

## What the Forum offers Carers & Consumers

The Carers and Consumers Forum gives people the opportunity to meet and discuss issues relating to disability, ageing and living in the community. Participants determine the direction the Forum takes.

The Forum offers:

- information about services
- a regular newsletter
- provision of advocacy
- input into service planning and funding
- lobbying
- a friendly atmosphere

***Sutherland Shire Carers & Consumers Forum is auspiced by Sutherland Shire Carer Support Service Inc. (SSCSS) & funded through the Home & Community Care (HACC) Program. HACC is jointly funded by the NSW & Commonwealth Governments.***

**Telephone Interpreting Service  
13 14 50**

**For further information  
about the Carers &  
Consumers Forum,  
contact the Forum Support  
Worker on:**

**Phone: 9542 3635**

**Fax: 9542 6291**

**Email: [tracy@ssccn.org.au](mailto:tracy@ssccn.org.au)**

**Website: [www.sscss.org.au](http://www.sscss.org.au)**



**Stapleton Avenue  
Community Centre,  
3a Stapleton Ave,  
Sutherland NSW 2232**

### **WE WANT YOUR FEEDBACK**

If you are dissatisfied with any aspect of this service, we need to hear from you. You should first discuss your concerns with the Forum Support Worker, but if a satisfactory resolution is not found, then contact the Chairperson of Sutherland Shire Carer Support Service (SSCSS) If you are still unsatisfied, you can contact the NSW Ombudsman's Office at Level 24, 580 George St., Sydney 2000 or phone 9286 1000

# **Sutherland Shire Carers & Consumers Forum**



***An opportunity for***

- ***People with disabilities***
- ***Frail older people***
- ***Family and friends who care for them***

***to meet and have a say.***



**9542 3635**

## What is the Carers & Consumers Forum?

The Sutherland Shire Carers and Consumers Forum is an informal gathering of people with common interests and concerns who get together to share their experiences of using community services to live with a disability, the effects of ageing or caring for a family member or friend.

The Forum provides these people with the opportunity to let service providers know what they need to maintain a high quality of life.

Information is available about services that can assist people to live in their own homes in the community safely and independently. Guest speakers can address a range of issues.

## Why was it formed?

The Carers and Consumers Forum was established in 1996 as an initiative of the Building Bridges Project by a group of local service providers and service users who wanted to work together to improve services in the Sutherland Shire.

## Who can attend?

The Forum is open to anyone who is currently using Home and Community Care (HACC) services or may be eligible for them. These include:

- People with disabilities
- Frail older people
- The carers of both groups.

To assist in open discussion of concerns, representatives of organisations that provide services do not attend unless by invitation as guest speakers. Some other local support workers may attend, including the Carer Support Worker, the HACC Development Officer and the Aboriginal HACC Worker.

## Who organises the Carers and Consumers Forum?

The Forum Support Worker plans and promotes meetings and assists people who have specific needs to allow them to participate.

The Support Worker can also follow up any queries or concerns that people highlight during meetings and ensure that any suggestions are passed on to service providers' monthly meeting, the Community Care (HACC) Forum.

*Members' full confidentiality is guaranteed.*

## When does it meet?

The Forum currently meets four times a year, on the fourth Tuesday of February, May, August and November.

Lunch and refreshments are provided. People who are unable to attend a Forum for any reason are welcome to contact the Forum Support Worker directly to raise an issue. Full confidentiality is guaranteed.

## Special Needs

All meeting venues are wheelchair accessible. Transport and respite can be arranged.

