



# MY CARE JOURNAL

Taking care of  
me at home



MY CARE JOURNAL  
**We Care Together**

# Overview

Many people receiving services may be confused about services available to support them and, don't know how to access services. The different systems can be difficult to navigate and information from multiple organisations can be overwhelming.

Keeping a folio of information may help to keep track of all that is happening.

The aim of this journal is to help with communication and be a record of who has contacted you and what services are doing. It is a service coordination map to keep everyone informed and linked in the right direction.

## How to use the Journal

The journal is designed to be a multipurpose diary or planner. It can be used:

- as a communication avenue for services that might visit you, or the person you care for, to assist to coordinate all your needs;
- as a record of services that are in place to support your needs;
- to help find support services and;
- as an important aid to keep the GP fully informed.

## Acknowledgements

We acknowledge the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

The development of the Care Journal was supported by the Victorian Government. Printing of the resource was also made possible through funding from the Latrobe Health Assembly.



Latrobe Health  
Assembly

Shaping  
The Valley



# Contents

<b>Section 1: My Information</b>	<b>5</b>
• Emergencies and Key Contacts .....	6
• My Details .....	7
• Medications .....	9
• Important Notes .....	12
• Frequently Used Numbers .....	13
• Appointments .....	16
<b>Section 2: My Services</b>	<b>21</b>
• Things to Discuss with my GP .....	22
• Service Provider Contacts .....	24
• Services Planner .....	30
• Notes .....	35
<b>Section 3: Information for me and my Carer</b>	<b>38</b>
• Carers .....	39
• Stages of the Caring Role .....	40
• Future Planning .....	42
• Useful Contacts .....	45
• Abbreviations .....	47
• Notes .....	48
• Acknowledgements .....	53



## Emergencies and Key Contacts



In an emergency contact 000.  
Request the service you need;  
Ambulance, Police or Fire.

### Key Contacts

My Aged Care. For aged care information call **1800 200 422**

Web address: <http://www.myagedcare.gov.au/>

Carers Victoria. For information as a carer call **1800 242 636**

Web address: <http://www.carersvictoria.org.au/>

Nurse-On-Call. Health advice by phone, call **1300 60 60 24**

Web address: <http://www.health.vic.gov.au/nurseoncall/>

## My Details

Name	DOB
Address	
City/Town	
Phone	Email

## My GP

Doctor's Name
Clinic
Contact Details

## Profile

National My Aged Care (AC) Number <i>(if applicable)</i>
Major Medical Conditions
Allergies
Diet

Any cultural considerations, connections or goals I wish to list:
---

Things that interest me
-------------------------

## Are you a Carer for Someone?

I am the primary Carer for:

My relationship to the person is:

## Next of Kin

Name

Relationship

Contact Details

Do you have a Carer?

## Help with languages when accessing services

People who speak a language other than English can ask for an interpreter when accessing services. The display of the National Interpreter symbol means that language assistance is available. To use an interpreter over the phone, contact Translating and Interpreting Service: 131 450.



## Which language

I speak:

The person I care for speaks:







## Medications

Eye-drops	Notes
Creams	Notes
Other	Notes



## Important Notes

### Daily Routine

Mornings

Afternoons

Evenings

### Things that are Difficult, or Where Help is needed

### Safety Issues







# Appointments

Day/Date	Time	Who/Services	Location/Address	Other Notes	Appointment Confirmed	
					YES	NO
					YES	NO
					YES	NO
					YES	NO
					YES	NO
					YES	NO
					YES	NO



# Appointments

Day/Date	Time	Who/Services	Location/Address	Other Notes	Appointment Confirmed
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO

# Appointments

Day/Date	Time	Who/Services	Location/Address	Other Notes	Appointment Confirmed
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO

# Appointments

Day/Date	Time	Who/Services	Location/Address	Other Notes	Appointment Confirmed
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO

# Appointments

Day/Date	Time	Who/Services	Location/Address	Other Notes	Appointment Confirmed
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO
					YES NO



## My Services

This section will assist you to coordinate services

## Things to Discuss with my GP

It is important for the GP to be aware of what's happening. Note here the things that you would like to discuss with your GP.

- Referral suggestions:
- Aged Care Assessment Service
- Carer Support Services

Home and Community Care Program for Younger People (HACC-PYP).

Date	Topics I want to Discuss	Outcomes from the Discussion



## Things to Discuss with my GP

Date	Topics I want to Discuss	Outcomes from the Discussion

## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:



## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

## Service Provider Contacts

This is a space to record any person who has visited or phoned to discuss services with you for the first time. You can fill this in, or ask the person who visited. Please show any new contacts to your GP at the next appointment.

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

Start Date:	
Name of Service:	
Worker's Name:	
Contact Details:	
What will this service do?	
End Date:	Reason:

## Services Planner – to keep track of support that comes into the home

This is a place where you can list all of the services you receive on a weekly planner. Commence new planner as necessary.

### Ongoing/Regular Services

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

## Services Planner – to keep track of support that comes into the home

This is a place where you can list all of the services you receive on a weekly planner. Commence new planner as necessary.

### Ongoing/Regular Services

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

## Services Planner – to keep track of support that comes into the home

This is a place where you can list all of the services you receive on a weekly planner. Commence new planner as necessary.

### Ongoing/Regular Services

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							



## Services Planner – to keep track of support that comes into the home

This is a place where you can list all of the services you receive on a weekly planner. Commence new planner as necessary.

### Ongoing/Regular Services

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

## Services Planner – to keep track of support that comes into the home

This is a place where you can list all of the services you receive on a weekly planner. Commence new planner as necessary.

### Ongoing/Regular Services

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

# Notes

A series of horizontal dotted lines for writing notes.





## Notes

# Notes

A series of horizontal dotted lines for writing notes, spanning the width of the page.





## Information for me and my Carer

The purpose of this section is to provide information to support you. There are many options to help you and your family. This section starts by talking about carers.

## What is a carer?

A carer is someone who provides assistance or support to a person who is unwell, ageing or has a disability. An informal carer is a person who provides help voluntarily, without being paid. A carer can be a friend or relative and does not necessarily have to live with the person.

## Who are carers?

Carers can have many other roles in life. They can be a partner, child or significant other. Due to these multiple roles, carers can often be invisible and not be recognised as a carer or not identify themselves as carers. It is important that the informal family carer put their hand up and say – ‘*I am a carer*’.

## What do carers do?

Carers can do many tasks that help the person who is unwell, ageing or has a disability. Some of these activities are listed below. You may recognise some of them.

- Shopping
- Transport
- Meal Preparation
- Medication
- Grooming
- Bathing
- Toileting
- Dressing
- Advocate
- Banking
- Housework
- Lifting and moving
- Monitor safety
- Oversee health
- Support independence
- Encourage wellbeing
- Give reassurance
- Plan for the future

For further information, please contact  
Carers Vic on 1800 242 636.



## Stages of the Caring Role

The following information will help carers recognise the 'extra' activities they do as being, caregiving. It is to show that caring is progressive and it is set out in this information as stages. These descriptions are not clear, distinct stages but are a loose guide to perhaps understand what is happening for the care recipient and what is happening for the carer.

### Pre-Caring

The care recipient is residing in the community, with perhaps some activity restrictions. The supporting family members, such as a wife or husband, may have no recognition or awareness of the caring role.

### Stage One

A gradual start to the care role will involve undertaking some tasks which previously, the person could do themselves, unaided. Providing this support may go unnoticed. Alternatively there may be the sudden need to care for the family member after a health event or accident such as a stroke or injury from a fall. Many people will not identify they are in a care role at this point, feeling they are just doing normal tasks as a spouse or adult child. If a crisis is involved many carers will be too overwhelmed to consider the full impact this will have on themselves.

### Stage Two

Stage two involves continued commitment to caregiving activities where, ongoing support is given to the person who is unwell, ageing or has a disability. At this point carers, and the person they care for, may need aids and equipment in the home, in home services or require support from other health professionals. The carer may be confused with navigating the service system and unsure where to seek advice. The carer may also be unwilling to source help outside the home or family.



## Stage Three

At stage three of caring, services may be involved and the tasks and activities the carer undertakes have become part of routine. Again the carer still may not recognise that they are providing more and more support. The carer could be exhausted, stressed, depressed, or have their own health issues. Outsiders (services and extended family) may not identify the carer is at a point where more support is required, or the carer is becoming mentally and/or physically unwell. Perhaps the carer cannot cope anymore as the needs of the person being cared for have become too great.

## Stage Four

This stage could be a time of change, where extensive help is needed. Services and supports may be in the home or the person who is unwell, ageing or has a disability may enter permanent care arrangements in a residential care facility. Admission into formal care arrangements does not mean relinquishing care, but rather, the carer continues the caregiving relationship in a different environment.

## End of Life Care

No-one can predict the duration of end of life care and palliative care arrangements. The passing of the care recipient is a significant event and must be recognised as part of caregiving along with other grief and loss processes involved with a loved one dying.

*(Stages of Caring, adapted from Carers Vic 2012; Area Agency on Ageing, 2012)*

## Future Planning

Everyone has the right to make their own decisions. However, anyone can experience an injury or illness that means they are unable to make decisions, either temporarily or permanently. These are important topics to discuss with your carer or significant other.

**The Office of the Public Advocate has released a free 'Take Control' Booklet which provides the information and forms you need to appoint a medical treatment decision maker, complete an advance care directive or make an enduring power of attorney:**

<https://www.publicadvocate.vic.gov.au/our-services/publications-forms/take-control-march-2018>

### Future Planning Checklist (guide only)

- I have a current Will
- I have read the 'Take Control' Booklet (**see above**) regarding information to appoint a medical treatment decision maker, complete an advanced care directive or make an enduring power of attorney
- I have had advice from a financial advisor about my home and assets if I need ongoing formal care
- I know my best options should I choose to move into an aged care facility
- I have spoken to my GP about my future medical needs and wishes
- I have spoken to my family/friends/significant other about my wishes for the future and my beliefs about my health
- I have written down my wishes and my family/friends/significant other know where this is, or they have a copy.

For advice and information contact your own solicitor, financial advisor or contact the Office of Public Advocate; free call: 1300 309 33; website: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

### Solicitor's Details

My solicitor's details:

Name	
Firm	
Contact Details	Address:
	Phone:
	Email:

## Useful Contacts

Organisation	Phone	Website
Better Health Channel <i>(website providing health and medical information that is quality assured and up-to-date)</i>	-	<a href="http://www.betterhealth.vic.gov.au">www.betterhealth.vic.gov.au</a>
Carers Victoria	1800 242 636	<a href="http://www.carersvictoria.org.au/">www.carersvictoria.org.au/</a>
Centrelink: <ul style="list-style-type: none"> <li>• Bereavement</li> <li>• Carers</li> <li>• Financial Information Services</li> <li>• Medicare</li> <li>• My Gov (help desk)</li> <li>• Older Australians</li> </ul>	132 300 132 717 132 300 132 011 132 300 132 300	<a href="https://www.humanservices.gov.au/individuals/centrelink">https://www.humanservices.gov.au/individuals/centrelink</a>
Council of the Aged Australia (COTA)	08 8232 0422	<a href="http://www.cota.org.au/">www.cota.org.au/</a>
COTA Victoria	03 9655 2100	<a href="https://cotavic.org.au/about/contact-information/">https://cotavic.org.au/about/contact-information/</a>
Dementia Australia / Helpline	1800 100 500	<a href="http://www.dementia.org.au/helpline">www.dementia.org.au/helpline</a>
Dementia Behaviour Management Advisory Service (DBMAS)	1800 699 799	<a href="http://www.dementia.com.au/">www.dementia.com.au/</a>
Dispute Settlement Centre	1300 372 888	<a href="http://www.disputes.vic.gov.au">www.disputes.vic.gov.au</a>
LGBTI (Lesbian, Gay, Bisexual, Transgender) Support	03 9479 8870	<a href="http://www.rainbownetwork.com.au">www.rainbownetwork.com.au</a>
My Aged Care	1800 200 422	<a href="http://www.myagedcare.gov.au/">www.myagedcare.gov.au/</a>
Mental Health / Psychiatric Triage (information, assessment and referral)	1300 363 322	<a href="http://www.health.vic.gov.au/mentalhealthservices">http://www.health.vic.gov.au/mentalhealthservices</a>
National Aged Care Advocacy Program (NACAP)	1800 700 600	<a href="http://www.myagedcare.gov.au/quality-and-complaints/advocacy-services">www.myagedcare.gov.au/quality-and-complaints/advocacy-services</a>
National Disability Insurance Scheme (NDIS)	1800 800 110	<a href="https://www.ndis.gov.au/about-us/contact-us">https://www.ndis.gov.au/about-us/contact-us</a>
Office of the Public Advocate	1300 309 337	<a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a>
Palliative Care Australia	02 6232 0700	<a href="http://www.palliativecare.org.au">www.palliativecare.org.au</a> Specific resource 'Dying to talk' - a discussion starter about end of life care, specifically developed for Aboriginal and Torres Strait Islander people: <a href="http://dyingtotalk.org.au/">http://dyingtotalk.org.au/</a>
Palliative Care Victoria	03 9662 9644	<a href="https://www.pallcarevic.asn.au">https://www.pallcarevic.asn.au</a> <a href="http://www.health.vic.gov.au/mentalhealth-services/adult/gippsland-a.htm">http://www.health.vic.gov.au/mentalhealth-services/adult/gippsland-a.htm</a>
Seniors Online Victoria	1300 797 210	<a href="https://www.seniorsonline.vic.gov.au/">https://www.seniorsonline.vic.gov.au/</a>
The Carer Gateway	1800 422 737	<a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
The Forgotten Australians	1800 16 11 09	<a href="http://www.forgottenaustralians.org.au">www.forgottenaustralians.org.au</a>
Victoria Elder Rights Advocacy	9602 3066	<a href="http://www.era.asn.au">www.era.asn.au</a>

## KEY Local Contacts for Gippsland

Organisation	Phone	Website
<b>Gippsland-wide:</b>		
Gippsland and East Gippsland Aboriginal Co-operative	03 5150 0700	<a href="https://www.gegac.org.au/">https://www.gegac.org.au/</a>
Gippsland Multicultural Services	03 5133 7072	<a href="http://www.gms.org.au/">http://www.gms.org.au/</a>
Latrobe Community Health Service	1800 242 696	<a href="https://www.lchs.com.au">https://www.lchs.com.au</a>
<b>Central West Gippsland:</b>		
Baw Baw Shire Council	03 5624 2411	<a href="http://www.bawbawshire.vic.gov.au/Home">http://www.bawbawshire.vic.gov.au/Home</a>
Latrobe City Council	1300 367 700	<a href="http://www.latrobe.vic.gov.au/Home">http://www.latrobe.vic.gov.au/Home</a>
Latrobe Regional Hospital	03 5173 8000	<a href="http://www.lrh.com.au/">http://www.lrh.com.au/</a>
Ramahyuck District Aboriginal Corporation: • Morwell office • Drouin office	03 5136 5128 03 5625 6500	<a href="https://www.ramahyuck.org/">https://www.ramahyuck.org/</a>
West Gippsland Healthcare Group	03 5623 0611	<a href="http://www.wghg.com.au/wghg">http://www.wghg.com.au/wghg</a>
<b>East Gippsland:</b>		
Bairnsdale Regional Health Service	03 5150 3333	<a href="http://www.brhs.com.au/">http://www.brhs.com.au/</a>
Gippsland Lakes Community Health	03 5155 8300	<a href="http://glch.org.au/">http://glch.org.au/</a>
Lakes Entrance Aboriginal Health Association	03 5155 8465	<a href="http://www.djillayngalu.org.au/leaha.html">http://www.djillayngalu.org.au/leaha.html</a>
Mallacoota District Health and Support Service Inc.	03 5158 0243	<a href="http://www.mallacoota.org.au/">http://www.mallacoota.org.au/</a>
Omeo District Health	03 5159 0100	<a href="http://odh.net.au/">http://odh.net.au/</a>
Orbost Regional Health	03 5154 6666	<a href="https://www.orbostregionalhealth.com.au/home">https://www.orbostregionalhealth.com.au/home</a>
<b>South Coast:</b>		
Bass Coast Health	03 5671 3333	<a href="http://www.gha2.net.au/bch">http://www.gha2.net.au/bch</a>
Bass Coast Shire Council	1300 226 278	<a href="http://www.basscoast.vic.gov.au/Home">http://www.basscoast.vic.gov.au/Home</a>
Gippsland Southern Health Service	03 5667 5555	<a href="https://www.gshs.com.au/">https://www.gshs.com.au/</a>
South Gippsland Hospital	03 5683 9777	<a href="https://southgippslandhospital.org.au/">https://southgippslandhospital.org.au/</a>
South Gippsland Shire Council	03 5662 9200	<a href="http://www.southgippsland.vic.gov.au/">http://www.southgippsland.vic.gov.au/</a>
<b>Wellington:</b>		
Central Gippsland Health	03 5143 8600	<a href="http://www.cgshs.com.au">http://www.cgshs.com.au</a>
Ramahyuck District Aboriginal Corporation: • Loch Sport office • Rosedale office • Sale office • Stratford office	03 5144 6511 03 5199 2333 03 5144 6511 03 5145 6743	<a href="https://www.ramahyuck.org/">https://www.ramahyuck.org/</a>
Wellington Shire Council	1300 366 244	<a href="http://www.wellington.vic.gov.au/Home">http://www.wellington.vic.gov.au/Home</a>
Yarram and District Health Service	03 5182 0222	<a href="http://www.ydhs.com.au">http://www.ydhs.com.au</a>

## Abbreviations

At times it may feel like health professionals are talking in riddles as they rattle off short abbreviated names for supports and services. The list below may help in recognising some of the common terms used in the aged care and carer support service system.

ACAS/ACAT	Aged Care Assessment Service or Aged Care Assessment Team
APATT	Aged Psychiatry Assessment and Treatment Team
ALO	Aboriginal Liaison Officer
CALD	Culturally and Linguistically Diverse
CDAMS	Cognitive Dementia and Memory Service
CHSP	Commonwealth Home Support Program
CDC	Consumer Directed Care
DAIS	Disability Advocacy Information Service
DBMAS	Dementia Behaviour Management Advisory Service
DHHS	Department of Health and Human Services
DNS	District Nursing Service
DSS	Department of Social Services
ERA	Elder Rights Advocacy
GP	General Practitioner
HACC PYP	Home and Community Care Program for Younger People
HCP	Home Care Package
LGA	Local Government Area
MAC	My Aged Care
NDIS	National Disability Insurance Scheme
PAC	Post-Acute Care
PAV	Personal Alert Victoria
PCA	Personal Care Assistant
PCW	Personal Care Worker
RAC	Refundable Accommodation Contribution
RACF	Residential Aged Care Facility
RAS	Regional Assessment Service
RIAC	Rights Information and Advocacy Centre Inc.
TCP	Transitional Care Program



## Notes

# Notes

A series of horizontal dotted lines for writing notes.





## Notes



# Notes

A series of horizontal dotted lines for writing notes, spanning the width of the page.





## Notes

## Acknowledgements


This resource was originally designed and developed by FamilyCare, Carer Support Services as part of the Transitions of Care Project (2012/13).

The 'Care Journal Working Group', with representatives from the following agencies, reviewed and redeveloped the original resource for the Gippsland, Victoria region:

- Baw Baw Shire Council
- Central Gippsland Health
- Central West Gippsland Primary Care Partnership
- Gippsland Lakes Community Health
- Latrobe Community Health Service
- South Gippsland Shire Council
- West Gippsland Healthcare Group.

The Working Group would like to thank all clients who provided valuable input into the development of this Care Journal. This resource is also dedicated to all Carers in recognition of their important role.

*Disclaimer: Every effort has been made to obtain information included in the resource from reliable sources. Material has been presented in a broad and simplified manner. Responsibility for the use and interpretation of the information lies with the individual. Contact details, references and websites were correct at time of publication.*



The development of the Care Journal was supported by the Victorian Government.

Printing of the resource was also made possible  
through funding from the Latrobe Health Assembly.



Latrobe Health  
Assembly

Shaping  
The Valley