

## Who is a Carer?

A Carer is a family member or friend who provides ongoing support to children or adults who have a disability, mental illness, a chronic condition, drug or alcohol dependencies, a terminal illness, or who are frail aged.

Carers do this, often without payment but some may be eligible for Carer Payment or Carer Allowance through Centrelink.

Carers may help with:

- Toileting/showering and dressing
- Going out to activities Transport
- Going to the Doctor
- Making appointments
- Keeping someone safe in the home or community

For further information phone the Carer Gateway on 1800 422 737 or visit:

[www.carergateway.gov.au](http://www.carergateway.gov.au)



## What does a TOP 5 look like?

1. Bill is a quiet man and likes to keep to himself. He does not like any more than two visitors at a time or he may get agitated.
2. When making appointments for Bill, do not talk to him about these as he may get agitated and/or forget, it is best to arrange these with family / carers.
3. Bill has strong traditional cultural beliefs and requires a male health care worker, family member or friend to shower him or he may become distressed.
4. Bill has bad memories of interactions with health and other government agencies. Make sure you talk to him about his care or treatment with family present. This will help develop trust with Bill and his family/carers.
5. Bill tends to panic in enclosed places, so placement near a window, where he can see outside will help him be settled and stay calm.

Mid North Coast Local Health District would like to acknowledge the Carer Support Unit, Central Coast Local Health District for the integration of their concept and material to support further uptake of the TOP 5 initiative and the Clinical Excellence Commission, HCF Health and Medical Research Foundation for research projects and resource development.

TOP 5 information is online. Visit:

[www.mnclhd.health.nsw.gov.au/top5](http://www.mnclhd.health.nsw.gov.au/top5)



Health  
Mid North Coast  
Local Health District

# Carers

Help us personalise care and improve communication



Your 'TOP 5' tips  
help **Community Services** to  
provide care for your  
family member

## What is TOP 5 about?

It can be very hard for people when they are being treated or cared for by health care and other support workers, particularly when there are any communication difficulties.

You and your family, or carer know what is important for you.

It can also be hard for the health care or other support staff, because they do not always know what you want and do not want.

To get the staff to know you better, you or your family and/or carer can ask the staff to write what you like and don't like on the TOP 5 form.



## What do we need to know?

- ⇒ Things that often make you upset and how we can help you
- ⇒ If you have someone in your family that we can talk to about helping you
- ⇒ What staff can do or say to make you feel comfortable and safe



- ⇒ You &/or your family spokesperson need to tell us what you like and don't like.
- ⇒ Let us know what we need to do and/or not to do and how this makes you feel.
- ⇒ Some examples are over the page and suggestions on tips are on the back on the TOP 5 Form.

## How does TOP 5 work?

You, your family and/or carers talk to your health care or other support staff about your TOP 5. They will write down tips and ideas about how to support you, including likes or what you don't like on the TOP 5 form.

All staff can then follow your tips.

You may have only one tip or up to 5 tips.

A yellow form titled 'Strategies to Support Care and Communication'. It includes a header with a 'TOP 5' logo, a form for patient details (Surname, Given name, Date of Birth, Sex), and a large table with 5 numbered rows for tips. At the bottom, there are fields for 'Compiled by', 'Date', 'Emergency Contact', and 'Telephone'.

Surname:	MRN		
Given name:			
Date of Birth:			
Sex:	(Affix patient label here)		
<b>Strategies to Support Care and Communication</b>			
Please keep this form in a central place where staff can access it. If the individual is in hospital, place the original form, or TOP 5 tag, on top of the bed chart notes. The TOP 5 form should travel with the individual if transferred to a health care service or their home.			
1			
2			
3			
4			
5			
Compiled by:		Date:	
Emergency Contact:		Telephone:	

All North Coast Local Health District (MNCLHD) would like to acknowledge Care Support Unit, Central Coast LHD for the integration of their concept and material to support further uptake of the TOP 5 initiative and the Clinical Excellence Commission, ICT Health and Medical Research Foundation for research projects and resource development.