

# When services are delivered which **do not respond appropriately to the needs** of the carer or the person they are caring for, carers experience frustration and perceive this as a **'waste of time, money and resources'**.

A gentleman, caring for an elderly relative with a leg amputation in his home, tells of the ongoing difficulties they are experiencing in getting an appropriate wheelchair from her service provider.

*The lady I'm caring for, she has not been given a choice [about wheelchairs]. And this impacts on me too, because I want her to be safe at home.*

*She has spoken to other amputees about wheelchairs, and she knows what she wants.*

*But they sent her out a mobility scooter that she didn't want. She can't use it in the house.*

*They said to her, "Well just sell it if you don't want it". I've already got one inappropriate wheelchair sitting in my computer room that they sent...now we have this thing sitting there too.*

*As her carer it stresses me out that they don't listen to us, what she needs.*

*I worry about her when I'm not there.*

# There are opportunities to provide nuance in services offered to support carers.

The complexity of the family caring situation can not often be holistically understood via filling in standard forms. Criteria that does not reflect what is going on in people's lives means they fall through the gaps and their choices are compromised and their sense of stress and overwhelm steadily increases.

*Sometimes  
I wish someone  
would come to the door and  
say, "Ok! I'm here for 3 hours.  
What do you need help with?"*

*...getting  
on top of things...  
Cleaning, washing, paperwork,  
going through boxes, organising mum  
and dad's things...I am full time caring  
for my parents...I have very little time and  
energy for myself...I feel swamped. It's  
overwhelming sometimes.*

*Other  
times I just need  
to be taken out of the house  
to relax. I feel guilty all the time at  
home if I'm not chipping away at all the  
paperwork...*