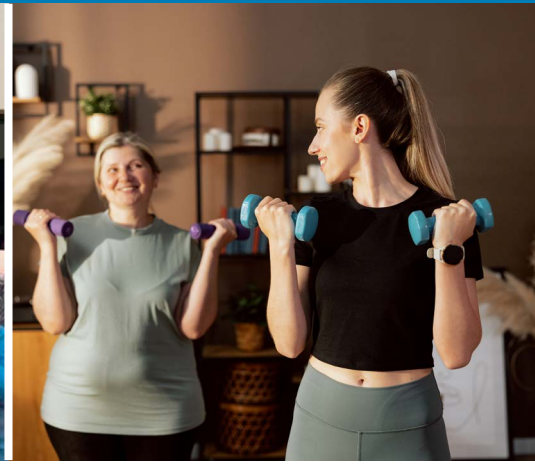


# Carer Breaks info sheet 2023/24



Carers wishing to access Carer Breaks will need to complete eligibility criteria and an initial assessment. This will occur with support from one of Carers SA Carer Breaks Team.

## Carer Breaks

Carer Breaks are provided for Carers in a range of settings including:

- in a group setting to facilitate social connection (particularly with other Carers)
- individual breaks - for Carers identified as most in need of an individual break and/or those who have limited or no other options to have a break away from the person they care for.

## Group Activities/breaks:

- are usually 2-5 hours in length and are where a group of Carers meet and undertake an activity together e.g. art and craft session, mindfulness session, movie meal deal etc.
- Carers SA Staff may attend some group activities and not others.

## Retreats

- include overnight (1-2 nights) accommodation, a group activity, and a main meal.

## Eligible Carers will be able to access:

Up to 6 Group Activities per financial year.

This may include:

- 1 Retreat and 5 group activities/breaks or
- 6 Group activities/breaks.

Updated Carer Breaks menus will be emailed to eligible Carers on a 3 monthly basis.

The menu will also be available on Carer SA Website.

Carers may be asked to contribute where a higher cost Carer Break is identified.

We encourage Carers to consider the types of activities you would like to connect to as part of your Carer Breaks and plan ahead.

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## Communication:

Carers will receive an updated Carer Break menu via email to eligible Carers on a 3 monthly basis.

Carers can register interest in a break by completing the webform link included at the top of the Carer Break menu.

Carers SA will send confirmation and booking details via email.

For those Carers who are not able to access the menu online, a menu will be posted to you, and you can register your interest by contacting us on 8291 5600.

Where possible Carer Breaks should be booked in advance, and we encourage Carers to consider what breaks they would like to access over a 6-month period.

## Cancellation:

Carers SA require 2 weeks' notice to cancel your attendance at a Carer break.

For emergency cancellations please ring 8291 5600 or where possible email to [carer.breaks@carerssa.com.au](mailto:carer.breaks@carerssa.com.au) informing us of your inability to attend.

Carers SA may be in contact to see if there is anything that we can support you with in your Caring role.

## Feedback

Post break Carers SA will send a text message to confirm that you attended and to ask that you complete a quick satisfaction survey. This survey consists of 5 questions which will ascertain your satisfaction with your break.

This information will be used as feedback to improve the quality of the Carer Break experience.

Should you not attend without giving Carers SA any cancellation notice or details, this will be counted as a break attended and may reduce the number of breaks you can attend in the financial year.

## Complaints

Carers SA is committed to providing high quality services to Carers. Carers SA welcomes feedback about any aspect of the organisation and commits to respond to issues promptly, confidentially and appropriately.

We take complaints seriously and we appreciate when concerns of individuals/community are lodged with us. Carers SA follows a complaint process outlined in our Compliments, Comments and Complaints Policy and Procedure. This policy sets out the process of complaint handing, lodgement, and follow up actions in a transparent and timely manner.

You can lodge a complaint through our feedback form on the Carers SA website, [www.carerssa.com.au](http://www.carerssa.com.au) or contacting Carers SA on 8291 5600.

To find out more see our Compliments, Comments and Complaints charter on Carers SA website.

Carer Breaks are funded by the Government of South Australia – Department of Human Services.

