Carer Records Kit

A central source of information about the person you care for
Dear Carer

Thank you for taking the opportunity to open and read this e-Book. We hope you will find the ‘Carer Records Kit’ a valuable tool for recording vital information about the person you care for. Having this information in a central location can assist you and others to quickly locate medical history, important contacts and appointments for the person being cared for.

Family carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic medical condition, terminal illness or are frail aged.

As a carer, you are just starting a new journey or have been on the path of providing care and support to a loved one or friend for a while.

Being a carer means that not only are you a partner, friend, mother, father, sister, brother son or daughter but you also do those extra things to make life more comfortable for the person you are caring for. It may be dropping in a couple times a week to make sure they are eating, showering or just coping with the general day to day life or it can be tasks such as personal and incontinence care, meal preparation and cleaning, financial management, medication supervision, emotional and social support and a myriad of other daily tasks.

This journey is more often an emotional one and Carers Queensland staff are available to support you in your caring role; by providing emotional support, information and referrals to programs or services that can provide assistance, advocacy support, support groups, connections with other carers and much more.

Please call the Carer Advisory Service on **1800 242 636** to see if there is some way we can assist you.

Debra Cottrell
Chief Executive Officer
Carers Queensland Inc.

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**Foreword**

Dear Carer

Thank you for taking the opportunity to open and read this e-Book. We hope you will find the ‘Carer Records Kit’ a valuable tool for recording vital information about the person you care for. Having this information in a central location can assist you and others to quickly locate medical history, important contacts and appointments for the person being cared for.

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Debra Cottrell
Chief Executive Officer
Carers Queensland Inc.
This Carer Records Kit is created for you, as a family carer to:

- remind you how important self-care is;
- keep a summary of important information in one place rather than having different files and sheets of paper that could be easily lost;
- have important contact numbers at your finger tips;
- provide you with an emergency information kit that, if required, can be given to the Police, Ambulance or Hospital.

CONTENTS:
- Self-Care Matters
- Did you know?
- Personal Identification Information (care recipient)
- Medical History (care recipient)
- Care Requirements (care recipient)
- Medication List (care recipient)
- Support Contacts
- Appointments
- Service Provider Contacts
- Notes

Privacy
Your privacy is important and it is up to you what you share in this kit with others. This kit is created to support you and to keep important information in one central place.
Caring for yourself is extremely important. You may think you don’t have time with everything else that is going on in your role as a carer and many carers feel guilty about taking time out for themselves. But if you can, both you and the person being cared for will benefit.

You may not be able to control all the challenges that life throws at you, but you can control how you respond and look after yourself.

Self-care simply means nurturing yourself; making sure that your own physical, mental, spiritual and emotional needs are met. Getting enough sleep, eating healthy food and regularly exercising are all important components of self-care.

It is imperative you care for yourself first. It is a similar concept to when you fly on an airplane and they tell you that, in an emergency, when the oxygen mask falls, you put on your own mask before assisting anyone else. Only when we look after ourselves first, can we effectively help others.

When your own needs are taken care of, the person you care for will actually benefit too.

**Practical things you can do to look after yourself.**

- Make a doctor’s appointment for a check up.
- Join a yoga or meditation class.
- Take part in a gym or aqua aerobics class.
- Take time out during the day for ‘me time’.
  Maybe sit outside, have a cup of tea or coffee or have a relaxing bath.
- Play with your pet.
- Call a friend for a chat.
- Go for a walk.
Facts about caring
Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or are frail aged.

The Australian Bureau of Statistics 2012 Survey of Disability, Ageing and Carers indicated that in Queensland:

- 484,400 Queenslanders are carers
- 275,000 carers are female (57% all ages, primary and secondary)
- 209,400 carers are male (43% all ages, primary and secondary)

Nationally, 2.7 million Australians were carers in 2012 (12%), with 770,000 (3.4%) identified as primary carers. This was a similar proportion to 2009, with carers representing 12% of the population and primary carers representing 3.6% of the population.

Respite
From time to time, carers may need to take a break from their caring role.

Most formal respite is provided as a result of a needs assessment of the ‘Care recipient’ (the person that you care for).

There are two main forms of assessment:

1. Home and Community Care (HACC) assessment:
   Your care recipient is visited by a HACC assessor in their home who conducts a series of questions and observations which are recorded as the “ongoing needs assessment” or ONI.

2. Aged Care Assessment Team (ACAT) assessment:
   The recipient usually needs to have ‘complex care needs’ as a result of two or more chronic medical conditions, or one severe condition.

   Except for emergency situations, a person must be assessed as needing residential respite care by the Aged Care Assessment Team (ACAT) before entry to an Australian Government subsidised service. Commonwealth Respite and Carelink Centres specialise in helping people find information on services in their local area. Call your Commonwealth Respite and Carelink Centre on Freecall™ 1800 052 222 during business hours or, for emergency respite support outside standard business hours on FreecallTM 1800 059 059*. (*Calls from mobile phones are charged at applicable rates.)

Financial support for carers
Centrelink
   - Carers payment
   - Carers allowance

   To find out more or to have the applications forms sent to you, please call Centrelink’s Disability and Carers line on 13 27 17.

Other financial support for carers includes the No Interest Loan Scheme (NILS) provided through Carers Queensland 1800 242 636 and Financial First Aid – Lifeline 1800 007 007.

Medical Aids Subsidy Scheme (MASS)
MASS is a Queensland Health subsidy scheme which assists Queensland residents who have permanent and stabilised medical conditions or disabilities. MASS may provide subsidy funding to assist with the purchase of a range of aids and equipment but you may also need to contribute to the purchase cost. Funding is provided to assist people to remain at home and to avoid premature residential care admission. Categories include Communication aids, Continence aids, Daily living aids, Home oxygen, Orthopaedic footwear, Mobility Aids and Orthoses.

Phone 07 3136 3636 or call TOLL FREE 1300 443 570.

The CARE Program
Carers Queensland has partnered with well known businesses to deliver discounts on a range of products and services to members of Carers Queensland. To view the deals on offer and to join Carers Queensland visit www.carersqld.asn.au and follow the links to The CARE Program or call the Carer Advisory Service on 1800 242 636.
## Personal Identification Information

Identification information for the care recipient.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Address:</th>
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<tr>
<td>Phone:</td>
<td>Email:</td>
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<tr>
<td>DOB:</td>
<td>Pension Number:</td>
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<tr>
<td>Medicare Number:</td>
<td>Private Health Insurance:</td>
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### Emergency Contact 1

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<th>Name:</th>
<th>Address:</th>
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<td>Phone:</td>
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### Emergency Contact 2

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<td>Phone:</td>
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### Enduring Power of Attorney

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<th>Address:</th>
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<td>Phone:</td>
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### Adult Guardian (if applicable)

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<th>Name:</th>
<th>Address:</th>
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<td>Phone:</td>
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### Advanced Health Directive (if applicable) Where can the document be located?

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<th>Name:</th>
<th>Address:</th>
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<td>Phone:</td>
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</table>
Medical History
Medical history for the care recipient

Name: ________________________________________________________

Medical Information
Blood type: ________________________________________________________
Medicare number: ________________________________________________________
Private health insurance number: ________________________________________________________

General Practitioner
Name: ________________________________________________________
Address: ________________________________________________________
Phone: ________________________________________________________
Email: ________________________________________________________

Specialist
Name: ________________________________________________________
Address: ________________________________________________________
Phone: ________________________________________________________
Email: ________________________________________________________
Specialty: ________________________________________________________

Name: ________________________________________________________
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Phone: ________________________________________________________
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Specialty: ________________________________________________________

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Specialty: ________________________________________________________

Name: ________________________________________________________
Address: ________________________________________________________
Phone: ________________________________________________________
Email: ________________________________________________________
Specialty: ________________________________________________________

Carer Records Kit
### Medical History

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<th>Name:</th>
<th>Address:</th>
<th>Phone:</th>
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# Medical History

## Diagnosed Medical Condition/Disability

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<th>Condition/Disability</th>
<th>Date Diagnosed</th>
<th>Treatment</th>
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## Allergies

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<th>Allergy</th>
<th>Treatment</th>
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## Medical Procedures

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<th>Date</th>
<th>Procedure</th>
<th>Location of Facility</th>
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## Additional Medical Information

...
Care Requirements

Use the following tick list as a guide for the type of care required for the person you care for. This may be of assistance if someone else needs to provide care.

- [ ] Toileting (personal care)
- [ ] Showering (personal care)
- [ ] Wound Care
- [ ] Feeding
- [ ] Dressing (personal care)
- [ ] Transferring e.g. using a hoist, slide board, etc.
- [ ] Medication assistance
- [ ] Transport e.g. taking to and from medical appointments, shopping, etc.
- [ ] Meals e.g. special preparation, cooking meals for reheating later, etc.
- [ ] Emotional Support
- [ ] Verbal Prompting
- [ ] Financial Support e.g. monitoring and managing their finances

Other care and support provided

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Medication List

This medication list is for the person you care for. This list may help in an emergency as it can be located quickly or given to medical staff.

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<tr>
<th>Medication Name</th>
<th>Dose</th>
<th>Time</th>
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Support Contacts

Use this sheet to record the organisations you use e.g. respite, cleaning, community, and transport. There are blank rows for you to add your own.

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<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Contact</th>
<th>Comments</th>
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<tbody>
<tr>
<td>(for example)</td>
<td>Carer Support</td>
<td>Carers Queensland</td>
<td>1800 242 636</td>
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<td>I use them for counselling and support groups</td>
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<td>Cleaning</td>
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<td>Respite</td>
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<td>Transport</td>
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## Appointments

Keep track of appointments you make for the person you care for by recording them on this sheet.

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>With</th>
<th>Address &amp; Phone Number</th>
<th>Reason for appointment (eg GP, Specialist, X-ray, etc)</th>
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Service Provider Contacts

**ARAFMI – 24 Hour Help Line**  
(Association for the Relatives and Friends of the Mentally Ill)  
1800 351 881 (outside Brisbane)  
07 3254 1881 (Brisbane Callers)

**Autism Queensland**  
07 3273 0000

**Beyond Blue**  
1300 22 4636

**Cancer Council Help Line**  
13 11 20

**Carer payment and carer allowance**  
(Federal Government – Human Services)  
13 27 17

**Carers Queensland Inc.**  
1800 242 636

**Cerebral Palsy League**  
1800 275 753

**Commonwealth Respite and Carelink**  
1800 052 222

**Community Care Access Point**  
(HACC assessment line for under 65’s)  
1800 600 300

**Deaf Services Queensland**  
07 3892 8500

**Dementia Behaviour Management Advisory Service (DBMAS)**  
24 hour Clinical Support  
1800 699 799

**Dementia Help Line**  
1800 639 331

**Disability Support Pension, Mobility allowance, Sickness Allowance**  
(Federal Government – Human Services)  
13 27 17

**Disability Services**  
(퀸즐랜드 정부)  
13 74 68

**Down Syndrome Association Queensland**  
07 3356 6655

**DV Connect Women’s Line**  
(Domestic Violence Crisis Line)  
1800 811 811

**DV Connect Men’s Line**  
(Domestic Violence Crisis Line)  
1800 600 636

**DV Connect Sexual Assault helpline**  
(Domestic Violence Crisis Line)  
1800 010 120

**Elder Abuse Prevention Unit**  
1300 65 11 92

**Institute for Urban Indigenous Health**  
07 3252 9851

**Kidney Support Network**  
07 3300 0906

**Kids Help Line**  
1800 551 800

**Lifeline 24 Hour Counselling**  
13 11 14

**Life Tec**  
(assistive technology)  
1800 885 886

**Medical Aid Subsidy Scheme (MASS)**  
07 3136 3636 (Brisbane)

**Medicare - General enquiries**  
13 20 11

**Men’s Line**  
1300 78 99 78

**Mental Health Help Line**  
1300 729 686

**National Continence Help Line**  
1800 330 066

**National Dementia Help Line**  
1800 100 500

**Palliative Care Information Service**  
1800 772 273

**Queensland Aboriginal & Islander Health Council**  
07 3328 8500

**Queensland Advocacy Inc.**  
(Telephone-based legal service)  
Service an information and referrals for people with a disability  
07 3844 4200

**Queensland Aged and Disability Advocacy (QADA) Inc.**  
1800 818 338

**Queensland Vision Initiative Inc. Vision Australia - Queensland**  
07 3727 2279

**Salvo Care Line**  
1300 36 36 22

**Seniors Enquiry Line**  
1300 135 500

**Smart Services**  
(Primary point of contact to access Queensland Government services)  
13 74 68

**St Vincent de Paul Society Queensland**  
07 3010 1096

**Synapse**  
(trading name for the Brain Injury Association of Qld Inc.)  
07 3137 7400 (Brisbane callers)  
1800 673 074 (outside Brisbane callers)

**Vision Australia**  
1300 74 84 66

13 HEALTH  
13 43 25 84