

 **National Dementia Helpline: 1800 100 500** provides access to all Alzheimer's Australia Vic services

 **My Aged Care Information line: 1800 200 422** or www.myagedcare.gov.au

| Alzheimer's Australia Vic | | |
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| Who we are | What we offer | When to contact |
| Alzheimer's Australia Vic (AAV) is a society committed to the prevention of dementia. We provide counselling, information and support to people living with dementia, their carers, family and friends. | <ul style="list-style-type: none"> • Free and confidential counselling (online and face to face) • Younger Onset Dementia specific services • Family information sessions • Memory Lane Cafes • Living with Dementia groups • National Dementia Helpline | AAV is committed to supporting people with dementia and their family and friends for the duration of the condition. Please contact us for counselling, information and support at any stage of the course of the disease, including prior to a diagnosis |
| Diagnosis | | |
| Who they are | What they do | When to contact |
| General Practitioner (GP) Medical doctor | <ul style="list-style-type: none"> • Medical check-up and rule out other possible causes of symptoms • Referral to private specialist (geriatrician, neurologist, psychiatrist) <u>or</u> Public Specialist service, e.g. CDAMS • Ongoing monitoring of health and treatment for dementia | If there are changes in the way a person remembers information, functions, manages ordinary day-to-day tasks or their symptoms of dementia appear to be getting worse such as when driving, mobility or safety. |
| Cognitive Dementia and Memory Service (CDAMS) Services are located across Melbourne and in regional centres. Call national Dementia Helpline or download a CDAMS brochure https://www2.health.vic.gov.au/about/publications/policiesandguidelines/CDAMS%20brochure | Diagnostic service for people concerned about their thinking and memory. You can get a referral from GP or contact your local CDAMS directly <ul style="list-style-type: none"> • Specialist diagnostic clinic and treatment service • Information and links to other services | |
| Assessment for Support and Services | | |
| Who they are | What they do | When to contact |
| Aged Care Assessment Service / Team (ACAS) Services are located across Melbourne and in regional centres. <i>If person with dementia is aged under 65 ACAS has a relationship with Disability Services to ensure the person's needs are met.</i> Phone: 1800 200 422 to get assistance to find your local ACAS or www.myagedcare.gov.au/eligibility-and-assessment/acat-assessments | Assessment service to determine level of care or support required. You must have an ACAS assessment to access residential respite, permanent residential care and home based packages of services. <ul style="list-style-type: none"> • Determine what assistance the person with dementia and the carer need to stay at home such as: In home support / Respite either in home or in respite facility & Activity Groups • Referral to home care service providers in your local area | Sooner rather than later and when local services you are using are not enough. It may take time to gain an assessment and there is often a waiting list to receive a "package of care" to help the carer and the person with dementia stay at home longer. |

Support at Home

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| <p>Consumer Directed Care Home Care Packages Variety of providers to choose from.</p> <p>For On-line Information http://www.myagedcare.gov.au/aged-care-services/home-care-packages</p> | <p>You will have a budget allocated to buy the services you need. There are four levels of Home Care Packages which are designed to give you the assistance you need:</p> <p>Level 1 supports people with basic care needs; Level 2 supports people with low-level care needs Level 3 supports people with intermediate care needs Level 4 supports people with high-level care needs See 'Your Guide to New Choices in Home Care' (COTA)</p> | <p>As soon as you have an ACAS assessment report as there may be a waitlist for packages.</p> <p>Services will vary according to your package level and budget.</p> |
| <p>Council Services - Home and Community Care (HACC)</p> <p>Phone: Contact your local council</p> | <p>Council services are usually means tested. They include:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Home Help (cleaning) <li style="display: inline-block; width: 45%;">• In-home respite <li style="display: inline-block; width: 45%;">• Transport <li style="display: inline-block; width: 45%;">• Personal Care (eg showering the person with dementia) <li style="display: inline-block; width: 45%;">• Meals <li style="display: inline-block; width: 45%;">• Activity programs for people with dementia <li style="display: inline-block; width: 45%;">• Social support <li style="display: inline-block; width: 45%;">• Home Maintenance | <p>Getting help with practical things may relieve the emotional pressure of caring for someone with dementia. It won't hurt to find out what help is available.</p> |
| <p>National Respite for Carers Program</p> <p>Phone: 1800 052 222 The call will be answered by the Centre in <i>your</i> region. Or visit website to look up providers in your local area: www.myagedcare.gov.au/service-finders#block-finder-community-care-finder-communitycare</p> | <p>The NRCP provides access to a variety of respite services. As well as helping you, the NRCP can also help the person you care for by providing extra social opportunities. The NRCP services may take place in:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• the home of the person you care for <li style="display: inline-block; width: 45%;">• an aged care facility. <li style="display: inline-block; width: 45%;">• a community centre <li style="display: inline-block; width: 45%;">• Emergency Respite - Out of Hours 1800 059 059 <li style="display: inline-block; width: 45%;">• the home of a friend or family member | <p>When you need a break through short-term respite, or emergency respite. Get in touch early, so if an emergency comes up, you will have help at hand.</p> |
| <p>Dementia Behaviour Management Advisory Service (DBMAS) Phone: 1800 699 799</p> | <p>24 hour telephone advice service for carers managing behavioural and psychological symptoms of dementia. In regional areas and some metropolitan areas, face to face behaviour management support.</p> | <p>When a behaviour caused by dementia is impacting quality of life of the person with dementia and people who live and work with.</p> |
| <p>National Continence Helpline Phone: 1800 330 066</p> | <p>Information about toileting and continence. Where to get help, continence product suppliers and product funding schemes.</p> | <p>When changes in continence habits occur and you are experiencing difficulty in managing these.</p> |
| <p>Carers Victoria Phone: 1800 242 636</p> | <ul style="list-style-type: none"> • Short term counselling for carers • Carer advice and information • Links to support groups | <p>When a carer needs someone outside the family or friends to talk over what is going on and to explore ways of coping better.</p> |
| <p>Office of the Public Advocate (OPA) Phone: 1300 309 337</p> | <p>Provides advice and information about the rights of people with disability or mental illness, powers of attorney, guardianship and administration and medical decision-making. Useful source of advice when there is conflict or confusion about setting up enduring powers of attorney, applying for guardianship or administration, and abuse of those powers. Can refer to advocacy organisations or provide advocacy where there are no other services available.</p> | <p>If the person with dementia has not completed enduring powers of attorney and you are uncertain about who can make financial, personal or legal decisions. If you want to report abuse of a person with disability or mental illness living in a group home, supported residential services or receiving treatment in public mental health services.</p> |