
<http://www.youngcarersnsw.asn.au/MultiPage.aspx?PageID=280#Anchor669>



## Caring for yourself

When in a caring role it is easy to forget your own needs until something goes wrong. Taking small steps every day to look after yourself will enable you to have more energy to care for others. You can find a number of useful tips on these websites:

### Feeling Good Tips

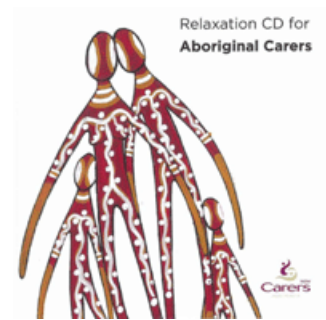
[http://carersnsw.asn.au/infosupport/facts/ATSI/feelinggoodtipsforaboriginalcarersamendedoct05\\_body.htm#Q1](http://carersnsw.asn.au/infosupport/facts/ATSI/feelinggoodtipsforaboriginalcarersamendedoct05_body.htm#Q1)

### Carer Support Guide – a resource in a small brochure size (NSW)

[http://www.adhc.nsw.gov.au/\\_data/assets/file/0011/228674/Aboriginal\\_Carers\\_Resource\\_web.pdf](http://www.adhc.nsw.gov.au/_data/assets/file/0011/228674/Aboriginal_Carers_Resource_web.pdf)

You can also try The Relaxation CD for Aboriginal Carers, produced by Carers NSW, which aims to provide a way for Aboriginal Carers to relax and de-stress. The CD contains a relaxation session which runs for approximately 20 minutes. The soundtrack features didgeridoo music and singing by Aboriginal artist and musician Kevin (Gabby) Duncan who lives in the Central Coast, NSW. It also features a vocal narrative to guide listeners through the relaxation session.

[http://www.carersnsw.asn.au/Default.html?/infosupport/pubs\\_sale.htm](http://www.carersnsw.asn.au/Default.html?/infosupport/pubs_sale.htm)



## Things that can help

### Equipment

Lifetec provides a free information services about options. The enquiries line is staffed 8:30am to 4:30pm Monday to Friday and 9:00am to 2:00pm Saturday on 1300 885 886. Lifetec website

<http://www.lifetec.org.au>

### Free Computer Programs

Eduapps is a set of free computer programs that can help in a number of ways. For example, it can read text off the screen, convert documents to spoken or another accessible format and change the colour or size of pages.

For students struggling with literacy or vision impairment, the MyStudyBar is a good resource. All you need to do is download it onto a USB stick to be able to use the tools on any computer. With over 80 free programs, you are sure to find at least one which will be useful. Scroll through the list at

[http://eduapps.org/?page\\_id=180](http://eduapps.org/?page_id=180)

Zac Browser is a free web browser specifically designed for children with autism and other special needs. Find out more at <http://zacbrowser.com/>

Google Sketchup is a free 3D drawing tool that can be helpful in giving people an outlet for creativity or to express themselves. View some of the training videos for this easy to use tool.

<http://sketchup.google.com/intl/en/>

## Centrelink payments

The Caring for Our People factsheet assists in explaining carer payment and carer allowance options for rural and remote Indigenous customers.

<http://www.centrelink.gov.au/internet/internet.nsf/publications/ah2077.htm>

“What to do when one of ‘our mob’ passes away” - a factsheet to assist carers to meet Centrelink requirements.

<http://www.centrelink.gov.au/internet/internet.nsf/publications/ind012.htm>

## Working carers

Working carers face the challenge of balancing work with their caring role. For some ideas on how to meet these challenges visit <http://www.workingcarers.org.au/indigenous-portal>

## Carer Yarns

Stories from working carers:

Donna

<http://www.workingcarers.org.au/indigenous-portal/110-stories-from-aboriginal-working-carers/276-donas-story>

Michele

<http://www.workingcarers.org.au/indigenous-portal/110-stories-from-aboriginal-working-carers/310-micheles-story>

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These stories have been written by or about people with disabilities and their families:

[http://www.disability.wa.gov.au/families/yourstories\\_families.html](http://www.disability.wa.gov.au/families/yourstories_families.html)

Nola

*‘... Nola is a respected Elder and leader within the Aboriginal community, and despite her own poor health, helps out many other families...’*

Linda

*‘... Linda helps out the people with disabilities and their families...’*

## PART B – RESOURCES FOR SERVICE PROVIDERS

### Ways of working

The Department of Communities, Aboriginal and Torres Strait Islander Services has a number of useful resources including protocols for engaging Aboriginal and Torres Strait Islander people and links to find out more about each culture.

<http://www.communities.qld.gov.au/atsis/everybodys-business>

The Department of Communities, Multicultural Affairs Queensland has a number of useful resources including protocols for engaging South Sea Islander people and links to find out more about their culture.

<http://www.communities.qld.gov.au/multicultural/community/australian-south-sea-islanders>

The *Byalawa* website is an online teaching and learning resource designed to demonstrate culturally appropriate ways of working with Indigenous patients and clients. The site includes a number of video examples.

<http://www.byalawa.com/>

Collaboration in achieving recognition of Indigenous family carers - is an older paper, however the ideas may be useful in how to best work together with Indigenous communities and carers.

<http://www.abc.net.au/rural/events/ruralhealth/2005/papers/recognition.pdf>

Communicating with Aboriginal and Torres Strait Islander Parents/Carers

[http://www.westone.wa.gov.au/toolboxes/cybertots/toolbox12\\_11/shared/resources/html/res\\_comm\\_abtsi\\_parents.htm](http://www.westone.wa.gov.au/toolboxes/cybertots/toolbox12_11/shared/resources/html/res_comm_abtsi_parents.htm)

Sad News, Sorry Business - Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying

[http://www.health.qld.gov.au/atsihealth/documents/sorry\\_business.pdf](http://www.health.qld.gov.au/atsihealth/documents/sorry_business.pdf)

Working Together: Aboriginal and Torres Strait Islander Mental Health and Wellbeing Principles and Practice

This book offers a high quality, comprehensive examination of issues and strategies influencing Aboriginal and Torres Strait Islander mental health and social and emotional wellbeing.

<http://apo.org.au/research/working-together-aboriginal-and-torres-strait-islander-mental-health-and-wellbeing-principles>

Sensitive Solutions comprises a collection of stories. These stories illustrate the ways health staff members and Australian South Sea Islanders can work together to create sensitive solutions. It contains some useful case studies and suggestions for staff.

<http://www.health.qld.gov.au/assi/docs/sensitive/print-ss.pdf>

Further ideas for working with South Sea Islander people for staff members.

[http://www.health.qld.gov.au/assi/docs/building/com\\_strategies.pdf](http://www.health.qld.gov.au/assi/docs/building/com_strategies.pdf)

<http://www.health.qld.gov.au/assi/default.asp>

*Strengthening Aboriginal family functioning: What works and why?* It also includes a listing of websites for families and professionals.

<http://www.aifs.gov.au/afrc/pubs/briefing/briefing7.html>

## General staff training

Free general e-training for staff. This area contains customised e-training resources for workers in the community and disability services sectors. Units include:

- CHCCOM3C Utilise specialist communication skills
  - CHCCS301A Work within a legal and ethical framework
  - CHCCS402A Respond holistically to client issues
  - CHCCS405A Work effectively with culturally diverse clients and co-workers
  - CHCOHS301A Participate in workplace safety procedures
  - CHCCS401A Facilitate co operative behaviour
  - CHCORG3B Participate in the work environment
  - CHCADMIN Work within the administration protocols of the organisation
- PSPGOV414A Provide workplace mentoring  
PSPGOV415A Provide workplace coaching

<http://www.communitydoor.org.au/etraining>



## General resources

Aboriginal and Torres Strait Islander Disability Network of Queensland

Phone: 3252 8566

Email: [atsidnq@qdn.org.au](mailto:atsidnq@qdn.org.au)

Website: <http://www.qdn.org.au/content/indnet.html>

Aims:

1. To build and strengthen an active connected membership of Aboriginal and Torres Strait Islander people with disability and their supporters.
2. To increase awareness and education for Aboriginal and Torres Strait Islander communities and organisations and disability services of the rights and issues facing Aboriginal and Torres Strait islander people with a disability.
3. To link Aboriginal and Torres Strait islander communities and organisations with disability services and organisations.
4. To collect and document key issues facing Aboriginal and Torres Strait islander people and lobby for changes.

Health initiatives, websites and networks

<http://www.communities.qld.gov.au/atsis/aboriginal-torres-strait-islander-peoples/health/community-groups-and-health-initiatives>

The Government's Indigenous portal including around Health – initiatives, news, stories, resources and useful links for supporting Indigenous people

<http://www.indigenous.gov.au/>

ABC's Ramp Up site – ABC's Disability Gateway

<http://www.abc.net.au/rampup/>

## Carer resources

Factsheets, additional website including the page to order copies of Aboriginal and Torres Strait Islander Carers – Caring for Our People and an electronic copy of Aboriginal Carers Support Guide

[http://www.sesiahhs.health.nsw.gov.au/Carer\\_Support\\_Program/Information\\_for\\_Aboriginal\\_Carers.asp](http://www.sesiahhs.health.nsw.gov.au/Carer_Support_Program/Information_for_Aboriginal_Carers.asp)  
[http://www.sesiahhs.health.nsw.gov.au/Carer\\_Support\\_Program/Documents/Aboriginal\\_Carers\\_Resource\\_web.pdf](http://www.sesiahhs.health.nsw.gov.au/Carer_Support_Program/Documents/Aboriginal_Carers_Resource_web.pdf)

A large range of links to organisations which offer specific support for Aboriginal people needing care or their families and carers (NSW based but includes many national organisations and contact details)

<http://www.carerlifecourse.com.au/resources/aboriginal.html>

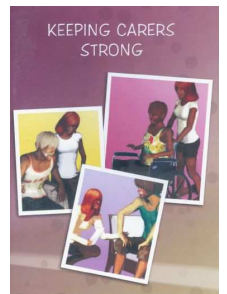
Additional resources can be obtained by contacting

The Carer Advisory Service on 1800 242 636, for example the *Keeping Carers Strong* DVD

The Commonwealth Respite and Carelink Centre on 1800 200 422

Accessing the online order form through the Department of Health and Aging

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-publicat-ordinfo.htm-copy1>



## HACC Program and Aged Care Support

Help to Stay at Home for Aboriginal and Torres Strait Islander People including:

What help is there for older Aboriginal and Torres Strait Islander people?

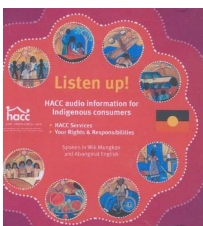
What aged care support is available for Aboriginal and Torres Strait Islander people?

I'm an Aboriginal person - is there a palliative care program that would suit me?

Is palliative care available for Aboriginal and Torres Strait Islander people?

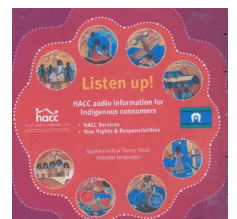
I am a Torres Strait Islander person and I have recently moved to a regional town in Queensland. Can I still get help through HACC or is it only for regional and remote areas?

<http://agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/Aboriginal+and+Torres+Strait+Islander+people-2>



HACC Services

<http://www.health.qld.gov.au/hacc/indigenous/indigenous-home.asp>



## Specific Health Topics

### Dementia

Dementia Learning Resource for Aboriginal and Torres Strait Islander Communities is a kit of resources and materials designed to be used for preparation and delivery of dementia awareness raising and information sessions, as well as educational and training programs, specifically for Aboriginal and Torres Strait Islander communities. The resource is now aligned to *CHCAC319A Provide support to those affected by dementia*; *CHCAC416A Facilitate support responsive to the specific nature of dementia*; and *HLTIR404B Work effectively with Aboriginal and Torres Strait Islander People*.

<http://www.fightdementia.org.au/understanding-dementia/dementia-learning-resource-for-aboriginal-and-torres-strait-islander-communities.aspx>

Looking Out for Dementia is a series of fact sheets about various dementia topics have been developed to inform Aboriginal and Torres Strait Islander people about dementia. The website also contains links to [Flip Chart](#), [Jigsaw Puzzle](#), [Your brain and Dementia brochure](#), [Your brain and Memories Brochure](#) and the story “Dementia the Bad Hawk that steals”.

<http://www.fightdementia.org.au/understanding-dementia/aboriginal-and-torres-strait-islander-resources-and-publications.aspx>

Training guide to go with The Dementia Series DVD. It is produced by the Rural Health Education Foundation and funded by the Australian Government Department of Health and Ageing  
Section 4 Accessing Respite and Cultural Issues 8

*Activity 5 Case Study 2 An Indigenous Model of Respite Care*

[http://www.rhef.com.au/wp-content/uploads/616e\\_facil\\_lr.pdf](http://www.rhef.com.au/wp-content/uploads/616e_facil_lr.pdf)

Dementia: Things to Do, Activity Ideas for Carers, has been designed specifically for care service providers in rural and remote Indigenous communities.

<http://www.frontierservices.org/images/DBMASActivityIdeasforCarers.pdf>

Dementia resources and useful contacts:

<http://agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/Dementia+resources+and+useful+contacts>



## **Mental Health**

Depression, anxiety and mental health websites

<http://www.communities.qld.gov.au/atsis/aboriginal-torres-strait-islander-peoples/health/depression-anxiety-and-mental-health>

beyondblue's resources to support services, carers and those with depression and mental illness

[http://www.beyondblue.org.au/index.aspx?link\\_id=85](http://www.beyondblue.org.au/index.aspx?link_id=85)

beyondblue also has a website where you can order copies of the:

Depression Yarns DVD,

Keeping Strong - In partnership with Nunkuwarrin Yunti (a community controlled Aboriginal health organisation based in Adelaide), *beyondblue* and ise-ilearn have developed a culturally relevant pamphlet for Aboriginal and Torres Strait Islander people describing the signs and symptoms of depression and pathways for help and healing

[http://www.beyondblue.org.au/index.aspx?link\\_id=4.1411](http://www.beyondblue.org.au/index.aspx?link_id=4.1411)

A website to provide mental health professionals with information about Aboriginal and Torres Strait Islander mental health issues. The site aims to increase knowledge and understanding to achieve better outcomes. Information can be accessed by mental health professionals as well as members of the general public. It is an interactive and flexible website with reading materials and seven training modules including case studies that cover a range of mental health issues across the lifespan.

<http://indigenous.ranzcp.org/>

Making Up Your Mind – Mental Health Information MP3 downloads - The Making Your Mind Up CD recorded a song in Adelaide and Port Augusta which focuses on mental health and social and emotional well-being.

[http://www.nunku.org.au/index.php?option=com\\_docman&task=cat\\_view&gid=52&Itemid=176](http://www.nunku.org.au/index.php?option=com_docman&task=cat_view&gid=52&Itemid=176)

(Other MP3 including about Hep C and gambling can also be found here)

The Community Services and Health Industry Skills Council (CS&HISC) was funded by the Office for Aboriginal and Torres Strait Islander Health (OATSIH), Australian Government Department of Health and Ageing (DoHA), to develop a resource kit to improve the capacity of Aboriginal and/or Torres Strait Islander health workers to recognise and respond to client presentations of mental illness and drug and alcohol related issues.

[https://www.cshisc.com.au/index.php?page=shop.product\\_details&flypage=shop.flypage&product\\_id=43&category\\_id=7&manufacturer\\_id=0&option=com\\_virtuemart&Itemid=48&vmcchk=1&Itemid=48](https://www.cshisc.com.au/index.php?page=shop.product_details&flypage=shop.flypage&product_id=43&category_id=7&manufacturer_id=0&option=com_virtuemart&Itemid=48&vmcchk=1&Itemid=48)

## Additional Health Topics

Aboriginal Health and Wellbeing – includes links to pages on the following health topics:

Cancer

Cardiovascular diseases (inc. high blood pressure, heart disease and stroke)

Dementia

Diabetes

Diet and nutrition

Ear diseases and hearing loss

Eye diseases and vision loss

Health risks

Incontinence

Immunisation and vaccination

Kidney disease

Mental health and social wellbeing

Respiratory system diseases

<http://www.sa.gov.au/subject/Seniors/Help+for+older+Aboriginal+people/Aboriginal+services/Aboriginal+health+and+wellbeing>

Resources at Australian Indigenous Health Infonet - <http://www.healthinfonet.ecu.edu.au/states-territories-home/qld/resources>

for example

Indigenous dementia awareness project audio resource (audio tapes)

My community, my family: three Indigenous families share their knowledge of brain injury [DVD]

Survival skills for friends & family dealing with depression, self-harm and suicide

Rural Health Education Foundation – has a number of free DVDs focussed on Indigenous health issues

<http://www.rhef.com.au/free-dvds/>

Other Indigenous health promotion resources can be found at:

<http://www.healthinfonet.ecu.edu.au/population-groups/older-people/resources/health-promotion>

<http://www.kooridruginfo.adf.org.au/drugfacts/>

<http://www.kamsc.org.au/resources/resourceposters.html>

<http://www.adac.org.au/alcDVD/alcoholDVD.php>

National Aboriginal Community Controlled Health Organisation provides additional information and data on the health and wellbeing of Indigenous people <http://www.naccho.org.au/>

## Supporting people with disabilities

Aboriginal People with disabilities – Getting Services Right

[http://www.disability.wa.gov.au/dscwr/assets/main/guidelines/documents/pdf/getting\\_services\\_right\\_\(id\\_3565\\_ver\\_1.0.0\).pdf](http://www.disability.wa.gov.au/dscwr/assets/main/guidelines/documents/pdf/getting_services_right_(id_3565_ver_1.0.0).pdf)

Shoulder-to-shoulder – a comprehensive resource providing information for Aboriginal families who have a child or young person with a disability, includes stories from Aboriginal carers (NSW)

[http://www.adhc.nsw.gov.au/data/assets/file/0003/228675/Shoulder to Shoulder Booklet 1-8-08.pdf](http://www.adhc.nsw.gov.au/data/assets/file/0003/228675/Shoulder_to_Shoulder_Booklet_1-8-08.pdf)

### Supporting Indigenous youth and people with a disability into education and employment

A range of resources to support Indigenous youth, as well as people with a disability, to transition into education and employment options. Includes a workbook for Indigenous youth (Which Way), a list of websites supporting education, employment and holistic wellbeing. These two resources can be found at

<http://www.ndco.stepscs.net.au/schools.asp?pg=sch>

## General health and wellbeing

*Looking After You – The Deadly Mum’s Guide To Feeling Great*

[http://www.womhealth.org.au/lookingafteryou/Deadly\\_Mums.pdf](http://www.womhealth.org.au/lookingafteryou/Deadly_Mums.pdf)

Safety for kids- tips for parents and carers

[http://www.vibe.com.au/vibe-health/healthy-body/940-Keeping%20Our%20Kids%20Safe%20\(Family%20Health\).html](http://www.vibe.com.au/vibe-health/healthy-body/940-Keeping%20Our%20Kids%20Safe%20(Family%20Health).html)

Healthy living resources including *The Flour Drum Stove Cookbook*:

[http://www.health.nt.gov.au/Nutrition\\_and\\_Physical\\_Activity/Publications/index.aspx](http://www.health.nt.gov.au/Nutrition_and_Physical_Activity/Publications/index.aspx)

The *Healthy Lifestyle Cookbook* filled with traditional based recipes

<http://www.gofor2and5.com.au/campaign.aspx?c=5&a=28&s=71&t=197&n=407>

Downloadable *Indigenous Sports Ability Activity* cards with traditional games

<http://www.ausport.gov.au/participating/disability/resources>

Eat Well and Be Active resources

<http://www.your30.qld.gov.au/AboutUs/AboriginalandTorresStraitIslanderPeople/tabid/64/Default.aspx>

Vibe Health – body and mind resources <http://www.vibe.com.au/vibe.asp?PageID=7>

**About Carers Queensland**

Carers Queensland Inc. is the state wide peak body dedicated to improving the lives of all unpaid and family carers. Carers Queensland provides information, support and services, researches and advocates for carers' needs to government and promotes awareness of carers within the community. There are approximately 500,000 unpaid carers in Queensland.

Learn more about Carers Queensland at [www.carersqld.asn.au](http://www.carersqld.asn.au)

*Carers Queensland Inc. ABN 20 061 257 725*