



MEDICINES & DEMENTIA

Resources and Support Services

National support services available

There are a number of national support services that are available to you and those closest to you. These services provide support such as:

- ▶ counselling
- ▶ home support
- ▶ information and advice on dementia and management of dementia
- ▶ information on other services available (eg, respite care, home care, allied health care)
- ▶ social support (eg, support groups).

NATIONAL SUPPORT SERVICES AVAILABLE FOR YOU AND YOUR FAMILY, FRIENDS AND CARERS

SUPPORT GROUP /SERVICE	WHAT DO THEY PROVIDE	COSTS	WHO TO CONTACT FOR MORE INFORMATION
ALZHEIMER'S AUSTRALIA SUPPORT SERVICES			
Alzheimer's Australia	Information, support, counselling, training and education to people with dementia, their family, friends and carers, as well as professionals in the field of dementia. For information on dementia and to arrange counselling, call the National Dementia Helpline.	Australian Government funded initiative.	1800 100 500 fightdementia.org.au/services/helpline
National Dementia Helpline	A telephone information, support and referral service provided by trained and experienced advisors. Available 9:00 am – 5:00 pm	Australian Government funded initiative.	National Dementia Helpline and Referral Service 1800 100 500
Living with dementia program	People who are living with memory loss who have completed a Living with Dementia program.	Australian Government funded initiative. Call Alzheimer's Australia to discuss costs associated with the Living with dementia program and support group.	Alzheimer's Australia 02 6255 0722

SUPPORT GROUP /SERVICE	WHAT DO THEY PROVIDE	COSTS	WHO TO CONTACT FOR MORE INFORMATION
Stepping out groups	Social and activity based groups for people in the earlier stages of memory loss.	Dependent on individual circumstances. Lunch and transport is provided.	Alzheimer's Australia 02 6255 0722
OTHER SUPPORT SERVICES AVAILABLE			
Commonwealth Home Support Programme	<p>Support for older people who are mostly able to live and cope at home and require entry level care.</p> <p>Services may include:</p> <ul style="list-style-type: none"> ▶ community-based social activities ▶ transport to the shops or appointments ▶ help with household jobs ▶ personal care ▶ home maintenance ▶ home modification ▶ nursing care 	<p>The Australian Government subsidises services provided under the Commonwealth Home Support Programme. The out-of-pocket expenses for each service will depend on income, type and number of services required and will need to be negotiated with the provider.</p> <p>Talk to your local service provider for more details on costs. To find your local service provider see My Aged Care website.</p>	<p>My Aged Care contact centre can provide information on types of aged care services, eligibility, providers and costs.</p> <p>1800 200 422</p>
Home Care Package	<p>Provides people with dementia tailored support services to help them stay in their own home. Some services that can be provided include:</p> <ul style="list-style-type: none"> ▶ home support (eg, household jobs, transport to shops, doctors etc) ▶ personal care (eg, help with bathing, dressing, mobility) ▶ nursing, allied health and other clinical services (eg, hearing and vision services) ▶ care coordination and case management 	<p>This is an Australian Government-subsidised initiative. The fees depend on the level of care (level 1-4) and need to be negotiated with the service provider.</p> <p>The service provider may ask for a daily fee of up to 17.5% of the single basic Age Pension (\$137.76/person/fortnight until 19 March 2016). There may also be an income-tested care fee if you have a yearly income of:</p> <ul style="list-style-type: none"> ▶ \$25,487.80 (individual) ▶ \$25,019.80 (individual income of member of couple but separated due to illness) ▶ \$39,561.60 (combined income if in a relationship and living together) <p>The Home Care Fee Estimator can help provide you with an estimate of costs of Home Care Package.</p>	<p>To find out more about how to access Home Care Packages see My Aged Care website.</p>

SUPPORT GROUP /SERVICE	WHAT DO THEY PROVIDE	COSTS	WHO TO CONTACT FOR MORE INFORMATION
NATIONAL SUPPORT SERVICES FOR CARERS			
Carers Australia	Information, support, education, training, counselling, planning and referrals. Provides services such as: <ul style="list-style-type: none"> ▶ Carer Advisory Service ▶ National Carer Counselling program ▶ Young Carers Program ▶ Young Carers Bursary Programme 	Free call	Carers Australia 1800 242 636 (during business hours) Young carers (support for carers younger than 18 years) 1800 242 636 Young carers website
Commonwealth Respite and Carelink Centre	Aged care and dementia services such as support groups, meal and nursing services, day care centres, household support services and respite providers in the local area.	The Commonwealth Respite and Carelink Centre can provide more information on the costs associated with respite care.	Commonwealth Respite and Carelink Centre BH: 1800 052 222 AH: 1800 059 059
My Aged Care	Information and advice on accessing aged care services, eligibility, assessment and costs.	Free call	1800 200 422
Dementia behaviour management advisory service (DBMAS)	A 24 hour service that provides family and carers of a person with dementia support, advice and strategies on how to cope with changed behaviours.	Australian Government funded initiative	DBMAS 1800 699 799
Advocacy services	Information about rights and responsibilities with respect to aged care; listen to concerns; help resolve problems or concerns with aged care service provider; refer to other agencies if needed.	No out-of-pocket expenses	The National Aged Care Advocacy Line 1800 700 600

Support services for you and your family, friends and carers

PEER SUPPORT GROUPS FOR PEOPLE WITH DEMENTIA

Peer support groups for people with dementia can be a good opportunity to share experiences, get support and develop management tools within a social context.

For more information on support groups and/or services in your state or territory call the National Dementia Helpline on 1800 100 500 or see the [Alzheimer's Australia website](#).

SUPPORT GROUPS FOR YOUR FAMILY, FRIENDS AND CARERS

Carer support groups provide carers with:

- ▶ support and allow carers to meet others in a similar situation to share ideas, management tips and techniques
- ▶ relevant dementia education and information
- ▶ the benefits of social outings with others in a similar situation
- ▶ information on local community services available
- ▶ an opportunity to learn health and wellbeing strategies (eg, relaxation and managing stress) and to learn how to cope with issues and other emotions (eg, loss, grief, guilt, resentment, anger, relief).

To find a local carer support group contact the local state or territory Alzheimer's Australia office or call My Aged Care on 1800 200 422.

Education and training services available

Alzheimer's Australia provide a range of workshops, and information and education courses for people with dementia and their family, friends and carers. A number of these courses and workshops are provided free of charge as they are funded by the Australian Government, however a donation is requested for attendance.

Topics that may be covered in the courses and workshops include:

- ▶ understanding diagnosis, symptoms and impact of dementia
- ▶ adapting to change
- ▶ practical strategies
- ▶ planning for the future
- ▶ effective communication
- ▶ understanding and responding to behaviours
- ▶ understanding grief and transition to care
- ▶ looking after yourself
- ▶ relationships with family and friends
- ▶ legal issues.

For more information on training courses and workshops contact the local state or territory Alzheimer's Australia office.

A free online education workshop is available that provides information about changed behaviours that indicate pain in a person with dementia. <http://www.painanddementia.ualberta.ca/>