



華人社區服務中心

Chinese Community Social Services Centre Inc.

ABN: 95 428 365 701

照顧者支援服務

Carer Support Services

Box Hill Office (博士山辦事處):

Suite 19, Box Hill Central,

17 Market Street, Box Hill VIC 3128

Tel 電話: (03) 9898 1965 Fax 傳真: (03) 9890 1888

**Operation day 辦公時間: 星期一、三、四、五
Mon, Wed, Thu & Fri.

Clayton Office (克萊頓辦事處)

Clayton Community Centre, 9-16 Cooke Street, Clayton 3168

Tel 電話: (03) 9541 3130 Fax 傳真: (03) 9541 3133

**Operation day 辦公時間: 星期一 Mon

網址 Website

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

敬請預約 Appointment is preferred

Languages / Dialects Spoken (服務語言):

English, Cantonese, Mandarin 英語、廣東話、普通話

Carer Support Service (CaSS targets Chinese carers who are caring a child with disability or special needs.

It is recognized that a lack of adequate support for Chinese individuals and families who are suffering from the impact of physical or intellectual disabilities. The lack of culturally matched carer support services in Australia might increase the likelihood of Chinese carer's burnout and other secondary issues, such as mental health problem, while taking care of the person they are cared for.

Our CaSS program provides a wide range of services to support Chinese individuals, including parents, siblings, relatives and friends, who are caring for children with physical or intellectual disabilities. The CaSS team also aims to assist carers to access respite services, and provide support for them to apply for a coordinated respite plan.

Our services include:

1 Case Work

We have professionals to handle cases involving complex issues experienced by carers while taking care of children with disabilities. These issues include incapable of getting appropriate services needed, lack of resources, lack of social support, and also secondary problems such as stress, anxiety, depression and burnout.

2 Group Work

The CaSS workers regularly facilitate group programs to help carers with similar distress and problems. We have facilitated emotion management groups regularly for Chinese parents of children with disabilities to help them better manage their emotion when taking care of their child with special needs. In addition, the CaSS workers also assist carers of similar

background to meet regularly in the form of a self help group to support each other.

3 Information and training

Resource libraries, located in our Box Hill and Preston offices, have reserved many useful materials in Chinese. These materials include training manuals, books, references, audio resources and toys and are available for carers to borrow. Moreover, written information about community carer support services and resources offered by mainstream and Chinese-specific organisations is available for the use of general public. Information sessions, training workshops, which cover a wide range of issues related to the carers and their needs, are organized on a regular basis.

4 Respite

Respite programs are organized for the carers to have a break from their caring role and get together with other carers. The program also assists carers to discuss their respite needs and navigate appropriate respite services.

5 Advocacy

We do advocacy to act on behalf of our clients to negotiate appropriate service and care plan, and represent the needs of the Chinese community to give feedback to the mainstream service providers and the government departments so as to improve their services to meet the needs of people from diverse backgrounds.

6 Networking

We work collaboratively with the mainstream carer support services providers to address the needs of the Chinese community and the gaps in existing services.

照顧者支援服務

「照顧者支援服務」對象是照顧有特殊需要或殘障兒童的照顧者。

照顧者在照顧有特殊需要或殘障孩子時往往感到身心疲乏，導致其生活及情緒均受影響，所以照顧者是極需要一些支援服務以改善他們的生活質素。可是在澳洲，針對華人文化背景及需要的照顧者支援服務缺乏，華人照顧者的需要往往被忽略。

本服務為照顧者提供非常廣泛的支援服務，對象包括正在照顧有身體或智力障礙人士的家長、兄弟姊妹、親人以至朋友等。我們亦協助照顧者尋找及申請合適的暫息服務。



我們提供以下服務：

1 個案工作

本服務的工作員人會處理複雜的個案，其中可牽涉有關照顧者在照顧時所遇到的問題，如缺乏適當服務支援、對社區資源不認識、缺乏社區支持、及一些情緒問題，如壓力、緊張、焦慮、抑鬱及過勞等。

2 小組工作

我們定期舉辦小組活動以幫助有相同問題的照顧者分享面對困難的方法。我們亦舉辦情緒管理小組，針對華人家長在照顧有特殊需要的孩子時所帶出的情緒問題。此外，本中心亦協助照顧者定期舉辦互助小組活動，以增強照顧者互相支持及鼓勵。

3 資料提供及訓練

本中心位於博士山及柏士頓辦事處均設有資源圖書館，內備有豐富中文資料，包括訓練手冊、圖書、參考書、視聽資料及玩具等供有需要之照顧者借用。此外，中心內亦備有各類照顧者支援資料供社區人士參考，其中包括主流社會及華人團體所提供的服務及社區資料。本服務亦會按照照顧者的需要，定期舉辦專題講座及訓練工作坊，讓照顧者了解及掌握有關照顧的技巧。

4 暫息活動

本服務會為照顧者安排定期團體活動，一方面讓他們有暫息的機會，另一方面，亦藉參加團體活動認識其他照顧者。此外，我們亦與照顧者討論他們在暫息方面的需要以及尋找合適的服務。

5 倡導工作

本服務的職員亦扮演倡導者的角色為照顧者爭取及洽談合適的服務及照顧計劃。我們亦代表華人社區向主流服務及政府部門反映華人照顧者的索求，務求改善現有的服務以配合不同文化背景人士的需要。

6 社區聯繫及網絡工作

本服務經常與主流照顧者支援服務機構及政府部門保持緊密合作關係，使被忽略的問題及服務需要獲得關注。