



COMMUNICATIONS UPDATE

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News - Online Enquiry

We have introduced a new feature to our website - an online enquiry form that should make it quick and easy to get support when you need it. It also allows you to ask for help or ask questions when its convenient for you, which may not be when we are at our desks (there are many who find the late night or early morning hours best for getting the extra work done)! See the online enquiry form [here](#).



Click & Connect (Peer Support)

TOPIC: CONGRUENT CAREGIVERS

DATE: Wednesday 18 May at midday

TOPIC: In this meeting we will review and discuss the Youtube Recording by Helen Barrett on Congruent Caregivers. Helen explains how healing may come from correcting experiences and bringing the unconscious into the conscious, integrating new memories. Helen also explains the importance of being congruent as your child sees, feels and knows all! If they feel something is not right, that may create even more of a threat for them, exacerbating even bigger emotions. Please join us for this discussion.

REGISTER: [here](#) via Zoom in advance

HOMEWORK: Listen to Youtube or read the transcript by Helen Barrett titled "The conscious, congruent caregiver & the coregulating, correcting play therapist. A perfect match!" Available [here](#).



News - Flexible Funding Budget Allocations

As at 30 April 2022 we have made more payments than our 30 April budget, so please prioritise any applications for the remainder of this financial year to those that are essential (to 30 June 2022). Flexible Funding is ongoing, so approved applications that may not be paid from the 2021/22 budget, will be eligible for payment in the 2022/23 year. Don't despair if you have a few things coming up! The increase in demand for funding reflects many of the services that were not available during lockdown now becoming more accessible, so please make applications as early as you can to ensure we can process them before they are due for payment.

News - Asking for help

Sometimes it is hard to ask for help, especially when its the second or third time asking. But we know that parents and carers cope best when they ask for help. **So please ask once, twice, three times or more.**

PCA Families expect there will be multiple applications for funding relevant goods and services, so if you have a need for your young person, please do ask us if we can help. We are a safe space in which to ask for help to fund essential services for your young person and for services that help them expand their skills and knowledge too. Just ask!



News - Flexi Funding Struggles

Are you struggling with **registering** or making a flexible funding application on our website portal? If so, call us. Or come along to our "Lets Connect" face to face meetings where we can help in person. Just bring your laptop or other device! Dates and locations are on our events page [here](#).

Are you having trouble **uploading documents** to our portal to complete an application? If so, you can submit an application without attachments and forward to us by email.

Once we receive the email we can upload them for you. If the file is too large to upload to the application or send by email you will get a warning message. Or call us for help.

Are you unable to **locate your care order** details? If you cannot locate your Permanent Care Order or order details, and you have made previous applications, we can help.

When an **application is approved/rejected/cancelled** you will receive a separate email explaining why. The "being assessed" status on the website does not get changed when approved due to system limitations. The 21 day processing period we aim for may be longer if we have to request additional information.

Its really important to PCA Families to get **feedback on the process**, so please complete the survey or fill out the feedback/complaints form each time.

"Improving the lived experience of young people"

News - Victorian Budget

For the third year the 2022-23 Victorian Budget has not increased the DFFH Care Allowance. PCA Families will continue to advocate for an increase in the carer allowance in line with CPI. For more budget information see [here](#).



News - Long Covid



The latest International research suggests up to 30% of people who contract COVID-19 suffer from longCOVID (chronic fatigue and impacts on respiratory, muscular, sensory and neurological functioning). Health Insights study in Australia confirmed broader impacts, including mental health deterioration. Learn more [here](#).

Lets Connect (Peer Support - Face to Face)

DATE: Monday 16 May 10am-12pm

LOCATION: View Arch Cafe, 1728 Sturt Street, Alfredton, Ballarat

TOPIC: Getting together to connect with others with lived experience is important, so lets gather face to face and share tips and advice and/or seek out some specialist advice from one of our PCA Advisors. Liz and Merle will be available for members to meet with individually and will run the group session. We can discuss whatever you wish on the day or you can contact us ahead of time. Refreshments and snacks will also be provided.

All PCA Families members are welcome by registering to attend at any location - come to one or all its up to you. More locations and dates are available on our Events page [here](#).

If you would like help with our website registration or flexible funding applications please bring your laptop or other device.

REGISTER: via Zoom in advance [here](#).

Flexi-Funds

PCA Families has Flexible Funding available to meet the extraordinary needs of children and young people subject to a Permanent Care Order, or where you are receiving DFFH care allowance and have a Family Court Order or Adoption Order. Flexi funds can be used for therapeutic, educational and medical services, to build skills, interests or attachment, to elevate family contact and cultural identity, to offer respite, home medication or other services like whitegoods, one off clothing, estate planning or vehicle needs eg car seats. [For details about what the funds can be used for - see here](#)

PCA Families cannot guarantee we are able to fund every application and request received.

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PCA Families, Level 4, 247-251 Flinders Lane, Melbourne 3000
info@pcafamilies.org.au www.pcafamilies.org.au 03 9020 1833

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