

## Case Study



Image supplied by Thuy

### Thuy and her father

Thuy, 60, is responsible for caring for her 92-year-old father Nham in the family home. She takes care of every aspect of her father's well-being, helping with personal care, eating and exercises.

Nham does not speak English, is vision impaired, and has a chronic disease. He is also experiencing behavioural challenges associated with dementia.

Thuy works part-time, so balancing work commitments and being a full-time carer can sometimes be a challenge.

'At least three or four times a week, my father used to wake up and slide out of bed,' Thuy said. 'And as the dementia got worse, he would slide out of bed more often.'

After Nham experienced a stroke he needed a higher level of care. Thuy heard about Carer Gateway through the Vietnamese Family with Special Needs Group. She decided to reach out and ask for help. After speaking with Carer Gateway, Thuy was offered respite care.

**'I was so grateful to Carer Gateway as this respite made such a difference. Even more important was that the respite carer spoke Vietnamese. She was someone we had come to know and trust,' Thuy said.**

'I had such peace of mind as the respite carer came to my home and I knew my father was in good hands. The respite made me feel like a new person so I was able to better care for my dad.'

Thuy explored the Carer Gateway website further and found information about how to care for herself.

'I read these very useful materials and attended some of the counselling workshops on how to relieve stress. It was such a godsend.'

Thuy found Carer Gateway very easy to use as it was only one phone call and the intake worker treated her with respect and cultural sensitivity.

'The intake worker made me feel so comfortable. I was so worried that if I had asked for help and it was rejected, I would have been very upset. Instead, I jumped for joy because I had been heard and helped.'

**'I recommend to everyone in a caring role to reach out to Carer Gateway for help and support. They are wonderful!'**

## Carer Gateway is here to help you

**Call Carer Gateway on 1800 422 737 Monday to Friday, 8am to 5pm, or go to [carergateway.gov.au](https://www.carergateway.gov.au) to find out what support is available to help you.**

If you speak a language other than English, you can use the Translating and Interpreting Service (TIS). TIS is available 24 hours a day, 7 days a week, anywhere in Australia for the cost of a local call on **131 450**. Support provided through Carer Gateway is tailored to the individual needs and circumstances of a carer.



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