



Mid North Coast Dementia Support Kit



Bellingen, Coffs Harbour, Dorrigo, Macksville,
Nambucca, Woolgoolga

Important contacts

Mind

■ **Dementia and Memory Community Centre and Dementia Advisory Service**

A local team of health workers specialising in dementia.

 **02 6584 7444**

■ **National Dementia Helpline**

Free dementia advice, support and counselling.

www.fightdementia.org.au/helpline

 **1800 100 500**

9am to 5pm Monday to Friday

Closed on public holidays

■ **Dementia Support Australia**

Free 24-hour dementia behaviour support helpline.

Also known as Dementia Behaviour Management Advisory Service or DBMAS. www.dbmas.org.au

 **1800 699 799**

24-hour helpline

Health

■ **My GP**

_____ Hours: _____
_____ After hours: _____

■ **Healthdirect**

This is a free service staffed by a registered nurse who can provide health advice and information. www.healthdirect.gov.au

 **1800 022 222**

24-hour helpline

■ **National Health Services Directory**

Online listing of local health services. www.nhsd.com.au

Services and support

■ My Aged Care

The first point of access for most Aged Care Services in your area. www.myagedcare.gov.au



1800 200 422

8am to 8pm Monday to Friday
10am to 2pm Saturday

■ Commonwealth Respite and Carelink Centre

Emergency, short-term or planned respite care at home or in a residential care facility. www.crccfnc.org



1800 052 222

24 hours a day, 7 days a week

■ Carer Gateway

Connects you to local support services. www.carergateway.gov.au



1800 422 737

8am to 6pm Monday to Friday

■ Carers NSW

Carer information, support and counselling. www.carersnsw.org.au



1800 242 636

9am to 5pm Monday to Friday

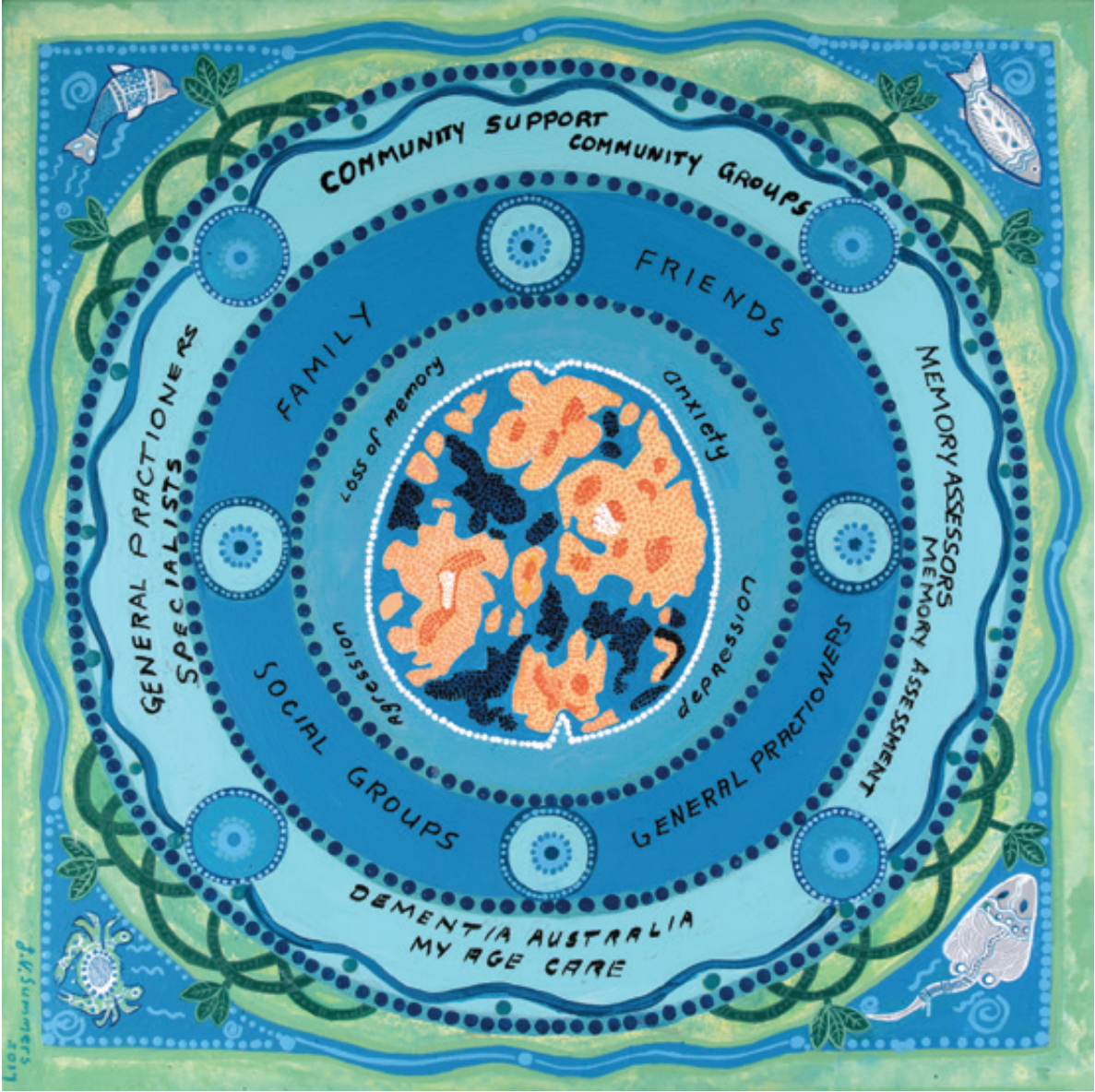
■ Lifeline

24-hour mental health crisis support. www.lifeline.org.au



13 11 14





No Time Like the Present

Aunty Joyce Summers

The outer feature of the painting is the Tweed River and the marine life therein. The half green circles represent the mangrove roots of the Tweed River.

The concentric circles represent the services that can be accessed by people, friends and families who are affected by Alzheimer's. The waving lines between the circles show how services link to each other.

The centre of the painting shows a brain that is affected by Alzheimer's Disease. Words around the centre of the image are some feelings that a person with Alzheimer's may experience.

Aunty Joyce is a highly respected Aboriginal Elder who has worked tirelessly to educate the Tweed Community about her culture. She was born on Eukrebah Island in the Tweed River and from an early age her relationship with the river has been one of admiration of its beauty and colours.

We acknowledge the traditional custodians of Australia and their continuing connection to land, sea and community. We respect the Elders past and present and express our heartfelt apology for the injustices endured by Aboriginal people of our nation. We will continue to strive, day by day, for our thoughts and actions to reflect these truths and sentiments.

Introduction

This Dementia Support Kit has been developed for:

- People with dementia
- People with changes in brain function or memory
- Family members
- Carers
- The community

The Kit includes:

- This book
- An Important Health Contacts fridge magnet
- Delirium Action Plan
- Printable resources for doctors
- A website where you can download a copy of the Kit:
www.ncphn.org.au/dementia

This is not a complete list of resources or information. We hope it will help you start thinking about the support you may need now or in the future.

Everyone is unique, and support networks or living situations will be different for everybody. Don't hesitate to call the numbers listed to find answers to your questions. You can also look up more information online.

Remember that you are not alone. There are people you can talk to and different ways to get the support you need.

“

When mum was diagnosed I received lots of information regarding dementia as an illness, but nothing about support services. This Kit would have been so helpful for us.

Judy, cares for her mum with dementia

”

We gratefully acknowledge the people with dementia, their partners, family and carers who helped us to design this Dementia Support Kit. Their valuable contributions shaped this book into a truly local community resource.

For more information or to access an online version of the book, visit the North Coast Primary Health Network website: www.ncphn.org.au

This Kit was published in December 2017.

Information, services and support were correct at the time of publishing. This information does not replace advice from your doctor or medical professional.

Contents

My Aged Care 10

National Health Services Directory 14

Mind 16

 About dementia 16

 Behaviour changes 20

 Education 21

Health 22

 General health 23

 Physical activity 24

 Going to hospital 28





Living 29

 Safety 30

 Driving 31

 Younger people with dementia 32

 Aboriginal and Torres Strait Islander
 people with dementia 34

Wellbeing	36	
Social life	38	
Feelings	40	
Support	41	
Help to live at home	42	
Transport	44	
Meal delivery	45	
Respite and taking a break	46	
Permanent residential care	48	
Palliative care	49	
Carers	50	
Planning for the future	54	
Legal Matters	55	
Dying to Talk	57	
Phone book	58	
Notes	60	

My Aged Care

My Aged Care has been set up by the Australian Government to help find information about:

- Types of aged care services
- Eligibility for services
- Service providers
- The costs of services
- How to access services

Many Mid North Coast aged care services need a referral from My Aged Care before you can use the service. Get a referral by visiting the My Aged Care website or calling them.



Visit www.myagedcare.gov.au

Call **1800 200 422**

Aged care services include:

- Personal care like showering and dressing
- Transport
- Modifications to your home like hand rails or ramps
- Nursing, physiotherapy and other care
- Meals
- Household jobs like shopping, cleaning or gardening
- Social activities
- Respite services
- Permanent residential care

Finding a service on the My Aged Care website

1. Go to www.myagedcare.gov.au

The screenshot shows the My Aged Care website interface. At the top, there is a navigation bar with the Australian Government logo, the myagedcare logo, a search bar, and a phone number (1800 200 422). Below the navigation bar, there are several menu items: Getting started, Help at home, Aged care homes, Costs, Find a service, Quality and complaints, and Login. The 'Find a service' menu item is highlighted with a yellow arrow pointing to it from the instruction '2. Find a service'. Below the navigation bar, there is a breadcrumb trail: Home > Find a service. The main content area is titled 'Find a service' and has several tabs: Help at home, Home Care Packages, Aged care homes, and ACAT. Below the tabs, there is a text box explaining the search process. Below the text box, there is a 'Step 1 Search by:' section with two radio buttons: Location (selected) and Name. Below the radio buttons, there is a search input field with the placeholder text 'enter postcode or suburb'. A yellow arrow points to this input field from the instruction '3. Start to type your town and select it from the drop-down menu'. Below the search input field, there is a 'Step 2 Select service type:' section with two columns of radio buttons. The first column includes: Allied Health and Therapy Services, Assessment, Assistance with Care and Housing, Case Management, Centre-based Respite, Client Care Coordination, Cottage Respite, Domestic Assistance, Flexible Respite, Goods, equipment and assistive technology, and Home maintenance. The second column includes: Home modifications, Meals, National ATSI Aged Care Program, Nursing, Other Food Services, Personal Care, Social Support Group, Social Support Individual, Specialised Support Services, Transition Care, and Transport. A yellow arrow points to the 'Search' button at the bottom of the page from the instruction '5. Search'. There is also a 'Learn about different services' link next to the second column of radio buttons.

2. Find a service

3. Start to type your town and select it from the drop-down menu

4. Select the service that best meets your needs

5. Search

How to be referred to services

Call My Aged Care
1800 200 422

OR

Go online to
www.myagedcare.gov.au/referral



Name the service you
want a referral to



My Aged Care will decide whether
you have a home visit from either the
Regional Assessment Service (RAS)

or

Aged Care Assessment Team (ACAT)



The RAS or ACAT service will then visit and
refer you to the services that are right for you

My Aged Care Video

The [My Aged Care consumer video](#) is a three-minute interactive video. It gives instructions on how to navigate the My Aged Care website.

Search 'my aged care consumer video' in Google to watch the video.

Languages other than English

There are many services and resources available in languages other than English.

Translating and Interpreting Services (TIS)

covers more than 100 languages.

Call **131 450** 24 hours a day, 7 days a week
for the cost of a local call

My Aged Care contact centre can organise an interpreter through TIS.

Call **1800 200 422** 8am to 8pm on weekdays
10am to 2pm on Saturdays

My Aged Care also includes information on aged care in [other languages](#). Search 'My Aged Care other languages' in Google.

Hearing impairment

National Relay Service

People with hearing loss or a hearing or speech impairment can contact My Aged Care through the National Relay Service in two easy steps:

Step 1 Visit the National Relay Service website to choose your preferred access point: relayservice.gov.au

Step 2 Ask for My Aged Care on **1800 200 422**

National Health Services Directory

The National Health Services Directory lists local health services around Australia.

To find services for people with dementia in the Mid North Coast:

1 Visit www.nhsd.com.au

2 Click on Advanced Search at the bottom of the page:

The screenshot shows the website www.nhsd.com.au in a browser. A yellow box with the number '1' is placed over the address bar. The website header includes the 'healthdirect Australia' logo and navigation links: Home, Who we are, What we do, Collaborate, Careers, and News. The main content area is titled 'Collaborate' and features the 'National Health Services Directory' section. This section includes links for 'Information partnership', 'Promotional materials', 'Embeddable widgets', 'Australian Health Thesaurus', and 'Research and evaluation'. Below these links are accessibility options (A, A+, A++) and 'PRINT' and 'SHARE' buttons. The main text describes the directory's purpose and provides a search interface with a dropdown menu for service types (General Practice, Pharmacy, Emergency Department, Hospital Services, More Services) and a search box for 'Enter Suburb or Town'. A yellow box with the number '2' is placed over the 'Advanced Search' link at the bottom of the search interface.

3 Type 'dementia' in the 'Can't find what you're looking for?' box.

4 Type your suburb or postcode and choose your location from the drop-down menu that appears.

The screenshot displays the National Health Services Directory interface. At the top right, the logo for National Health Services Directory is visible. On the left, a dark blue sidebar contains three sections: 'Find...', 'Filter', and 'Location'. The 'Find...' section includes a '+ More Services' button and a list of service categories with checkboxes, such as 'Aboriginal Health Clinic', 'Chiropractic', 'Dietetics', 'Exercise Physiology', 'General Practice', 'Hospital Services', 'Occupational Therapy', 'Pharmacy', 'Psychology', 'Audiology', 'Diabetes Educator', 'Emergency Department', 'General Dental', 'Generalist Counselling', 'Maternal, Child and Family Health', 'Optometry', and 'Physiotherapy'. Below this is a section titled 'Can't find what you're looking for?' with a search input field containing the text 'Search eg diabetes, surgery, carer or Westmead Hospital'. A yellow box with the number '3' highlights the search input field. The 'Filter' section is titled 'Service Options' and is divided into 'Preferences' and 'Facilities'. 'Preferences' includes 'My Health Record Ready', 'No Appointment Required', and 'Telehealth Capable'. 'Facilities' includes 'Accessible Parking', 'Free Parking', 'Accessible Toilet', and 'Wheelchair Access'. The 'Location' section at the bottom features a 'Suburb or postcode' input field with a yellow box and the number '4' highlighting it, and a 'Search' button.



Mind



Dementia is the name given to a set of medical signs and symptoms caused by diseases that affect how the brain works. Dementia is more than just memory loss. It can also affect thinking, behaviour, communication and the ability to carry out daily tasks.



If you are experiencing changes with any of these abilities, it is good to see your GP early. Diagnosing dementia will require further investigations and may take some time. Referral to a medical specialist such as a geriatrician may also be required.

There are four main types of dementia:

- Alzheimer's disease
- Lewy body disease
- Vascular dementia
- Frontotemporal dementia

All types of dementia are progressive. This means the symptoms become worse over time. It is different for everyone and changes may happen over a few months or many years.

Dementia usually progresses through three stages:

■ **Early dementia**

A person may start to notice problems with memory or concentration. Friends, family or others may also notice these problems.

■ **Moderate dementia**

At this stage, the problems are more apparent and will interfere with everyday life. A person in this stage may act in unexpected ways, confuse their words, or be unable to recall personal details.

■ **Advanced dementia**

At this stage, a person is severely impaired and may need total care.

Dementia Australia has help sheets on the types and progression of dementia. You can access these help sheets at goo.gl/6PJCeQ. You can also search 'dementia, Australia, help sheets' in Google.



Dementia-friendly communities

A dementia-friendly community is a place where people living with dementia are supported to live a high quality of life with meaning, purpose and value.

Dementia Australia has developed a number of resources to assist all Australians to get a better understanding of what they can do to contribute to a dementia-friendly nation.

For more information visit www.dementiafriendly.org.au

National Dementia Helpline

Call **1800 100 500** 9am to 5pm Monday to Friday
Closed on public holidays

This is a free service. It provides advice, support and counselling for people with dementia, their carers, family and friends.

Visit www.fightdementia.org.au/helpline

Diagnosis, Treatment And Care For People With Dementia PDF guide: www.tinyurl.com/y9nusv3j

This is a guide to the standard of care that should be available to all Australians with dementia. It lets you know what kind of care and treatment to expect and some questions to ask along the way.

You can find it by searching for the title in Google.



“

My mum's always been a knitter, but she can't follow a pattern any more because she just gets lost, so she makes up her own patterns now. She makes scarves and donates them to the local aged care services. It keeps her mind stimulated. It's just trying to find something that works for you.

Judy, cares for her mum

”

Behaviour changes

Changes in the behaviour of a person with dementia are very common. It may also be harder for people with dementia to tell others how they are feeling.

Common behaviour changes may include repetition, wandering or agitation. Behaviours may change for different reasons so always discuss these with your doctor to check for any medical causes.

If behaviours are worrying or causing problems, there is help available.



Dementia Support Australia

Call **1800 699 799** 24-hour helpline

Dementia Support Australia (also known as Dementia Behaviour Management Advisory Service or DBMAS) is a national free service funded by the Australian Government.

Dementia Support Australia provides support for the carers of people living with dementia whose behavioural and psychological needs are changing.

Visit www.dementia.com.au

Local services

Dementia and Memory Advisory Service Coffs Harbour provides access to information and education programs, Younger Onset Key Worker, dementia advisory service and a dementia specific library.

Call **02 6651 7101**.



Education

Learning about dementia can help people with dementia, their family and carers to understand the changes that are occurring in their daily lives.



Local services

Dementia Outreach Service

This is a team of health workers specialising in dementia. They support people in the early stages of dementia and their carers. The service provides a range of programs and education.

There must be a diagnosis of dementia to access this service.

Note: To access the Dementia Outreach Service, contact **My Aged Care** on **1800 200 422**.

Tell them you would like to be referred to the Dementia Outreach Service.

If you have any difficulties with referral, please call **02 6620 6283**.

See page 10 for more information about My Aged Care. There may be other service providers not listed here that you can find through My Aged Care.

National Dementia Helpline

Call **1800 100 500** 9am to 5pm Monday to Friday.
Closed on public holidays.

This is a free service. It provides advice, support and counselling for people with dementia, their carers, family and friends. Visit www.fightdementia.org.au/helpline



Health



People with dementia can be at higher risk of other health conditions. It is important to have regular check-ups with your GP to monitor existing health issues and discuss any changes to your health. You may also be reviewed by your geriatrician or other medical specialists as required.



Local services

GP -----

Name -----

Phone -----

Address -----

After hours -----

Other health professionals

Name -----

Role -----

Contact -----

Name -----

Role -----

Contact -----

Healthdirect

Call 1800 022 222 24-hour line

This is a free service staffed by a registered nurse who can provide health advice and information.

Visit www.healthdirect.gov.au

Physical Activity

Physical activity is any body movement that works the muscles and uses energy. It can include things like household chores and gardening as well as planned exercise. Physical activity and gentle exercise are beneficial for people with dementia. They can help:

- Keep the brain active
- Prevent muscle weakness and mobility problems
- Prevent health problems from inactivity
- Reduce anxiety and depression
- Increase social inclusion

“

Playing golf was so good for us – socially and to get some exercise as well. So when that had to stop 12 months ago, it was very hard for us, because then you're doing nothing. We now do lawn bowls and get all the trophies!

David

”



Local services

Active and Healthy

- You can find local Mid North Coast gentle exercise and balance and strength programs on www.activeandhealthy.nsw.gov.au
Enter your town or suburb in the “Find an Exercise Program” search box on left-hand side of the page.
- Call **1300 655 957** for a copy of the book “Staying active and on your feet” or order online at the above website.

Physiotherapists

- If you are attending physiotherapy, ask them about suitable physical activities.
- Call your local Community Health Centre to find out what physiotherapy services are available.
- There are also private physiotherapists listed in the phone book or online.

Exercise physiologists

- Visit www.essa.org.au and enter your postcode for local listings.
- Ask your GP about exercise physiologists who provide home visits or local groups.

Continued on the next page



Local services

Open Arms Care Bellinger Valley and Nambucca

Provides a gentle movement and relaxation program and outings to activities such as aqua aerobics and tai chi.

Call **02 6655 2650**.

Visit www.openarmscare.org.au



Local services

Note: To access some Open Arms Care programs, or programs provided to improve your balance, you will need to contact **My Aged Care**.

Call **1800 200 422** or visit www.myagedcare.gov.au

When known, ask for referral to these services by name.

See page 10 for more information about My Aged Care. There may also be other service providers not listed here that you can find through My Aged Care.

Going to hospital

Hospitals can be a foreign place, and sometimes hospital visits are unplanned. There are some simple ways you can ensure you are prepared for a hospital visit:

- Carry a list of your current medications on you at all times.
- Have the name of your doctor and their contact number written down.
- Have an emergency family contact number on you at all times.
- Keep a copy of your latest medical history, or ask your doctor to save it on your online My Health Record.
- Know who will feed your pets if you are ever away from home for a few days. Discuss this with them in advance and keep their name and phone number with you.
- If you have a home alarm, make sure a friend or family member knows the alarm code and number of the security company.
- Keep reading glasses or hearing aids in one place so you can pick them up quickly.



Living



There are lots of services that can help people to stay independent as long as possible while living with dementia.

Safety

It is important for everyone to feel safe and secure in their home and community. Dementia symptoms such as confusion, memory loss, disorientation and problems with mobility may affect personal safety.

An **occupational therapist** can provide an assessment of the home environment and offer suggestions on modifications and/or aids and equipment to keep people safe and prevent falls.

Personal alarms can help bring peace of mind but still allow someone to live independently. Personal emergency response services are available. Companies providing these services can be found in your phone book or online.



Local services

Occupational Therapy Assessments

Bellingen Community Health	02 6659 5842
Coffs Harbour Community Health	02 6656 7820
Dorrigo Community Health	02 6657 2066
Macksville Community Health	02 6568 2677
Nambucca Health One	02 6598 6100
Woolgoolga Community Health Centre	02 6654 1111
Occupational Therapy Australia	02 9648 3225

Visit www.otaus.com.au to find a private occupational therapist.

Safely Home

This is a joint partnership between Dementia Australia and the Missing Persons Unit of the NSW Police. It provides accurate identification for people who may become lost or disorientated. Call **1800 100 500** for an information kit.



Driving

Everyone has to stop driving at some stage. Having dementia may affect a person's ability to drive. It may mean a person needs to make the decision to stop driving earlier than expected. **If you have a diagnosis of dementia, it is a legal requirement to notify the Roads and Maritime Service.** This does not always mean you have to stop driving – you may need to do a driving test or speak with your doctor.



Local services

Occupational Therapy Australia (OT Aus)

Call **02 9648 3225** or visit www.otaus.com.au

Some occupational therapists provide driving assessments. Occupational Therapy Australia can help you find the nearest provider.

If you have concerns about driving:

- Speak to your doctor.
- Visit your local Roads and Maritime Service.

NRMA and **Dementia Australia** have also developed a guide to [Staying on the Move with Dementia](#).

You can find it by looking up the title in Google.

Younger people who have dementia

Younger Onset Dementia (or Early Onset Dementia) may be used to describe people under 65 years of age who have been diagnosed with dementia.



Local services

Dementia and Memory Community Centre Port Macquarie provides access to information and education programs, dementia advisory service and a dementia specific library.

Call **02 6584 7444** or visit goo.gl/vYtXpP

Note: to access some services from the Dementia and Memory Community Centre contact My Aged Care on **1800 200 422**.

Tell them you would like to be referred to the Dementia and Memory Community Centre Port Macquarie.

See Page 10 for more information about My Aged Care. There may be other service providers not listed here that you can find through My Aged Care.

National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability which affects their ability to take part in everyday activities. People with dementia under the age of 65 may be eligible for the NDIS.

Call **1800 800 110** to find out if you meet the eligibility requirements.

The **National Dementia Helpline** can provide information about meeting the NDIS eligibility requirements.

Call **1800 100 500**.



Dementia Australia has a national Younger Onset Dementia Key Worker Program to provide support to people with symptoms of dementia before the age of 65.

Call **1800 100 500** to be connected to a Younger Onset Dementia Key Worker.

Dementia Australia also has information for people with [Younger Onset Dementia](#). You can search 'dementia, Australia, younger onset' in Google to find these.

The Lovell Foundation

The Foundation raises awareness about Younger Onset Dementia. Their website has lots of information and helpful links. Visit www.lovellfoundation.com.au



This Is My Family by Northern NSW author Barbara Chambers.

This is a book for children with a parent with younger onset dementia.

You can purchase it online. Search for the title and author in Google.

Aboriginal and Torres Strait Islander people who have dementia

Dementia is one of the biggest health problems facing Australia today. Dementia is more than just memory loss. It can also affect thinking, behaviour, communication and the ability to carry out daily tasks.

Local services

Australian Unity North Coast Aboriginal Branch provides help at home and other services. Call **1300 295 837** or visit www.australianunity.com.au

Abcare Coffs Harbour provides an Aboriginal social support program. Call **02 56158300** or visit www.hartservices.org.au

Community Transport Coffs Harbour Bellingen & Nambucca provides an Aboriginal Transport Program which includes cultural events, funerals, sorry business, medical appointments, shopping, social and group outings, and other everyday activities. For information or bookings Call **1300 812 504**

Transport to and from Bowraville to attend medical, social, sporting or cultural events.

To book transport call **0498 714 334**.

Jagun Aged and Community Care provides services including social support and activities, transport to appointments, mediation and advocacy.

Call 0417 806 239 or visit www.jagunagedcare.com.au

Note that referral to the above services will require an assessment through My Aged Care.

Call **1800 200 422** or visit www.myagedcare.gov.au



Local services

Aboriginal Medical Services (AMSs) provide health care for Aboriginal people and their families. This includes:

- General practice, with a Registered Nurse and Aboriginal health practitioner
- Psychology
- Diabetes education
- Eyesight and hearing services
- Access to exercise classes

Galambila Aboriginal Health Service Coffs Harbour

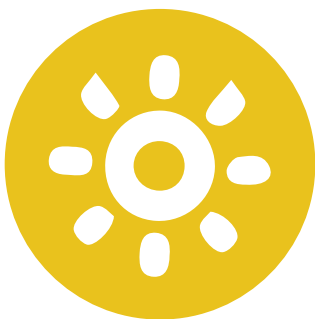
Call 02 6652 0800 or visit www.galambila.org

Darrimba Maarra Aboriginal Health Clinic, Nambucca Heads

Call 02 6598 6800.



Wellbeing



Living with dementia may bring different feelings and emotions. It is important that you, and your family or friends, can talk about what is happening and how you are feeling.



“ My mum has dementia. Every time she goes on an outing, I can see the difference in her straight away and for the next few days. She is much more alert and happier. When we don't get out, I find she doesn't want to go out as much. So social support is very important for us. It's so good for mum to do regular social activities to keep her mind active.

Judy, cares for her mum



Social Life

One of the best ways to exercise the brain is to talk to different people or try different activities. Everyone will have different interests. See below for some ideas of social groups or activities to try.



Local services

Boambee East Community Centre provides a range of services and programs suitable for people at vulnerable stages of life.

Call **02 6658 4655**.

Chill Out Cafe is a community cafe operating weekdays. Subsidised meals are available for all CHSP clients over 65, and carers and younger people with disabilities welcome.

Call **02 6648 3601** or visit www.chmow.org.au

Coffs Harbour Neighbourhood Centre provides community information and referral assistance, the MENtors project for men, and access to free computers and internet.

Call **02 6648 3694**.



Dementia Australia Advisory Service provides access to information and education programs, activity programs, counselling, Younger Onset Key Worker, dementia advisory service and a dementia specific library.

Call **02 6584 7444** or visit goo.gl/vYtXpP

Open Arms Care Bellinger Valley and Nambucca provides outings and activities such as shopping, luncheons, men's outings, trips away special events and more.

Call **02 6655 2650**.

Seagulls Woolgoolga provides a day respite program and a monthly day outing.

Call **02 6654 0766**.

Waratah Respite Coffs Harbour provides social support, day respite program, and a men's program with a variety of day activities.

Call **02 6648 3610**.

Feelings

Experiencing changes due to dementia may lead to many different emotions. Feelings of shock, sadness, frustration, embarrassment, anger and loss are all common when dealing with memory changes. It is normal to experience a range of feelings.

Counselling is an opportunity to discuss feelings or issues related to dementia. People who may benefit from dementia counselling include:

- People in the early stages of dementia
- Carers of people with dementia
- Family such as spouse, partners and children
- Friends and other significant people



Local services

Talk to your GP for referral to local counselling or psychology services.

Carers NSW

Free carer information, support and counselling over the phone. Face-to-face counselling in the Mid North Coast area can also be arranged.

Call **1800 242 636** 9am to 5pm Monday to Friday

Visit www.carersnsw.org.au

National Dementia Helpline

Advice, support and counselling for people with dementia, their carers, family and friends.

Call **1800 100 500** 9am to 5pm Monday to Friday

Closed on public holidays

Lifeline

Mental health crisis support

Call **13 11 14** 24 hours, 7 days a week

Visit www.lifeline.org.au



Support



Dementia can affect usual daily activities or tasks. Support in your home is available to help with some tasks like personal care, household chores and transport. Other services can assist with respite arrangements or residential care.

Help to live at home

My Aged Care will help you, or your family carer, to access local aged care services.



Local services

Call My Aged Care on **1800 200 422** or self-refer at www.myagedcare.gov.au/contact

See page 10 for more information about My Aged Care. There may also be other service providers not listed here that you can find through My Aged Care.

Many of the services listed in this book can help you navigate the My Aged Care website and phone service. Ask about this when you call the service.

My Aged Care can help you access support to manage better at home and improve your wellbeing. You may be eligible to receive individual services or a tailored package of services such as:

- Personal care like help with getting dressed
- Transport
- Simple modifications to your home like hand rails or ramps
- Nursing, physiotherapy and other care
- Meals
- Household jobs like shopping, cleaning or gardening
- Medication monitoring
- Social activities

These are government-funded aged care services.

Many organisations also provide privately funded services. If you are not eligible for the above services, or prefer to pay for your own services, you can visit www.myagedcare.gov.au and choose the “Find a service” tab.

This will give you a list of local organisations who may be able to provide private services.



Local services

National Health Services Directory (NHSD)

Visit www.nhsd.com.au

The NHSD lists local health services around Australia.

You can use the NHSD service finder on the above website to search for dementia services in the Mid North Coast area.

See page 14 for more information on the NHSD.

Transport

Community Transport provides a range of affordable, flexible and accessible transport services. These are to support people who have limited or no access to private transport and difficulty accessing public transport.

They can be used to travel to medical appointments, shopping, social outings or other essential events.



Local services

Coffs Harbour, Bellingen & Nambucca Community Transport provides a range of transport services for the local community.

For information and bookings call **1300 812 504** or visit <http://www.communitytransport.net.au/>



Meal delivery

It may be getting harder to cook, or you may prefer to have some meals delivered for convenience and variety.



Local services

Meals on Wheels services are found in a number of areas across the Mid North Coast. They provide meals to your home and can provide their clients with other supports, such as social support, shopping service and cooking classes. Check with your local Meals on Wheels for availability.

Coffs Harbour

Call **02 6648 3600**.

Sawtell

Call **02 6653 3298**.

Lifetime Connect Inc, Macksville

Call **02 6568 2522**

Open Arms Care Inc, Raleigh

Call **02 6692 4470**.

Visit Meals on Wheels:

<http://nswmealsonwheels.org.au/Home>

Or their location finder: <https://goo.gl/vSAr9P>

Note: Meals on Wheels can start a service without a referral from My Aged Care and will assist you with the referral process.

Respite and taking a break

Respite care provides a break for a person with dementia and their carer. It enables families and carers to have a rest, go out, attend to business or go on a holiday.

Many people find that a regular break means that they can recharge and avoid burn out. It also gives a person with dementia an opportunity to socialise and meet other people.

Respite care can happen at home or an overnight respite cottage, a day centre or residential care facility. Respite care may be for a few hours or longer, depending on need.



Local services

Commonwealth Respite and Carelink Centre can arrange for short term and emergency respite.

Call **1800 052 222** or **1800 059 059** for emergency respite support outside business hours.

Waratah Respite Services Coffs Harbour provides an overnight respite program.

Call **02 6648 3610** or visit www.waratahrespite.org.au

Omnicare provides day respite programs in the Mid North Coast.

Call **1300 336 488** or visit www.omnicare.org.au

Parklands Cottage Kempsey provides centre-based day respite

Call **02 6562 7104** or visit www.parklandscottage.com.au



St Carthages offers overnight and flexible respite services at a centre-based program in Lismore, at home or out of home. Jubilee House may provide short term overnight respite care to support carers.

Call **02 6620 0000** or visit www.stccc.org.au

Note: referral to the above services will require an assessment through My Aged Care.

Call **1800 200 422** or visit www.myagedcare.gov.au

Ask for referral to residential care when contacting My Aged Care.

See page 10 for more information about My Aged Care.

Respite in a residential facility

Call My Aged Care on **1800 200 422** (or self-refer online) to ask for an ACAT assessment. If approved, clients are eligible for up to 63 days respite care in a residential facility yearly.

See My Aged Care "Find a service" tab to find local residential facilities for respite care.

Guide: Getting the most out of Respite Care (PDF guide)

A guide for carers of people with dementia. It helps with decision making and gives you information from a carer perspective.

Search 'getting the most out of respite care book' in Google to download the guide and print or read it online.

Permanent residential care

Deciding to find an alternative to caring for a person with dementia at home can be one of the most difficult decisions people with dementia, their families and carers will make.

Being prepared can help make this decision less stressful. Knowing about the services, government policies and costs of residential care beforehand can help you make the best decision.



Local services

There are a number of residential care providers in the Mid North Coast region.

My Aged Care can help you find local residential care providers.

An Aged Care Assessment Team (ACAT) assessment is required prior to any approval for permanent residential care.

My Aged Care will assist you to organise this assessment and help to look for government-funded aged care homes that meet your needs.

Call **1800 200 422** or visit www.myagedcare.gov.au

If you know what service you want, ask for this service by name when you contact My Aged Care.

See page 10 for more information about My Aged Care.



Palliative care

Palliative care aims to maintain the comfort, choices and quality of life of a person at the end of their life. Care should provide emotional and practical support for people with a terminal illness and their families.



Local services

- Palliative inpatient care is available at Coffs Harbour Health Campus, Dorrigo Health Campus, and Bellingen and Macksville Hospitals.
- To access palliative assistance at home, see your GP for referral. Support at home includes symptom and pain management, social and bereavement support.



Carers



Many people living with dementia in the community rely on a carer to support and help them. Family, friends and other support people may feel joy, stress and loss as they assist in managing changes, making decisions and coping with a caring role.



“ I’m a carer for my mum who has dementia. She likes the mental stimulation from doing puzzles and puzzle books. The puzzle books with the big writing are really helpful.

Judy, cares for her mum

”

There are a number of organisations who provide advice, support and counselling for carers and support people.



Local services

Dementia Australia Advisory Service provides support groups and other activities for carers to come together, share experiences and support with each other.

Call **02 6584 7444** or visit goo.gl/vYtXpP

Australian Unity

Call **02 6650 0512**.

Commonwealth Respite and Carelink Centre supports carer relationships by providing access to information about local carer support services in Goonellabah.

Call **1800 052 222**.

Carers NSW

Call **1800 242 636** or **02 9289 4292** if you are calling from outside NSW. 9am to 5pm Monday to Friday

Free carer information, support and counselling over the phone. Face-to-face counselling in the Mid North Coast area can also be arranged.

Visit www.carersnsw.org.au



Carer Gateway

Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.

Call **1800 422 737** 8am to 6pm Monday to Friday

Visit www.carergateway.gov.au

NSW Companion Card

The Companion Card is issued to people who have a significant, lifelong need for a high level of care to participate in community-based activities. The Companion Card allows a person's carer free entry into participating venues and events.

Visit www.nswcompanioncard.org.au for more information and an application form.

Dementia Australia has developed a **Support For Carers** practical guide.

There is also a dedicated section on their website for carers, family members and friends. Visit <https://goo.gl/nmHK2o>

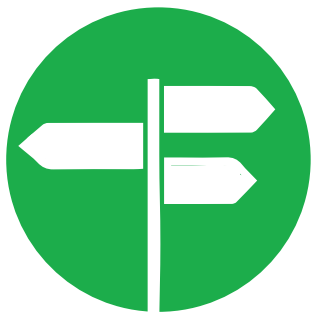
They also have a number of wallet cards that can help when you are out in the community. Call **1800 100 500** to ask for some of these free wallet cards to be sent to you.

Dementia in My Family

A website to support children, family members and carers of people with dementia. Visit www.dementiainmyfamily.org.au



Planning for the future



Planning ahead can help ensure that personal decisions are clear and controlled in the future. Talking with family and carers will also help them to know your wishes. There are people and organisations who can help with money, legal and medical arrangements.



Legal matters

Planning ahead can make it easier for families and carers to manage the affairs of a person with dementia. It may also mean that the person with dementia can participate in the planning and make sure that their wishes are carried out in the way that they would like.

Wherever possible, get advice while the person with dementia can still participate in the discussion and is legally competent to sign any documents.

Some things to think about:

- **Enduring Power of Attorney**

An enduring power of attorney is a legal arrangement that enables a nominated person to look after the financial affairs of another person should they become unable to do so.

- **Enduring Guardianship and Administration**

An Enduring Guardian is someone appointed to make lifestyle, health and medical decisions for a person if they are not capable of doing so. An Enduring Guardian may make decisions about living, support at home and medical treatment.

- **Advance Care Directive**

This is a written document expressing the wishes of the person with dementia about medical treatment.

- **Finances**

You may need to plan ahead to protect your money and set up your finances so they can continue to be managed responsibly if you can no longer do this yourself.



Local services

NSW Trustee and Guardian provides information and support including will preparation, power of attorney, enduring guardianship, and storage of wills. They can meet at Coffs Harbour and can sometimes provide a home visit.

Call **1300 360 466** or visit goo.gl/8MyotT

You can discuss wills, powers of attorney and enduring guardianship.

LawAccess NSW provides Legal Aid in NSW which can include information, face-to-face advice, and court assistance.

Call **1300 888 529** or visit <http://www.legalaid.nsw.gov.au/>

Coffs Harbour Neighbourhood Centre - where a solicitor can provide free legal advice.

To make an appointment call **02 6648 3694**.

The Australian Government **Moneysmart** website has a useful helpsheet: [Memory loss, dementia and your money](#)

Search 'Memory loss, dementia and your money' in Google.

Start2talk Dementia Australia

Helps you plan ahead in six simple steps with worksheets and resources.

Visit www.start2talk.org.au



Dying to Talk

Dying to Talk encourages Australians of all ages and levels of health to talk about dying. They have a discussion starter toolkit which supports you to plan ahead, prepare and discuss your wishes for the future.

Visit www.dyingtotalk.org.au

Advance Care Directive

A NSW Government package with:

- An Advance Care Directive form to complete.
- An Information Booklet to help you complete your Advance Care Directive.

Visit <https://goo.gl/mjxxuU> or search 'making an advance care directive' in Google.

Phone book

Abcare Coffs Harbour _____	02 56158300
Active and Healthy _____	1300 655 957
Australian Unity _____	02 6650 0512
Australian Unity North Coast Aboriginal Branch _____	1300 295 837
Boambee East Community Centre _____	02 6658 4655
Carer Gateway _____	1800 422 737
Carers NSW _____	1800 242 636
Chill Out Café _____	02 6648 3601
Coffs Harbour Neighbourhood Centre _____	02 6648 3694
Commonwealth Respite and Carelink Centre _____	1800 052 222
Darrimba Maarra Aboriginal Health Clinic, Nambucca Heads _____	02 6598 6800
Dementia and Memory Advisory Service Coffs Harbour _____	02 6651 7101
Dementia Australia Advisory Service _____	02 6584 7444
Dementia Outreach Service _____	02 6620 6283
Dementia Support Australia _____	1800 699 799
Galambila Aboriginal Health Service Coffs Harbour _____	02 6652 0800
Healthdirect _____	1800 022 222
Jagun Aged and Community Care _____	0417 806 239
LawAccess NSW _____	1300 888 529
Lifeline _____	113 11 14
Meals on Wheels Coffs Harbour _____	02 6648 3600
Meals on Wheels Macksville _____	02 6568 2522
Meals on Wheels Raleigh _____	02 6692 4470
Meals on Wheels Sawtell _____	02 6653 3298
My Aged Care _____	1800 200 422
National Dementia Helpline _____	1800 100 500
National Disability Insurance Scheme (NDIS) _____	1800 800 110

NSW Trustee and Guardian _____	1300 360 466
Occupational Therapy Australia _____	02 9648 3225
Omnicare _____	1300 336 488
Open Arms Care Bellinger Valley and Nambucca _____	02 6655 2650
Parklands Cottage Kempsey _____	02 6562 7104
Safely Home _____	1800 100 500
Seagulls Woolgoolga _____	02 6654 0766
St Carthages _____	02 6620 0000
Translating and Interpreting Services (TIS) _____	131 450
Transport Coffs Harbour Bellingen & Nambucca _____	1300 812 504
Transport to and from Bowraville _____	0498 714 334
Waratah Respite Coffs Harbour _____	02 6648 3610
Younger Onset Dementia Key Worker Program _____	1800 100 500

Notes

This Mid North Coast Dementia Support Kit was developed by the North Coast Primary Health Network (NCPHN) and has been made possible through funding provided by the Australian Government under the national PHN Programme.

We gratefully acknowledge the following organisations:



While the Australian Government helped fund this document, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.