

照顾癌症患者

供提供照顾与支持的亲友参考的信息

我们编写了这份情况说明书，供照顾癌症患者的人士使用。照顾他人可能是非常值得去做的事情，但许多照顾者也会遇到难题。我们希望这些信息能帮助您进一步认识您作为一个照顾者的角色，了解如何照顾您自己以及有哪些支持服务可供使用。

谁是照顾者？

照顾者是向因疾病、残障或年老等情况而需要帮助的人士提供无偿的护理及支持的人员。

家人、朋友或邻居都可以成为照顾者。您可能不把自己当成照顾者。您也许认为自己只是出于（与被照顾者）正常的关系而提供帮助。

有些照顾者24小时全天候提供支持。有些照顾者每周探望几个小时提供帮助，或通过电话、电邮或上网等方式安排照顾事宜。照顾者有时候住得很远。护理的数量和类型可能会随着时间的推移而改变。照顾也许不能仅由一人完成。

有些人乐意成为照顾者，并觉得与受其照顾的人士很亲近。有些人虽不乐意，却不得不提供照顾。

有些照顾者兼负着其他责任，如照顾小孩、繁重的工作或学习。

Caring for someone with cancer

Information for friends and family who provide care and support

We prepared this fact sheet to help people who are looking after someone with cancer. Caring can be very rewarding, but many people also find it hard. We hope this information can help you understand more about your role as a carer, how to look after yourself and the support services out there.

Who is a carer?

A carer is someone who gives unpaid care and support to a person who needs their help because of illness, disability or ageing.

Carers may be family, friends or a neighbour. You may not see yourself as a carer. You may think you are simply helping as a normal part of your relationship.

Some carers provide support 24 hours a day. Other carers visit for a few hours a week to help or organise care by phone, email or the internet. Sometimes a carer lives a long way away. The amount and type of care might change over time. Caring can be more than a one-person job.

Some people are happy to be carers and feel very close to the person they are caring for. Other people don't and feel they have to provide care.

Some carers have other responsibilities, such as young children or a demanding job or studies.

照顾者的工作内容

照顾可能包括：

- 帮助做饭、购物、交通出行以及清洁
- 管理银行账户、账单及金钱
- 安排及参加医疗预约
- 与亲友交流（被照顾者的）最新情况
- 提供基本的健康护理，包括给药
- 提供心理或精神支持。

照顾者常常会经历新的挑战。有些事情刚开始的时候也许显得难度太高，如帮助给药。随着时间的推移，大多数照顾者说他们对自己能做的事情感到惊讶。当意识到自己能帮大忙的时候，他们的满足感油然而生。

重要的技能包括：懂得如何聆听、何时说话以及何时癌症患者只需要您“在那里陪着他们”。大多数照顾者在没有觉察的情况下已拥有了这些技能。

您有时候也许会担心别人对您的期望。您如果觉得难以成为照顾者，请尽力而为。有需要时请寻求帮助。如需支持与建议，请与 Carers Australia 联系，或致电13 11 20联系 Cancer Council 与癌症专科护士交谈。如需以自己的语言与癌症专科护士交谈，请致电13 14 50。

照顾者的感觉如何

作为照顾者，会感到很多情绪是正常现象，而且那些感觉可能会随着时间的推移而发生变化。照顾者常常有着与癌症患者相似的情绪。常见的感觉包括：

- 满足感
- 爱
- 担忧
- 愤怒
- 挫败感

What carers do

Caring may involve:

- helping with cooking meals, shopping, transport and hygiene
- managing bank accounts, bills and money
- organising and attending medical appointments
- communicating updates with family and friends
- providing basic health care, including giving medicines
- providing emotional or spiritual support.

Carers often experience new challenges. At first, some things may seem too hard to do, like helping with medicines. Over time, most carers say they are surprised at how much they can do. They get satisfaction from realising how much help they can give.

Important skills include knowing how to listen, when to talk and when ‘being there’ is all that the person with cancer needs. Most carers have these skills without knowing it.

Sometimes you might feel worried about what’s expected from you. If you are finding it difficult to be a carer, do what you can. Ask for help when you need to. Contact Carers Victoria who can offer support and advice or call Cancer Council 13 11 20 to speak with a cancer nurse. To speak with a cancer nurse in your own language call 13 14 50.

How carers feel

It is normal to feel lots of emotions when you are a carer, and those feelings can change over time. Often carers feel similar emotions to those felt by the person with cancer. Common feelings are:

- satisfaction
- love
- worry
- anger
- frustration

- 压力
- 负罪感
- 孤独
- 抑郁
- 无助感
- 失落与悲伤。

照顾您自己

照顾他人可能是非常值得去做的事情，但有时这件事也很困难。许多人说，当照顾者可能会影响他们的健康与幸福感、人际关系、职业生涯以及经济状况。

许多照顾者忽视了他们自己的需要。您也许觉得为自己着想是自私的行为。照顾你自己很重要，它将使您能够提供更好、更长时间的照顾。

照顾自己的方法：



接受帮助



与您所信任的人士倾谈



定期做运动



健康饮食



加入支持小组



咨询您的 GP



休息一下

- stress
- guilt
- loneliness
- depression
- helplessness
- loss and grief.

Caring for yourself

Caring can be rewarding, but it may also be hard at times. Many people say that being a carer can affect their health and wellbeing, relationships, careers and finances.

Many carers ignore their own needs. You might think it is selfish to think about yourself. Looking after yourself is important, it will help you provide better care for a longer period of time.

Ways to look after yourself:



Accept help



Talk to someone you trust



Exercise regularly



Eat a healthy diet



Join a support group



Speak to your GP



Take a break

休息一下 (暂托护理服务)

暂托护理服务使照顾者有机会休息一下。在不同类型的暂托设施,包括安老院舍、宁养疗护机构或家中,均设有暂托服务。可选的暂托服务将取决于您所在地区的情况。暂托服务可以是几个小时、一整夜或几天。

您可能由于离开您所照顾的人而心生愧疚或焦虑感,因此不想使用暂托服务。然而,休息一下或许令您能够更好地、更长时间地照顾患者。您所照顾的人也可以得到休息,和其他人在一起。

大部分的暂托服务都需要付费, Commonwealth Respite and Carelink Centres 可介绍您使用澳大利亚各地的暂托及支持服务。请在办公时间内致电1800 052 222, 或在非办公时间致电1800 059 059, 以获得紧急支持服务。

您的医疗团队也可以帮助您寻找并选择提供护理服务的机构。他们可以帮助您计划暂托护理服务,以满足您本人、您的家人以及您所照顾的人的需要。他们可以帮助您安排预约,并查询了解是否有经济援助。

经济援助

照顾他人可能会导致经济困难。您本人或所照顾的人如需减少工作时间或停止工作,则家庭收入将会减少。也有可能产生新的开支。

如需了解可以获得什么经济援助,请与社工、Carers Victoria或Cancer Council联系。

民政服务部提供免费的私人财务信息服务,支持您解决财务问题;请致电13 23 00。

更多的信息与支持服务

照顾者可获得身心健康及经济等方面的多种服务支持。如需用中文与这些服务机构联系,请致电 13 14 50,接通后请说出您希望联系的机构名称。

Taking a break (respite care)

Respite care gives carers a chance to have a break. It is offered in a number of different types of respite facilities including residential care facilities or palliative care units or at home. Respite options will depend on what is available in your area. Respite can be for a few hours, overnight or a few days.

You might not want to use respite care because you feel guilty or anxious about leaving the person you care for. However, taking a break means that you will probably be able to be a better carer for longer. The person you are caring for can also have a break and be with other people.

Most respite options will involve a cost and the Commonwealth Respite and Carelink Centres can connect you with respite and support services around Australia. Call 1800 052 222 during business hours or 1800 059 059 for emergency support outside business hours.

Your medical team may also be able to help you find and choose care. They may be able to help you plan respite care that meets the needs of you, your family and the person you are caring for. They may be able to help you organise bookings and find out if financial help is available.

Financial assistance

Caring for someone can cause financial strain. Household income will drop if you or the person you are caring for needs to work less hours or stop working. There may also be new expenses.

Speak to a social worker, Carers Victoria or Cancer Council to find out what financial help is available.

The Department of Human Services offers a free, private Financial Information Service that provides support on financial issues; call 13 23 00.

More information and support

There are many services available to support carers emotionally, physically and financially. To speak to these services in Chinese call 13 14 50 and ask for them by name.

照顾者服务机构

Cancer Council Victoria Family Connect

13 11 20

cancervic.org.au/get-support/connect-and-learn/cancer_connect

由曾经有过相同经历的人提供的电话支持服务。

Carer Gateway

1800 422 737

carergateway.gov.au

向照顾者提供信息及资源的政府服务机构。提供与您所在地区的服务机构联系的方式。

Carers Victoria

1800 514 845

carersvictoria.org.au

一家非营利性组织，为照顾者提供建议、信息及支持服务，以改善他们的身心健康和福祉，提升能力以及适应力。

Victorian Carer Card

供维多利亚州的无薪主要照顾者使用的折扣优惠卡。

Young Carers

1800 514 845

支持照顾家人或朋友的年青人(25岁或以下)。此机构由照顾者协会的州及领地分会管理，提供信息、支持服务以及机会。

暂托服务

Commonwealth Respite and Carelink Centres

办公时间电话号码: 1800 052 222

紧急暂托服务电话号码: 1800 059 059

提供有关暂托服务的信息——这些服务有可能在家里或暂托护理中心进行; 或在某些情况下, 在医院或姑息疗护的机构 (宁养中心) 进行。

经济援助

民政服务部

13 23 00

提供有关财务问题的免费私人理财信息服务。

Carers Services

Cancer Council Victoria Family Connect

13 11 20

cancervic.org.au/get-support/connect-and-learn/cancer_connect

Phone support from someone who has been there before.

Carer Gateway

1800 422 737

carergateway.gov.au

An Australian Government service that provides information and resources for carers. Provides links to support services in your local area.

Carers Victoria

1800 514 845

carersvictoria.org.au

A not-for-profit organisation which provides advice, information and support to carers to improve their health, wellbeing, capacity and resilience.

Victorian Carer Card

A discounts and benefits card for unpaid primary carers in Victoria.

Young Carers

1800 514 845

Supports young people (25 and under) who care for a family member or friend. Run by state and territory Carers Associations, the program offers information, support and opportunities.

Respite

Commonwealth Respite and Carelink Centres

1800 052 222 during business hours

1800 059 059 for emergency respite

Provide information about respite services, which may be available at home, in a respite care centre or, in some cases, in a hospital or palliative care unit (hospice).

Financial

Department of Human Services

13 23 00

Offers a free, private Financial Information Service that provides support on financial issues.

Centrelink

13 27 17

多语种服务热线 13 12 02

可提供经济援助, 如照顾者福利金或 Centrelink 发放的优惠卡。

用您的语言与癌症专科护士交谈

如需用您的语言获得更多信息及支持服务, 请致电 **13 14 50**。要求口译员转接到 **13 11 20** 联系 Cancer Council Victoria, 与癌症专科护士交谈。训练有素的癌症专科护士可以倾听您的顾虑, 提供更多信息, 并帮助您联系当地的服务机构。

这项服务供所有受癌症影响的人士使用, 包括患者的家人、照顾者及朋友。只需支付一次本地通话的费用 (用手机拨打除外), 即可使用此项服务。

免费索取用您的语言编写的其他资源:

- 癌症是什么病?
- 疲劳与癌症
- 康复之路

鸣谢

由 Dry July Foundation 资助。这些信息均基于相关领域的临床医务人员的专业知识及客户体验。这些信息参考了 Cancer Council Australia 出版的册子《Caring for Someone with Cancer 2017》。此情况说明书经 Carers Australia – Victoria 的社区参与部组长 Julia Mazur、服务使用者 Merylyn Sim 以及 Monash Health 社工 Brooke Webb 等人审阅; Clem Byard, 13 11 20 Cancer Council Victoria。

读者须知

有关影响健康的事宜, 务必咨询您的医生。此情况说明书仅供一般介绍用途, 不可代替专业的医疗、法律或财务意见。医学界和研究会不断更新修改有关癌症的信息。Cancer Council Australia 及其成员在出版时已尽一切努力确保信息的准确性, 但他们对于因使用或依赖本说明书所提供的信息而造成的任何伤害、损失或损坏, 不承担任何责任。

Centrelink

13 27 17

Multilingual Service 13 12 02

May be able to provide financial assistance such as carer payments or concession cards from Centrelink.

Speak with a cancer nurse in your language

For more information and support in your own language, call **13 14 50**. Ask the interpreter to contact Cancer Council Victoria on **13 11 20** to talk with a cancer nurse. Trained cancer nurses can listen to your concerns, provide additional information and put you in touch with local services.

This service is for anyone affected by cancer, including families, carers and friends. It is available for the cost of a local call (except from mobiles).

Ask for a free copy of other resources in your language:

- What is cancer?
- Fatigue and cancer
- On the road to recovery

Acknowledgements

Funded by Dry July Foundation. This information is based on the expertise of clinicians who work in the area and consumer experience. The information has been drawn from the Cancer Council Australia booklet *Caring for Someone with Cancer* (2017). This fact sheet was reviewed by Julia Mazur, Team Leader Community Engagement, Carers Australia – Victoria; Merylyn Sim, Consumer; Brooke Webb, Social Worker, Monash Health; Clem Byard, 13 11 20 Cancer Council Victoria.

Note to reader

Always consult your doctor about matters that affect your health. This fact sheet is intended as a general introduction and is not a substitute for professional medical, legal or financial advice. Information about cancer is constantly being updated and revised by the medical and research communities. While all care is taken to ensure accuracy at the time of publication, Cancer Council Australia and its members exclude all liability for any injury, loss or damage incurred by use of or reliance on the information provided in this fact sheet.