



Northern Rivers Dementia Support Kit



Byron, Ballina, Evans Head, Lismore, Casino, Kyogle

Important contacts

Mind

■ Dementia Outreach Service (DOS)

A local team of health workers specialising in dementia.

 **02 6620 6283**

■ 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

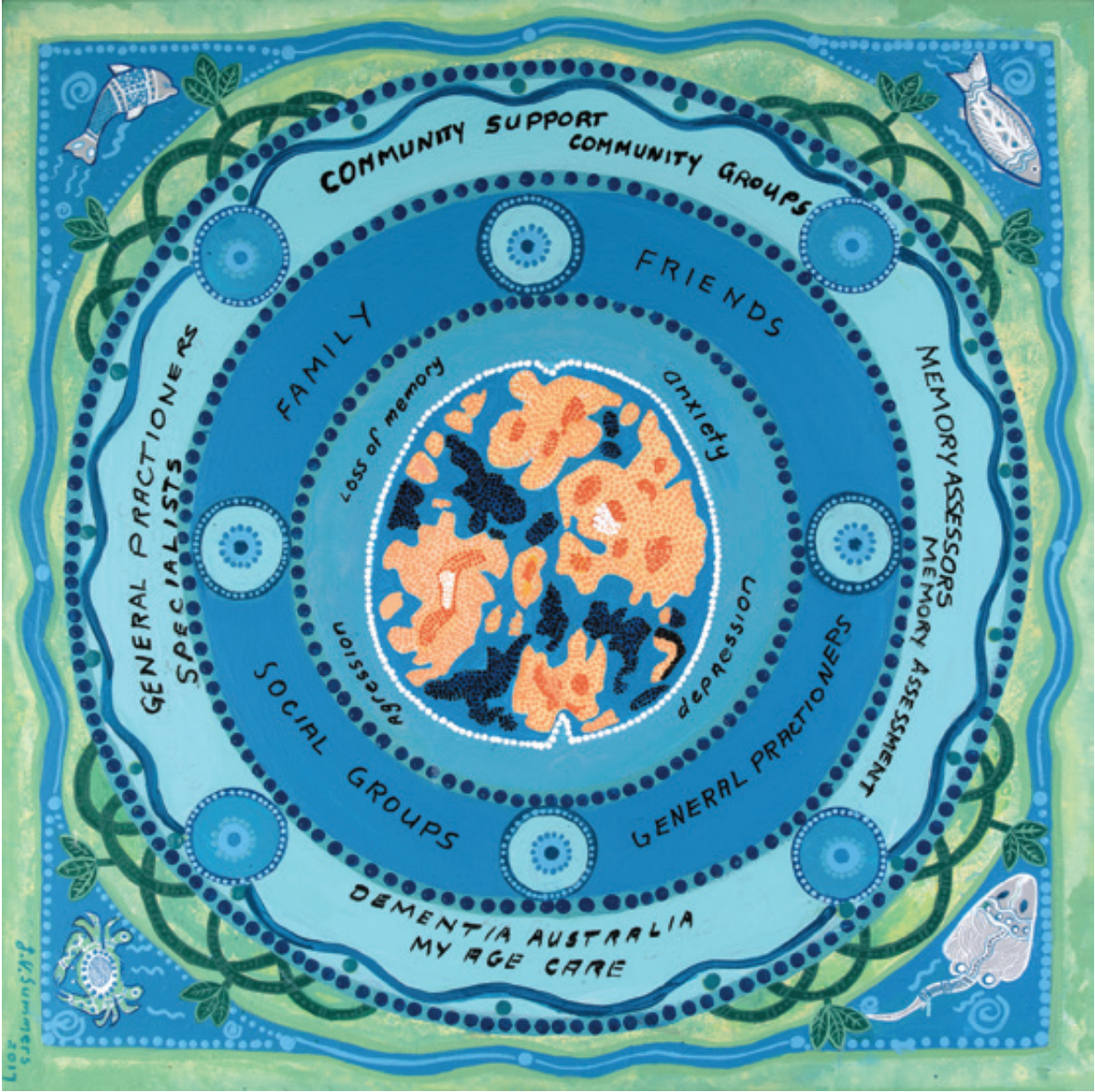
■ Lifeline

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
- Printable resources for doctors
- A website where you can order or 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.

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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 Northern Rivers 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 options. Underneath, there is a 'Step 1 Search by:' section with two radio buttons: 'Location' (selected) and 'Name'. Below these 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 'Meals' radio button from the instruction '4. Select the service that best meets your needs'. At the bottom of the page, there is a purple 'Search' button. A yellow arrow points to this button from the instruction '5. Search'.

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**

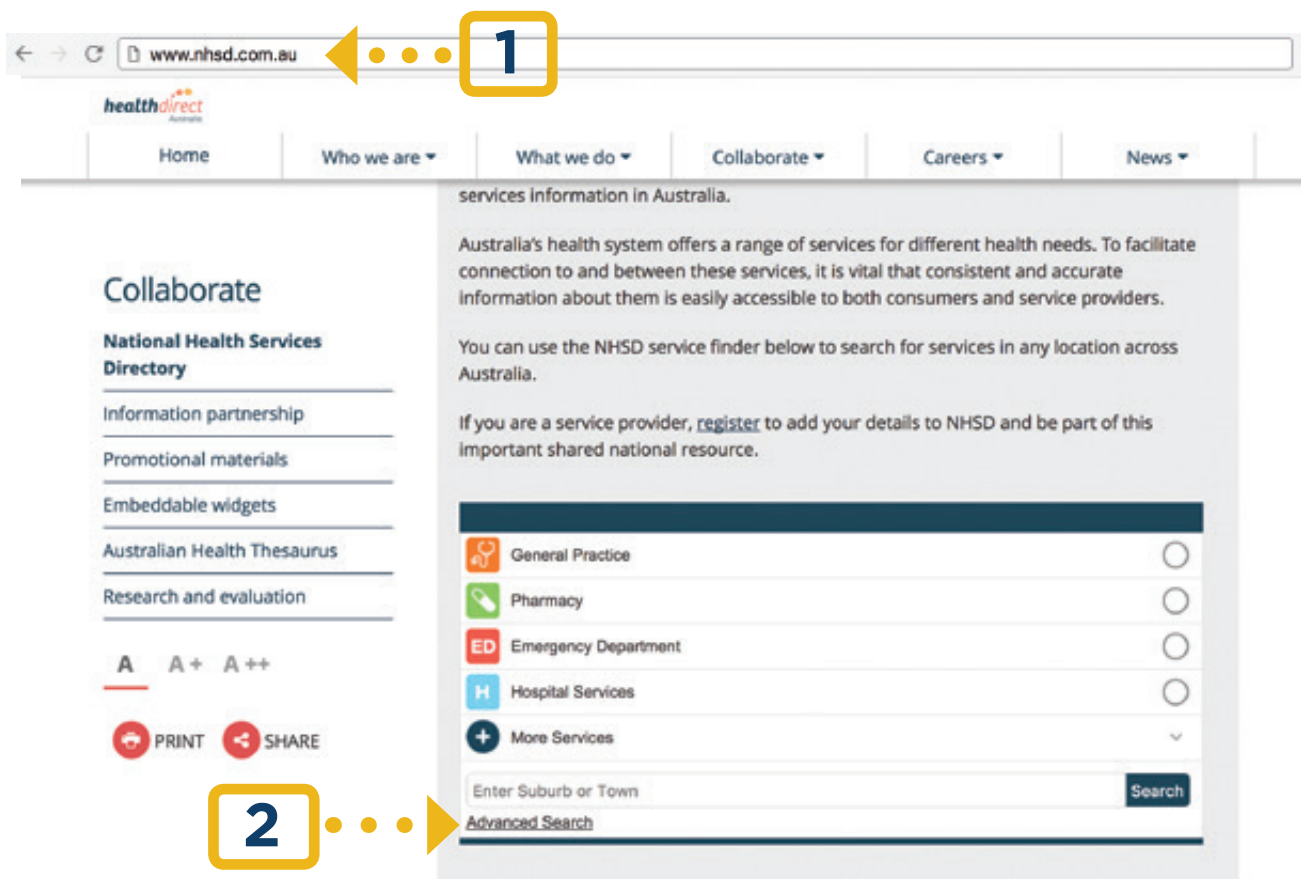
National Health Services Directory

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

To find services for people with dementia in the Northern Rivers:

1 Visit www.nhsd.com.au

2 Click on advanced search at the bottom of the page:



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 list is a search box titled 'Can't find what you're looking for?' with the placeholder text 'Search eg diabetes, surgery, carer or Westmead Hospital'. A yellow box with the number '3' highlights the search box. 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 to its right.



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 <https://goo.gl/KZ5Eui>. You can also search 'dementia, Australia, help sheets' in Google.



Ballina ‘Dementia Friendly Community’ Project

Ballina, Lennox Head and Alstonville are aiming to be dementia-friendly communities where people living with dementia are supported to safely and easily access local facilities such as shops, clubs and groups.

This project has a committee made up of people with dementia, their carers and community organisations. This committee is working to increase awareness and support for people with dementia.

You can find local dementia-friendly businesses on the website below.

Call **02 6687 3503** or 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/y9nsv3j

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

Byron Shire Respite Service has a Challenging Behaviours program. This offers respite care to people with dementia and challenging behaviours that are of concern to the person's carer.

Call **02 6685 1619** or visit www.byronrespite.com.au

Note: To access Byron Shire Respite Service, contact **My Aged Care** on **1800 200 422**. Tell them you would like to be referred to the Byron Shire Respite Service.



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 Northern Rivers 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

CHEGS

Community Health Education Groups (CHEGS) is a not-for-profit organisation offering a variety of workshops and exercise classes in Northern NSW.

Call **0423 956 585** or **0410 496 908**

Visit www.chegs.org.au

Feros Care

Feros Care's Health and Wellness team provides a range of programs, therapies and services to support people to remain active in their own home or in the community. The following services may be offered in the Byron, Ballina and Lismore areas:

- Physiotherapist, exercise physiologist, occupational therapist and podiatrist assessment and treatment.
- Strong Foundations - a home-based falls prevention and mobility program.
- Strong Foundations - exercise classes in community venues.
- For more information and to discuss the suitability of classes call Feros Care on **1300 763 583** or search 'Feros Care, health and wellness' on Google.



Local services

Note: To access some Feros 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

Ballina Community Health	02 6686 8977
Byron Central Hospital	02 6639 9400
Casino Community Health	02 6662 4444
Coraki Campbell Health One	02 6683 9000
Lismore Community Health	02 6620 2967
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 Outreach Service (DOS)

A local team of health workers specialising in dementia.

Call **02 6620 6283**.

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.

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)

The 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** for further information.

Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation provides services and short term respite.

Call **07 5523 0311** or email ablagedcare@bigpond.com

Freedom, Social Justice, Growth (FSG) has an Aboriginal Elders group which meets in Ballina on Mondays.

Call **02 6687 3502** or visit www.fsg.org.au

Home Assistance and Regional Transport Services (HART) offers an Aboriginal Transport Program to community groups and individuals.

Call **02 6628 6000** or visit www.hartservices.org.au

Nimbin Aged Care & Respite Services has Aboriginal Community Workers available.

Call **02 6689 1709** or visit www.nacrs.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

Ask for referral to these services by name.

See page 10 for more information about My Aged Care.



Local services

Aboriginal Medical Services (AMSs)

AMS services provide comprehensive health care for Aboriginal people and their families. Services include general practice, assisted by a Registered Nurse and Aboriginal health practitioner, as well as services such as psychology, diabetes education, optometry, hearing services and access to exercise classes.

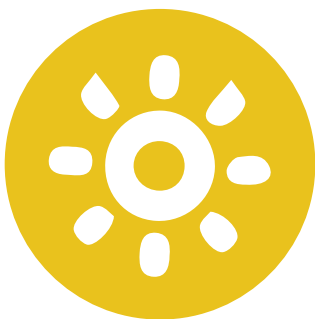
Bulgarr Ngaru Aboriginal Medical Service - Casino
Call 02 6662 3514 or visit www.bnmac.com.au

**Bullinah Aboriginal Health Service -
Ballina and Jali Health Post Cabbage Tree**
Call 02 6681 5644 or visit www.bullinahahs.org.au

Jullums - Lismore Aboriginal Medical Service
Call 02 6621 4366 or visit www.lismoreams.org.au



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

FSG Ballina Aged and Carer Services offers individual and group social support, centre-based day respite and community access groups. They are based in Ballina.

Call **02 6687 3502** or visit www.fsg.org.au

Dementia Outreach Service offers 'Café Connections' social groups in the Northern Rivers. These are social groups for people who have been diagnosed with dementia and their support person to enjoy a coffee and conversation.

Call **02 6620 6283**.

Hart (Home Assistance and Regional Transport Services) offers social bus outings and shopping buses.

Call **02 6628 6000** or visit www.hartservices.org.au

Mid Richmond Neighbourhood Centre offers a weekly social group at the Centre. They also offer individual social support, flexible respite and regular bus outings.

Call **02 6682 4334** or visit www.mrnc.com.au



Northern Rivers Care Connections offers Seniors Social Day Programs in Kyogle and Casino. They also offer bus outings, local small social groups and a men's group in Kyogle. They may also offer individual social support at home.

Call **02 6632 2194** or visit www.careconnections.org.au

Southern Cross Care Casino Day Centre offers individual social support, social support groups and centre-based day respite in Casino.

Call **1800 632 314** or visit www.sccliving.org.au

Byron Shire Respite Service offers a centre-based day respite program in Brunswick Heads. The Social Support Program also provides a range of services at home and in the community.

Visit www.byronrespite.com.au

Uniting Healthy Living for Seniors offers social support groups and centre-based day respite in Goonellabah, Woodburn and Casino.

Call **1800 486 484** or visit www.uniting.org and search for "Lismore".

Note: To access some of these services you will need to contact **My Aged Care** on **1800 200 422**.

Ask for the service by name.

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.

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 Northern Rivers 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 Northern Rivers 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

Tweed Byron and Ballina Community Transport provides transport services to people who live in the Tweed, Byron, and Ballina Shires.

Call **1300 875 895** or visit community-transport.org.au

HART (Home Assistance and Regional Transport Services) offers medical transport, social bus outings and shopping buses. Transport available in Lismore, Kyogle, Richmond Valley and surrounding areas.

Call **02 6628 6000** or visit www.hartservices.org.au

Mid Richmond Neighbourhood Centre offers medical transport for people based in the Evans Head area.

Call **02 6682 4334** or visit www.mrnc.com.au

Note: To access Community Transport contact My Aged Care on **1800 200 422**.

Ask for the service 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.



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 Northern Rivers. They provide meals to your home and may be able to provide their clients with other supports, such as social support, shopping service and cooking classes. Check with your local Meals on Wheels for availability.

Brunswick Valley

Call **02 6685 1498**.

Ballina Shire

Call **02 6686 2636**.

Casino Meals on Wheels Inc

Call **02 6662 1217**

Kyogle District Care Connections Inc.

Call **02 6632 2194**.

Lismore

Call **02 6624 8214**.

Mid-Richmond Neighbourhood Centre HACC Flexi Service (Evans Head)

Call **02 6682 4334**.

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

Byron Shire Respite Service has a centre-based day respite program which operates from Monday to Friday. They are based in Brunswick Heads.

Call **02 6685 1619** or visit www.byronrespite.com.au

FSG Ballina Aged and Carer Services offers flexible day and overnight respite at home, or centre-based day respite in Ballina. Overnight Cottage Respite in Ballina with 24-hour staff – call for availability.

Call **02 6687 3502** or visit www.fsg.org.au

Northern Rivers Care Connections provides in-home day respite to give carers a break, and can take the person out for the day.

Call **02 6632 2194** or visit www.careconnections.org.au

Lifebridge Australia can provide overnight respite and the Living With Dementia program which is a 2-day program for the person with dementia and their support person.

Call **07 5589 8900**

or visit www.lifebridge.org.au/services/aged-services



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 Northern Rivers 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 Ballina, Bonalbo, Byron Central, Casino, Kyogle, Lismore, Nimbin, and Urbenville 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

Byron Shire Respite Service Inc. has the Challenging Behaviours program, which offers respite care to people who have dementia and behaviours that are of concern to the person's carer.

They also offer monthly Byron Shire Carers groups, courses for carers and The Carer Newsletter.

Call **02 6685 1921** or visit www.byronrespite.com.au

Mid Richmond Neighbourhood Centre offers a monthly carer support group in Evans Head.

Call **02 6682 4334** or visit www.mrnc.com.au

St Carthages offers a monthly carer support group in Goonellabah.

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

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 Northern Rivers area can also be arranged.

Visit www.carersnsw.org.au



Carer Gateway

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

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.

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>

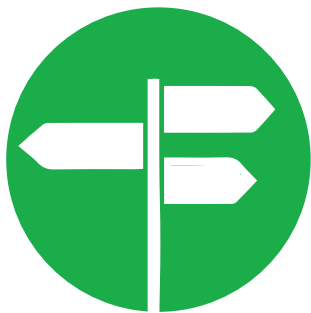
They also have a number of wallet cards that can help when you are out in the community. Call **1800 100 500** to ask for some of these free wallet cards to be sent to you.

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, Lismore

Call **1300 364 103**

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

Northern Rivers Community Legal Centre

Call **02 6621 1000** or **1800 689 889**.

9am to 4pm Monday - Wednesday, Friday
2pm to 4pm Thursday

Provides education and can advise in relation to guardianship applications.

Visit <http://northernriversclc.org.au>

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

Call **1300 888 529** or visit www.legalaid.nsw.gov.au

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

Active and Healthy _____	1300 655 957
Dementia Australia NSW _____	07 5523 0731
Australian Unity Home Care Service _____	1300 160 170
Australian Unity North Coast Aboriginal Branch _____	1300 295 837
Ballina Community Health _____	02 6686 8977
Ballina Shire Meals on Wheels _____	02 6686 2636
Brunswick Valley Meals on Wheels Service _____	02 6685 1498
Bulgarr Ngaru Aboriginal Medical Service Casino _____	02 6662 3514
Bullinah Aboriginal Health Service – Ballina _____	02 6681 5644
Byron Central Hospital – Ambulatory Care Unit _____	02 6639 9400
Byron Shire Respite Service _____	02 6685 1619
Canowindra Tweed Byron Aged and Disabled Aboriginal Corporation _____	07 5523 0311
Carer Gateway _____	1800 422 737
Carers NSW _____	1800 242 636
Casino Community Health _____	02 6662 4444
Casino Meals on Wheels _____	02 6662 1217
Commonwealth Respite and Carelink Centre (CRCC) _____	1800 052 222
Community Health Education Groups (CHEGS) _____	0423 956 585
Coraki Campbell Health One _____	02 6683 9000
Dementia Behaviour Management Advisory Service (DBMAS) _____	1800 699 799
Dementia Friendly Community Ballina _____	02 6687 3503
Dementia Outreach Service (DOS) _____	02 6620 6283
Dementia Support Australia _____	1800 699 799
Feros Care _____	1300 763 583
Freedom, Social Justice, Growth (FSG) Ballina Aged and Carer Services _____	02 6687 3502

Home Assistance and Regional Transport Services (HART)	02 6628 6000
Healthdirect	1800 022 222
Jali Health Post Cabbage Tree	02 6681 5644
Jullums - Lismore Aboriginal Medical Service	02 6621 4366
Kyogle District Care Connections Inc.	02 6632 2194
Lifeline	13 11 14
Lismore Community Health	02 6620 2967
Lismore Meals on Wheels Service	02 6624 8214
Mid Richmond Neighbourhood Centre	02 6682 4334
My Aged Care	1800 200 422
National Dementia Helpline	1800 100 500
National Disability Insurance Scheme (NDIS)	1800 800 110
Nimbin Aged Care & Respite Services	02 6689 1709
Northern Rivers Care Connections	02 6632 2194
Northern Rivers Community Legal Centre	02 6621 1000
NSW Companion Card	1800 893 044
NSW Trustee and Guardian	1300 364 103
Occupational Therapy Australia	02 9648 3225
Roads and Maritime Services (RMS)	13 22 13
Safely Home	1800 100 500
Southern Cross Care Casino Day Centre	1800 632 314
St Carthage's Community Care	02 6620 0000
Translating and Interpreting Services	13 14 50
Tweed Byron and Ballina Community Transport	1300 875 895
Uniting Healthy Living for Seniors	1800 486 484
Younger Onset Dementia Key Worker	1800 100 500

Notes



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