

health

Grey Matters

A Guide for living well with Memory Loss
and Dementia in the Grampians Region



Grey Matters

A Guide for living well with Memory Loss and
Dementia in the Grampians Region.

Acknowledgements

This document was developed as part of the Victorian Government Department of Health's Grampians Region Community Aged Care Dementia Project.

This project was funded as an initiative of the Department of Health's Grampians Region Dementia Strategy and acknowledges Alzheimer's Australia Vic for their assistance and access to resources and information throughout the development of this guide.

Further contributions to the development of this guide were made by members of the Grey Matters Working Group and the Grampians Region Dementia Advisory Group. The contribution of participants from the Home and Community Care sector within the Central Highlands, Grampians Pyrenees and Wimmera areas are gratefully acknowledged. Special thanks to members of the Bacchus Marsh, Ballarat, Stawell and Horsham Dementia Support groups for their valued feedback.

All information was accurate at the time of publishing but may be subject to change.

While the information in this document is not provided in other languages, Alzheimer's Australia Vic have a variety of help sheets, tip sheets and resources available to be downloaded from their website in other languages.

Photography: © Lynton Crabb. Provided with permission of Alzheimer's Australia Vic.

This document is available for download as a PDF on the internet at:
www.chpcp.org.au

Go to the red HACC button and select Regional Dementia Project.

© Copyright, State of Victoria, Department of Health, 2012

This publication is copyright, no part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968.

Published by the Aged Care Branch, Grampians Region, Victorian Government, Department of Health, Melbourne, Victoria.
Print managed by Baxter and Stubbs.

Except where otherwise indicated, the images in this publication show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services.

November 2012

Contents

Introduction	1
Section 1: Dementia Awareness	9
What is Dementia and who gets it?	9
Is it Dementia?	10
10 Signs of Dementia	12
Early diagnosis - the benefits and merits	14
Younger Onset Dementia	16
Modifying Risk Factors	18
Prevention – Healthy lifestyle	20
Brain Activities	21
Section 2: Pathways to diagnosis	25
Family Doctor: Initial Concerns and enquiries	25
Alzheimer's Australia Vic	28
Specialist assessment services	30
Cognitive Dementia and Memory Service (CDAMS)	30
Specialist Geriatrician	32
Aged Persons Mental Health	32
Dementia Behaviour Management Advisory Service (DBMAS)	33
Section 3: Support assessments	37
HACC Living at Home Assessment	37
Aged Care Assessment Service	39
District Nursing Service	41
Section 4: Support options	45
Home and Community Care (HACC)	45
Carer Respite and Support Services	47
Respite Care	48
In Home	49
Planned Activity Group	51
Cottage Respite houses	53
Residential Respite	54

Carer support groups	55
Carer Card Program	56
Education programs	57
Social Support & friendly visiting services	60
Community Packages	62
Linkages Packages (HACC)	63
Community Aged Care Packages (CACPS)	63
Extended Aged Care at Home (EACH)	63
Extended Aged Care at Home Dementia (EACHD)	63
Consumer Directed Care Package (CDC)	64
Transitional Care	64
Residential Aged Care	66
Occupational Therapists	67
Aids and Equipment programs	69
Section 5: Therapies and activities	73
Reminiscence therapy	73
Memory boxes	74
Life Books	75
Section 6: Planning for your future	79
Department of Human Services entitlements and pensions	79
Legal documents and Powers of Attorney	80
Advanced Care Planning	82
Section 7: Useful Information	85
Section 8: Additional Resources	89
Appendix: Index of Service Providers	91

Introduction

The Grey Matters guide has been developed to help assist you, the person with memory loss, your family and carers, to access relevant information and support that is specific to living well with dementia.

The guide is also intended for any one who is interested in knowing more about dementia and how they may possibly minimise the risk of getting the disease.

This guide has been developed with the help of Alzheimer's Australia Vic, community aged care providers, carers, people with dementia and medical professionals. Their input has ensured that this guide provides all contacts and general information on the range of community programs available. These include programs that support your independence by maintaining existing strengths so that you can continue to live well at home. It also includes social programs and respite choices which play an important part for you, your carer and your family.

We welcome feedback on the use and relevance of this guide so that it continues to be helpful and beneficial to all that use it.



How to use this guide

The Grampians Region is a large geographical area so to improve the useability of this guide we have broken the region into three sections:

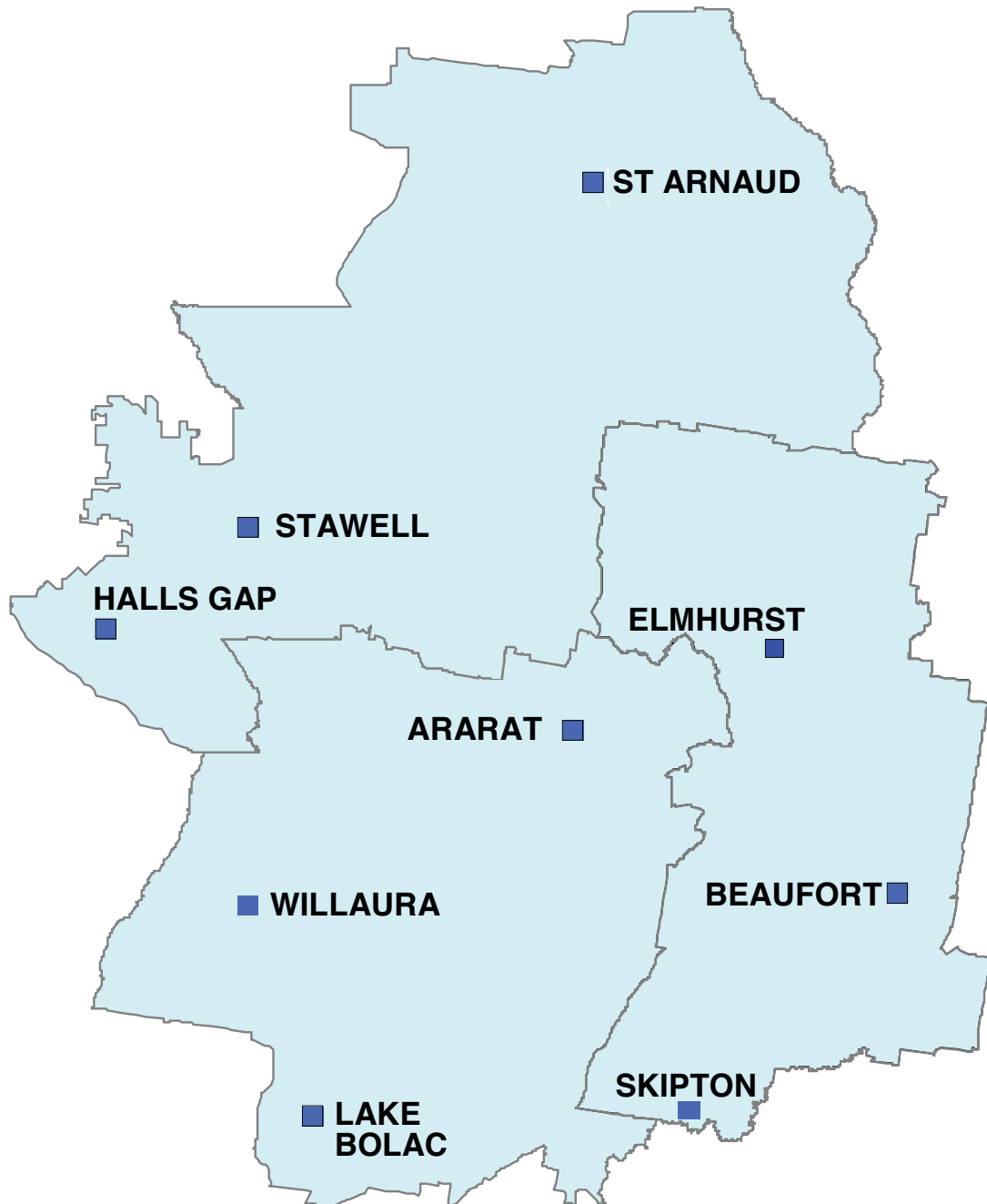
Central Highlands

- Ballarat
- Golden Plains
- Moorabool
- Hepburn



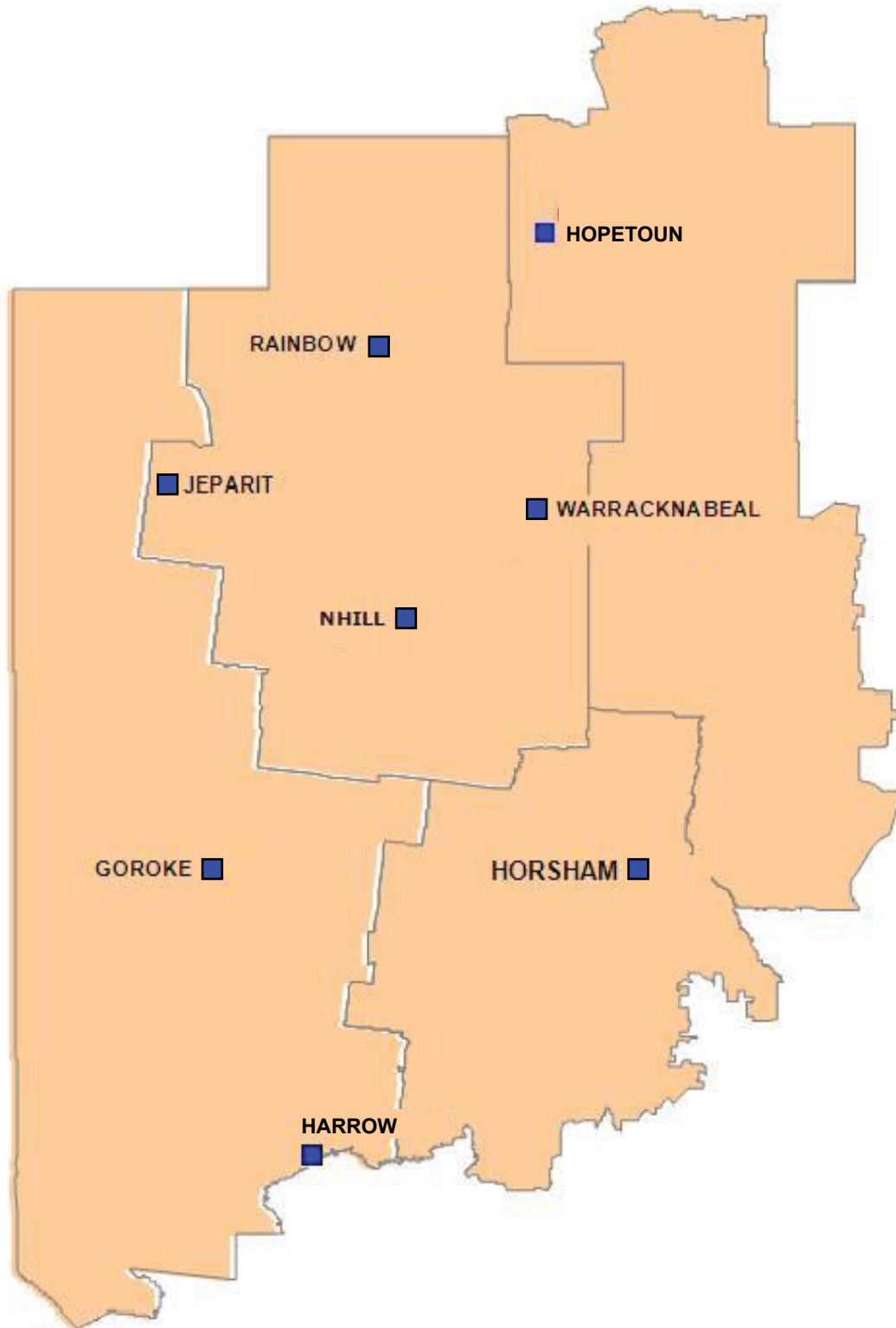
Grampians Pyrenees

- Ararat
- Northern Grampians
- Pyrenees



West Wimmera

- Hindmarsh
- Yarriambiack
- Horsham



In Section Three, Support Options, each topic is discussed over two / three pages with a colour coded **“Who can assist me”** agency contact list at the end of each topic.

We hope that by colour coding your local geographical area, the information that you seek will be easier to locate.

1800 freecall, statewide phone numbers and websites have also been made available throughout the guide at the end of each topic. They will follow the local colour coded section in Section three.

The “Who can assist me” agency contacts located throughout the guide are provided at the back of the book.

A few things to keep in mind

- It is not expected that you should read this guide all in one go. The information is provided in short topic form so that you can look up a topic of interest when it is needed or earlier when undertaking any future planning.
- The information contained in this guide has been provided in a format that is easy to read for people with dementia. The information can assist carers, family members, friends and the community to gain a greater awareness and understanding of what dementia is, why early diagnosis is beneficial and supports and activities that can help you to live well with dementia.
- The **“Information about me”** template is also available across the Grampians Region. This template will assist you and your carer and is explained in more detail on Page 75. We cannot stress enough the importance of using this template as it will ensure that all those involved in your care are responsive, flexible and respectful.
- We strongly recommend that along with this guide you make the most of information and support services provided by Alzheimer’s Australia Vic and that you maintain regular contact with your family doctor.

and remember

We understand that not everybody has access to a computer. All agencies mentioned throughout this guide can assist with providing information in hard copy if you do not have the internet.

We do not want you missing out on any information that could be beneficial to living well with dementia. There is no wrong door and all agencies are more than willing to help so don't be afraid to ask for their assistance!

Notes

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

health

Section One

Dementia Awareness

Section 1: Dementia Awareness

What is Dementia and who gets it?

Dementia is the term used to describe the symptoms of a large group of illnesses which cause a progressive decline in your ability to carry out daily tasks that you used to find easy. It is a broad term used to describe a loss of memory, intellect, logic, communication skills and what would be considered normal emotional reactions.

Who gets dementia?

Most people with dementia are older, but it is important to remember that most older people do not get dementia. **It is not a normal part of ageing.** Dementia can happen to anybody, but it is more common after the age of 65 years although people in their 40s and 50s can also have dementia¹.

Common forms of dementia

Alzheimer's disease

Alzheimer's disease is the most common form of dementia. Alzheimer's disease is a physical condition which attacks the brain, resulting in impaired memory, thinking and behaviour. The condition will get worse over a period of time and we still do not understand why.

Vascular dementia

Vascular dementia is another common form of dementia. Strokes and mini-strokes can cause vascular dementia, as can poor circulation of blood to the brain. It is common for the brains of persons with dementia to have both Alzheimer and vascular changes.

Other dementias

There are many different forms of dementia. These include:

¹ Alzheimer's Australia Help Sheet About Dementia 1 "What is dementia?"

- Frontotemporal dementia which begins in the frontal and / or temporal lobes of the brain
- Dementia with Lewy bodies which is a type of dementia closely allied to both Alzheimer's and Parkinson's diseases, characterised anatomically by the presence of Lewy bodies (clumps of particular proteins in the brain)
- Alcohol related dementia
- HIV-related dementia
- Many other rare forms²

Can dementia be inherited?

This will depend on the cause of the dementia, so it is important that you have a firm medical diagnosis. The majority of cases of dementia are not directly inherited and likely arise from a combination of genetic and environmental effects.

Alzheimer's disease where there is a family link are a rare form that is entirely inherited and account for fewer than 5% of all cases. It is often subject to very early onset, occurring in people in their 30's or 40's. There is a very clear family history of the disease³.

Is it dementia?

Many factors may affect memory loss, and many of these are not related to dementia. These include stress, anxiety, pain, grief, some medications and fatigue.

In addition, several medical conditions may affect memory, and these also are not related to dementia. Such conditions include urinary tract infections, hormone changes, nutritional deficiencies, dehydration, depression, liver or kidney disease and sensory loss.

If you are concerned, it is important that you request a comprehensive medical assessment to identify the causes of your memory loss. Many of these memory related issues can be fully resolved with treatment that might include lifestyle management and changes, counselling support and / or medication.

² Alzheimer's Australia Worried about your memory booklet 2010

³ Alzheimer's Australia Worried about your memory booklet 2010

It is essential that a medical diagnosis is obtained at an early stage when symptoms first appear to ensure that if you have a treatable condition it is diagnosed and treated correctly. If the symptoms are caused by dementia, an early diagnosis will mean early access to support, information, and medication should it be available⁴.

If you want to know more about the brain, how it works and what happens to memory as we age then visit Alzheimer's Australia's website (link provided below) to gain further information.

Who can assist me?

<p>National Dementia Helpline</p> <p>The helpline is a confidential telephone information and support service available across Australia.</p> <p>Trained and experienced staff provide support, practical information and advice, written information, details of the full range of services provided by Alzheimer's Australia and information about other services.</p>	<p>1800 100 500</p> <p>9 am – 5 pm</p> <p>www.fightdementia.org.au</p> <p>If you need an interpreter you can contact the Helpline through the Telephone Interpreting Service on 131 450</p>
<p>To contact the Grampians Region Alzheimer's service phone the National Dementia Helpline.</p>	<p>1800 100 500</p> <p>4 East Street South Ballarat 3350</p>

⁴ Alzheimer's Australia Worried about your memory booklet 2010

10 Signs of Dementia

1. Memory loss that disrupts daily life

One of the most common signs of Alzheimer's disease is memory loss, especially forgetting recently learned information. Others include forgetting important dates or events; asking about the same information over and over; relying on memory aids or family members for things you used to handle on your own.

2. Challenges in planning or solving problems

You may experience changes in your ability to develop and follow a plan or to work with numbers. You may have trouble following a familiar recipe or keeping track of monthly bills. You may have difficulty concentrating and tend to take much longer to do things you did before.

3. Difficulty completing familiar tasks at home, at work or at leisure

You may often find it hard to complete daily tasks. Sometimes you may have trouble driving to a familiar location, managing a budget at work or remembering the rules of a favourite game.

4. Confusion with time or place

You may lose track of dates, seasons and the passage of time. You may have trouble understanding something if it is not happening immediately. Sometimes you may forget where you are or how you got there.

5. Trouble understanding visual images and spatial relationships

Vision problems can be a sign of Alzheimer's disease. You may have difficulty reading, judging distance and determining colour or contrast. In terms of perception, you may pass a mirror and think someone else is in the room. You may not realise that you are the person in the mirror.

6. New problems with words in speaking or writing

You may have trouble following or joining in a conversation. You might stop in the middle of the conversation and have no idea how to continue, or you might repeat yourself. You may struggle with vocabulary, have problems finding the right words or call things by the wrong name (e.g. you might call a watch a hand-clock).

7. Misplacing things and losing the ability to retrace steps

You might put things in unusual places or you may lose things and be unable to go back over your steps to find them again.

Sometimes, you may accuse others of stealing. This could occur more frequently over time.

8. Decreased or poor judgement

You may experience changes in judgement or decision-making.

For example, you might use poor judgement when dealing with money, such as giving large amounts to telemarketers. You could also pay less attention to your grooming or keeping yourself clean.

9. Withdrawal from work or social activities

You may start to withdraw yourself from your hobbies, social activities, work projects or sports. You could experience trouble keeping up with a favourite sports team or remembering how to complete a favourite hobby. You may also avoid being social because of the changes you have experienced or because you feel embarrassed.

10. Changes in mood and personality

Your mood and personality can change. You can become confused, suspicious, depressed, fearful or anxious. You may be easily upset at home, at work, with friends, or in places where you are out of your comfort zone. You may become more rigid and some previous character traits could become exaggerated⁵.

*While these signs of dementia refer to Alzheimer's disease, many of these signs also apply to other forms of dementia.



⁵ Alzheimer's Australia Worried about your memory booklet 2010

Early diagnosis – the benefits and merits

Early planning and assistance

Early diagnosis enables you and your family to receive help in understanding and adjusting to the diagnosis and to prepare for the future in an appropriate way. This might include making legal and financial arrangements, changes to living arrangements, and finding out about aids and services that will enhance your quality of life and that of your family and friends. Early diagnosis can allow you to have an active role in decision making and planning for the future while your family and friends can educate themselves about the disease and learn effective ways of interacting with you.

Checking concerns

Changes in memory and thinking ability can be very worrying. Symptoms of dementia can be caused by several different diseases and conditions, some of which are treatable and reversible, including infections, depression, medication side-effects or nutritional deficiencies. The sooner the cause of dementia symptoms is identified, the sooner treatment can begin. Asking a doctor to check any symptoms and to identify the cause of symptoms can bring relief to you and your family.

Treatment

There is evidence that the currently available medications for Alzheimer's disease may be more beneficial if given early in the disease process. These medications can help to maintain daily function and quality of life as well as stabilise cognitive decline in some people; however, they do not help everyone and they are not a cure. Early diagnosis allows for prompt access to medications and medical attention.

Health management

Receiving a diagnosis can also help in the management of other symptoms which may accompany the early stage of dementia, such as depression or irritability. Also reviewing management of other medical conditions is critical, as memory problems may interfere with you remembering to take important medications such as for diabetes, heart disease or high blood pressure⁶.

⁶ <http://www.fightdementia.org.au/understanding-dementia/early-diagnosis-of-dementia.aspx>

Who can assist me?

<p>National Dementia Helpline</p> <p>The helpline is a confidential telephone information and support service available across Australia.</p> <p>Trained and experienced staff provide support, practical information and advice, written information, details of the full range of services provided by Alzheimer's Australia and information about other services.</p>	<p>1800 100 500</p> <p>9 am – 5 pm</p> <p>www.fightdementia.org.au</p> <p>If you need an interpreter you can contact the Helpline through the Telephone Interpreting Service on 131 450.</p>
<p>To contact the Grampians Region Alzheimer's service phone the National Dementia Helpline.</p>	<p>1800 100 500</p> <p>4 East Street South Ballarat 3350</p>

Younger Onset Dementia

Younger or early onset dementia refers to people under the age of 65 who have been diagnosed with dementia.

For the person with dementia, their family and carers, there are special needs in relation to day to day living that have to be considered. Often younger people are still employed and may have younger children and families. Friends of younger people with dementia find it hard to know what to do and how to communicate.

Alzheimer's Australia has produced a number of tip sheets specifically written to provide information and advice on the challenges faced by people with younger onset dementia.

Particularly challenging for people with younger onset dementia is employment and the ability to continue to work, legal and financial issues, decision making capacity and the lack of age appropriate support services.



If you are under 65 and concerned about your memory, speak to your family and your doctor or call:

<p>National Dementia Helpline</p> <p>The helpline is a confidential telephone information and support service available across Australia.</p> <p>Trained and experienced staff provide support, practical information and advice, written information, details of the full range of services provided by Alzheimer's Australia and information about other services.</p>	<p>1800 100 500</p> <p>9 am – 5 pm</p> <p>www.fightdementia.org.au</p> <p>If you need an interpreter you can contact the Helpline through the Telephone Interpreting Service on.</p> <p>131 450.</p>
<p>Alzheimer's Australia Vic</p> <p>Younger Onset Dementia Tip Sheets provide simple ideas to assist in the support of people under the age of 65 years and their families and carers. The sheets draw on the combined experience of clinicians, Alzheimer's Australia professionals, people living with dementia and carers⁷.</p>	<p>www.fightdementia.org.au</p>
<p>To contact the Grampians Region Alzheimer's service phone the National Dementia Helpline.</p>	<p>1800 100 500</p> <p>4 East Street South Ballarat 3350</p>

⁷ <http://www.fightdementia.org.au/younger-onset-dementia.aspx>

Modifying Risk Factors

A growing body of research shows a strong association between cardiovascular risk factors (such as smoking, high blood pressure and high cholesterol) and dementia.

It makes sense – the brain needs a healthy heart to provide a healthy blood supply to keep brain cells functioning well.

Remember:

What's good for the heart is also good for the brain.

How can I reduce the risks of dementia and cardiovascular disease?

Age and genetics are risk factors that unfortunately we have no control over.

The good news is there are some risk factors you can control to help reduce the risk of dementia and cardiovascular disease.

- 1. Maintain blood pressure, cholesterol, blood sugar and body weight at healthy levels** and have regular check ups with your GP and follow their advice
- 2. Eat healthily** by ensuring you eat plenty of vegetables, legumes, fruits and cereals (preferably wholegrain), choose lean cuts of meat and limit saturated and trans fats in your diet
- 3. Be physically active** on all or most days for at least 30 minutes. A brisk walk, cycling, swimming and dancing are just some of the activities you can be involved in



4. **Participate in social activities** by catching up regularly with family and friends, joining a club or group, or by becoming a volunteer
5. **Don't smoke** Smoking is a risk factor for cardiovascular disease and dementia, as well as a range of cancers and other diseases
6. **Drink alcohol in moderation** Excessive alcohol consumption may increase the risk of developing cardiovascular disease and dementia. Limit your intake to no more than two standard drinks in any one day
7. **Exercise your brain** by regularly enjoying mentally stimulating activities, through learning, working or volunteering, hobbies and other leisure activities⁸

What else can you do?

<p>Visit yourbrainmatters.org.au To find out how you can reduce your risk of dementia by following the Your Brain Matters brain health program.</p>	<p>www.yourbrainmatters.org.au</p>
<p>Visit heartfoundation.org.au To find out more about reducing your risk of cardiovascular disease.</p>	<p>www.heartfoundation.org.au</p>

⁸ Alzheimer's Australia Health Sheet "Your Brain Matters" 2012

Prevention and healthy lifestyle

There is still so much to learn about how to reduce dementia risk. But current evidence suggests that a range of lifestyle and health factors may reduce the risk or delay the onset of dementia. The evidence for dementia risk reduction comes from many international research studies involving large groups of people.

The research shows that people who follow a 'brain-healthy' lifestyle have better brain function and a lower risk of developing dementia on average than people who don't. **But this lifestyle is not a guarantee against developing dementia.**

Following a healthy lifestyle is important at any age but what is worth noting is that changes in your brain start to occur once you reach middle age. To help look after your brain health and reduce your risk of dementia, the **Your Brain Matters** program should be followed throughout life but, it's never too late to start!! Brain function can be improved and protected at any age⁹.

What else can you do?

Visit yourbrainmatters.org.au To help look after your brain health.	www.yourbrainmatters.org.au
Visit your Doctor regularly All adults from the age of 18 years should have their blood pressure checked regularly and follow their doctor's advice about having their blood cholesterol and blood glucose levels tested ¹⁰ .	See your local yellow pages Doctor Locality guide for a list of Doctors in your area or go to www.yellowpages.com

⁹ Alzheimer's Australia Your Brain Matters booklet 2012

¹⁰ Alzheimer's Australia Your Brain Matters booklet 2012

Brain Activities

Scientific research has found that by challenging the brain with new learning activities you can stimulate the growth of new brain cells and strengthen connections between brain cells.

The key message is that to keep your brain active you choose activities that are mentally challenging and that make you think and learn new things.

There is no one activity linked to better brain health so it is recommended that you incorporate a variety of mentally stimulating activities into your day.

Choose activities that you can start at an easier level but provide the opportunity to further challenge yourself as you become better at that activity. Remember, it is all about variety when keeping your brain active. Some activities that you may wish to consider are:

- A hobby such as painting, carpentry, craftwork or collecting
- A course such as gardening, computers, cooking, woodwork
- Reading the newspaper or different styles of books
- Writing poetry or keeping a diary
- Playing new board or card games
- Learning to dance, play a musical instrument or speak another language
- Getting involved in a club or local community group
- Doing jigsaws, crossword, or number puzzles
- Researching a topic that you are interested in by searching the internet or visiting your local library

There are a range of brain training applications for phones and computers but there is no evidence as to whether these programs will reduce the risk of dementia. Some programs may improve your brain function but the key message again is to incorporate your brain training programs with a range of other activities that are complex, ongoing and frequent.

What else can you do?

Visit yourbrainmatters.org.au To help look after your brain health.	www.yourbrainmatters.org.au
Visit braingle.com With these daily exercises you will learn how to flex your mind, improve your creativity and boost your memory.	www.braingle.com
Visit braintraining101.com This site offers a range of logic, memory power, brain teasers and brain training games to sharpen your memory.	www.braintraining101.com
Download the Alzheimer's Australia BrainyApp BrainyApp was developed by Alzheimer's Australia and Bupa Health Foundation to raise awareness of the risk factors for Alzheimer's disease and other types of dementia, and to help you live a brain healthy life.	www.brainyapp.com.au

*Remember these programs are no guarantee against developing dementia and your brain needs a variety of activities to exercise its different parts.

health

Section Two

Pathways to diagnosis

Section 2: Pathways to diagnosis

Initial concerns and enquiries

Initial concerns about your memory should be discussed with your family. You may also feel comfortable discussing your concerns with other workers who may be involved in supporting you such as a district nurse or community care worker. Memory issues become a problem if they notably disrupt your everyday life.

You may need further support from your family doctor if you are experiencing some of the problems discussed on pages 12 and 13.

If you are experiencing some of these problems often, it is important to follow up these changes with your family doctor and involve your relative or friend during the process.

What you should ask your doctor

There are many possible causes of changes in memory so it is important that during your visit you:

- take a list of concerns with you
- talk about your concerns openly and honestly and
- take a list of medications that you are taking, including the doses.

This is important information as there is not a single medical test that can show whether or not someone has dementia. Diagnosis is based on clinical judgement so the more open you are with your doctor, the more assistance this provides so that your doctor can make a clinical judgement.

Your doctor will obtain a full clinical history, interview you and your family together and separately and assess your ability to undertake activities of daily living (bathing, dressing, managing finances)¹¹. Your doctor may also conduct:

- A review of your personal history

¹¹ Timely diagnosis of dementia: can we do better? A report for Alzheimer's Australia Paper 24, 2011

- Physical examination and laboratory tests including blood and urine tests
- Memory and mental abilities tests
- Radiological tests, such as brain imaging

These tests and assessments may be used to determine whether symptoms fit certain criteria and to rule out other possible causes of the symptoms you may be experiencing.

Remember that you can:

- Ask for a longer appointment
- Take a relative or friend with you
- Ask questions and request further explanations if you don't understand
- Take notes during the visit
- Discuss the option of further assessment by a specialist

It may take several consultations over weeks or months. Diagnosing dementia is a lengthy and often frustrating process. You will need to be patient and not expect an immediate answer¹².



Who can assist me?

<p>Doctor</p> <p>An initial discussion with your doctor may include the doctor conducting a physical examination, laboratory tests and mental abilities tests. A referral may be made to a specialist.</p>	<p>Family doctor or See your local yellow pages Doctor Locality guide for a list of Doctors in your area or go to.</p> <p>www.yellowpages.com</p>
---	--

¹² Alzheimer's Australia Worried about your memory booklet 2010

<p>Practice nurse or District Nurse</p> <p>The initial screening may be undertaken by the practice nurse during a health check or district nurse in the home.</p>	<p>Family doctor medical clinic or see your local yellow pages Doctor Locality guide for a list of clinics in your area or go to.</p> <p>www.yellowpages.com</p> <p>District Nursing Services - see pages 41 & 42 of this guide for your local service.</p>
<p>National Dementia Helpline</p> <p>The helpline is a telephone information and support service run by Alzheimer's Australia.</p> <p>Trained and experienced staff provide support, practical information and advice, written information, details of the full range of services provided by Alzheimer's Australia and information about other services.</p>	<p>1800 100 500</p> <p>9 am – 5 pm</p> <p>www.fightdementia.org.au</p> <p>If you need an interpreter you can contact the Helpline through the Telephone Interpreting Service on.</p> <p>131 450</p>
<p>Direct2Care</p> <p>Direct2Care is a telephone and walk-in service centre that provides information, advice and referrals to clients eligible for aged and community care services, supports and resources.</p>	<p>1300 121 121</p> <p>(if calling from within the Grampians Region)</p> <p>907 Sturt St Ballarat Vic 3350</p>

Alzheimer's Australia Vic

Alzheimer's Australia is the peak body providing support and advocacy if you are living with dementia. Alzheimer's Australia Vic understands the stress and concern experienced by people when faced with a diagnosis of dementia.

In the early stages Alzheimer's Australia Vic can support you or your family to access a diagnostic service and undertake a diagnostic assessment, help you to find suitable services and provide strategies to cope. Alzheimer's Australia Vic will walk alongside you through all stages of the disease. Further support can be provided in the form of counselling, advice, reassurance, and information and education programs for you, your carer and family.

By taking advantage of Alzheimer's Australia Vic resources, you can learn more about dementia, the progression of the disease, and your changing needs. Access to this knowledge will help your carer and family to provide effective care while looking after their individual health needs.

Anyone can refer to Alzheimer's Australia Vic services, including you or your family via a phone call or the referral form located on the Alzheimer's Australia Vic website.

**FIGHTING ALZHEIMER'S
FOR AUSTRALIA**
FIGHTDEMENTIA.ORG.AU

Who can assist me?

<p>National Dementia Helpline</p> <p>The helpline is a confidential telephone information and support service available across Australia.</p> <p>Trained and experienced staff provide support, practical information and advice, written information, details of the full range of services provided by Alzheimer's Australia and information about other services.</p>	<p>1800 100 500</p> <p>9 am – 5 pm</p> <p>www.fightdementia.org.au</p> <p>If you need an interpreter you can contact the Helpline through the Telephone Interpreting Service on.</p> <p>131 450</p>
<p>To contact the Grampians Region Alzheimer's service phone the National Dementia Helpline.</p>	<p>1800 100 500</p> <p>4 East Street South Ballarat 3350</p>



Specialist Assessment Services

Your doctor may refer you to a specialist in the diagnosis of memory issues, a geriatrician or the Cognitive Dementia and Memory Service (CDAMS).

If a referral for further assessments is required it is important that you ask your doctor about what to expect. Some questions you can ask are:

- What tests will be conducted and how long will they take?
- Will there be a cost involved?
- What follow-up will be necessary?
- How will I be informed of the test results and the diagnosis?
- Who else will be told of my results and diagnosis?
- Will my doctor be given information about me? (if you are seeing a specialist)
- Who will give me information on supports available if I am given a diagnosis of dementia?¹³

Cognitive Dementia and Memory Service (CDAMS)

The aim of the CDAMS clinic is to assist people experiencing early changes to their memory and thinking by providing assessment and diagnosis of the psychological, medical and social difficulties associated with these changes. An assessment may also include a visit to your home.

A CDAMS assessment will usually include an initial assessment, medical assessment, neuropsychology assessment, feedback session and follow up. Where a diagnosis is unclear assessments will often be repeated. There may be several months wait between assessments. CDAMS provides initial short term support and referral to other programs and services after diagnosis but does not provide ongoing treatment or case management.

The CDAMS clinic for the Grampians Region is in Ballarat, and an outreach service operates in Horsham.

¹³ Alzheimer's Australia Worried about your memory booklet 2010

CDAMS will make contact with you to arrange appointments following receipt of the referral from your GP.

If you are unable to obtain a GP's referral you can self refer to the service if you are worried about memory loss or changes in thinking.

CDAMS clinics require pre-appointment tests and full history and your doctor will generally be the one to manage this.

Who can assist me?

Cognitive Dementia and Memory Service (CDAMS)	
Ballarat Health Services Queen Elizabeth Centre 102 Ascot Street South, Ballarat	5320 3704
Ballarat Health Services Queen Elizabeth Centre 102 Ascot Street South, Ballarat	5320 3704
Outreach service of Ballarat Health Services: Wimmera Health Care Group Arapiles Building, Baillie St, Horsham	5381 9130

Specialist Geriatrician

A referral for further investigation and diagnosis can also be made directly to a geriatrician, neurologist or an aged care psychiatrist if you do not have access to the CDAMS clinic. A referral by your doctor is required in most instances for you to obtain a medicare rebate and to seek diagnosis and qualification for access to subsidised medical treatment.

Specialist Geriatrician, neurologist or aged care psychiatrist	Referral provided by your doctor where access to CDAMS is unavailable
---	---

Aged Person's Mental Health Services (APMHS)

The APMHS is primarily for people with an existing mental illness who are over the age of 65 years of age, or who have developed a mental illness such as depression in later life. They are also for people with behavioural and psychological signs and symptoms of dementia.

The APMHS is a community focused multidisciplinary team which provides specialist mental health assessment and treatment for persons aged 65 years and over and for their families and carers.

The APMHS prefers a doctor's involvement.

Aged Person's Mental Health Services (APMHS)	
Aged Person's Mental Health Services (APMHS) Grampians Region	5320 3592 Mon – Fri 8.30 am – 5pm. 1300 661 323 24 Hours – 7 Days a week

Dementia Behaviour Management Advisory Service (DBMAS) Vic.

DBMAS Vic is an advice, assessment, intervention, education and specialised support service that can be accessed via telephone to people caring for someone with dementia. The service is available 24 hours a day.

Up to 90% of people with dementia will experience some behavioural or psychological symptoms (BPSD) during the course of the disease. Some examples of these behaviours include: Anxiety, delusions, hallucinations, depressed mood, apathy, agitation, aggression, sleep disturbance, wandering, hoarding, resistiveness to care, shadowing, inappropriate language, repetitive questioning or inappropriate toileting.

The Dementia Behaviour Management Advisory Service will provide a complete assessment and evaluation where behaviours of concern may impact on your care. They will utilise strategies such as activities and changes to the environment to help minimise or reduce symptoms.

The service is available in home, residential care and other health services and the Grampians Regional worker can also be accessed if a face-to-face assessment is required.

Dementia Behaviour Management Advisory Service (DBMAS) Vic. Grampians Region	1800 699 799 (24 hour Freecall) www.dbmas.org.au/Your_state/victoria
---	--

Notes

health

Section Three

Support assessments

Section 3: Support Assessments

Living at Home Assessment (HACC)

The Home and Community Care program (HACC) offers a range of support services that can enable you to live independently at home and remain socially connected to your community. Referrals can be made by yourself or with your permission, by family, your doctor or other allied health professionals. (See page 45 for the range of services provided by HACC).

The Living at Home Assessment is a broad, strengths based assessment that seeks to identify your need and priority for assistance. It also takes into account carer need for support and further assistance.

The Living at Home assessment is undertaken in your home, with your carer or family member and explores the things that you can do (strengths), what you would like to continue doing (interests) and links you to new activities that can assist you to live well with dementia (community connections).

The focus of a Living at Home assessment is to promote independence and maintain skills. It also focuses on strengthening of family, community and social connections. Periodic reviews are undertaken or as needs change throughout the progression of dementia.

Organisations providing a Living at Home assessment will seek other areas of expertise as required or where the service is not provided by the organisation undertaking the Living at Home Assessment. Referrals will be made to appropriate services as needed. Coordination of multiple services can also be offered with your consent.

Who can assist me?

Living at Home Assessment Agencies	
Ballarat District Nursing & Healthcare	5334 1500
City of Ballarat	5320 5629
Golden Plains Shire Council	5220 7111
Hepburn Shire Council	5345 9207
Moorabool Shire Council	5366 7100
Ararat Rural City Council	5355 0242
East Grampians Health Service	5352 9328
Northern Grampians Shire Council	5358 7590
Pyrenees Shire Council	5349 1100
Dunmunkle Health Services Rupanyup	5363 0400
Edenhope & District Memorial Hospital	5585 9800
Hindmarsh Shire Council	5391 4444
Horsham Rural City Council	5382 9709
West Wimmera Health Services	5391 4222
West Wimmera Shire Council	5585 9900
Wimmera Health Care Group	5381 9026
Yarriambiack Shire Council	5398 0107



Aged Care Assessment Service (ACAS)

An Aged Care Assessment is an assessment for people with more complex needs. Like the Living at Home Assessment, the Aged Care Team work with you and your carer to identify what type of care best suits your needs. The assessment can be conducted in home or in hospital.

The Aged Care Assessment team draws upon the skills of geriatricians, community nurses, social workers and a range of allied health professionals including physiotherapists, occupational therapists and speech pathologists. The team, with your permission, may seek to include your doctor to gain more information during the assessment process or other health professionals already involved in your care.

As your needs change or your need for support to continue living at home increases, you will be referred for an ACAS by your current service provider, health professional or doctor. You can also self refer, although a written referral from a doctor is the preferred method of referral and is required where a Geriatrician assessment is sought.

Aged Care Assessments seek to build your capacity to remain living at home where possible. ACAS staff can provide information and referral advice and will work closely with you, your carers, your doctor and other service providers to ensure the most appropriate services are put in place.

If you are assessed as needing community home based services (HACC) then ACAS will refer you to these services. If your needs are more complex but you wish to continue living at home then they may approve one or more of the following:

- Residential respite
- Community Aged Care Packages (CACPs)
- Extended Aged Care in Home (EACH) packages
- Transitional care
- Commonwealth funded residential care

It is important to note that you will require an Aged Care Assessment to access residential respite care. The idea of respite care is to give you and the person who cares for you a break.

Who can assist me?

Grampians Aged Care Assessment Services	
<p>Ballarat Health Services Queen Elizabeth Centre, 102 Ascot St South, Ballarat 3350</p> <p>Assessments are undertaken by local teams once allocated.</p>	<p>5320 3740</p> <p>This number is a central point of contact for all referrals and enquiries.</p>



District Nursing Service

District nursing is a HACC funded service that offers nursing support in your home. Nursing support may include assistance with personal care, such as showering, assistance with medicines and wound care.

District nurses provide comprehensive nursing assessment for every new client referred to their service. This may include screening for any memory related issues.

If you already receive a district nursing service and you are concerned about your memory, then you may feel comfortable discussing this with the nurse during a visit.

Your District nurse can help you by assessing your needs and arranging referral to your local doctor for specialist assessment if required.

District nurses can also provide support and education to you, your family and your carer in relation to your needs and help you find and link you with other community services if required and with your permission.

Who can assist me?

District Nursing Services	
Ballan District Health and Care	5366 7999
Ballarat District Nursing & Healthcare	5334 1500
Djerriwarrh Health Services Bacchus Marsh	5367 9676
Hepburn Health Services Clunes	5345 9750
Hepburn Health Services Creswick	5345 9170
Hepburn Health Services Daylesford	5321 6550
Hepburn Health Services Trentham	5421 7200
Hesse Rural Health Service Bannockburn	5267 1290
Hesse Rural Health Service Rokewood	5267 1280
St John of God Home Nursing Ballarat	5320 2144

Beaufort & Skipton Health Service Beaufort	5349 1600
Beaufort & Skipton Health Service Skipton	5340 2000
East Grampians Health Service Ararat	5352 9328
East Grampians Health Service Willaura	5354 1619
East Wimmera Health Service St Arnaud	5477 2222
Elmhurst Bush Nursing Centre	5355 5000
Lake Bolac Bush Nursing Centre	5355 8700
Stawell Regional Health	5358 8546
Dunmunkle Health Services Minyip & Murtoa	5363 0412
Edenhope and District Memorial Hospital	5585 9826
Harrow Bush Nursing Centre	5588 2000
Rural North West Health Beulah	5396 8223
Rural North West Health Hopetoun	5083 2020
Rural North West Health Warracknabeal	5396 1278
West Wimmera Health Service Goroke	5363 2200
West Wimmera Health Service Jeparit	5396 5500
West Wimmera Health Service Kaniva	5392 7000
West Wimmera Health Service Natimuk	5363 4400
West Wimmera Health Service Nhill	5391 4222
West Wimmera Health Service Rainbow	5396 3300
Wimmera Health Care Group Dimboola	5363 7100
Wimmera Health Care Group Horsham	5381 9391
Woomelang & District Bush Nursing Centre	5081 2165

health

Section Four

Support options

Section 4: Support Options

Home and Community Care (HACC)

The Home and Community Care program offers a range of support services that can enable you to live independently at home and remain socially connected to your community. Referrals can be made by yourself or with your permission, by family, your doctor or other allied health professionals.

HACC services are provided by a range of providers in your local community. Home and Community Care services are also provided by Aboriginal health services. (See page 46 for contact details to your local service).

You may have difficulties managing daily tasks and may require some of the following services:

- Personal care services (assistance with bathing, dressing and eating)
- Meals on wheels and other food services
- District nursing (help with medications and wound care)
- Allied health services (occupational therapy, podiatry, dietician, physiotherapy etc)
- Domestic assistance (assistance with housework, laundry, shopping and bill paying)
- Home modification and home maintenance
- Transport
- Counselling
- Social support and
- In home respite



Your first contact with HACC services will involve intake where your initial concerns will be discussed. An assessment specific to the service you are enquiring about may be arranged but if further needs are identified you will be referred for a Living at Home Assessment. HACC assessment staff will meet with you in your own home to discuss your concerns and explore your strengths and interests.

See page 38 for a full list of HACC assessment services. All enquiries for Home and Community Care services are best directed to your local HACC assessment service.

Aboriginal Health Services	
Ballarat and District Aboriginal Cooperative 5 Market Street, BALLARAT 3350	5331 5344
Budja Budja Aboriginal Cooperative 20-22 Grampians Road, HALLS GAP 3381	5356 4751
Goolum Goolum Aboriginal Cooperative 43 Hamilton Street, HORSHAM 3400	5381 6333



Commonwealth Carer Respite and Support Services

Carers and families make a valuable contribution in the life of their loved one with dementia. Carer Respite and Support Services recognise this contribution and aim to support carers in their caring role.

Carer Respite Services provide short term case management to carers and assist carers to access funds to assist in the provision of short term, occasional and emergency respite which enables a break from the caring role.

The aims of the program are to:

- enable carers to continue in their caring role
- provide personal support, information and education to carers
- Assist with person centred respite that benefits both the carer and the person being cared for
- Maintain the quality of life for the carer, other family members and the person being cared for
- Assist in linking carers with local support groups and support services
- Contribute to a better understanding of the importance of the carer and the significance of the caring role
- promote the carer's physical and emotional well being
- enable carers to participate in formal and informal social events and activities

Who can assist me?

Carer Respite and Support Services	
Central Highlands	5333 7104
Ballarat Health Services – Freecall	1800 059 059
Central Grampians	5358 7400
Grampians Community Health – Freecall	1800 059 059
Wimmera	5381 9336
Wimmera Community Options – Freecall	1800 059 059

Respite Care

Your carer will sometimes need support to help them to continue in their caring role. Respite care is a chance for your carer to take a break, either planned or in the case of an emergency.

Respite care can be provided in your own home, in a group environment, in a cottage respite house or in a residential aged care home.

Respite care is provided by community care services such as the Home and Community Care Program (HACC), National Respite for Carers Program (NRCP) and by residential aged care homes.

There is more specific information following on the different types of respite offered across the region. You can contact your local services directly or you can contact the Commonwealth Respite and Carelink Centre. Their knowledge about respite services make them a good place to start when you think that respite services may benefit your situation.

Who can assist me?

Commonwealth Respite and Carelink Centre

The service provides free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.

Freecall* 1800 052 222

(*calls from mobile phones are charged at applicable rates)



In Home Respite:

Respite in your own home provides an opportunity for your carer to enjoy a social activity, undertake shopping or pursue an interest that they may have put aside for some time.

A community care worker will visit and stay with you until your carer returns. During assessment you and your carer will have discussed what interests and activities you may want to be involved in while the community care worker visits. Some activities you may choose to do together are:

- Going for a walk
- Going to a local café
- Preparing a meal together
- Doing some light gardening
- Looking at old photos
- Making a life book (see page 75 for more details)
- Playing a favourite game

Remember, respite activities should be meaningful to you. Every endeavour will be undertaken to provide respite that supports your interests.

Accessing respite early and in short bursts is a great way for you to build rapport with staff providing respite care and to get used to your carer being away for short periods of time.

There are a number of different programs that can provide in home respite:

Home and Community Care (HACC)

Respite services through the HACC program can be provided without an ACAS assessment. They will need to undertake an assessment to determine access and the amount of respite will depend on need and availability.

The National Respite for Carers Program (NRCP)

Respite services through the NRCP program can also be provided without an ACAS assessment but a formal diagnosis of dementia is required and once again access and amount will depend on need and availability.

Community Packages

In home respite may be one of the flexible service options that you can choose from if you have had an ACAS assessment for a community package. More information on community packages can be found on page 62 of this guide.

Who can assist me?

In Home Respite Providers	
Ballarat Health Services (NRCP)	5333 7104
City of Ballarat (HACC)	5320 5629
E.W. Tipping Foundation Ballarat (Vista Community Support - NRCP)	5320 0300
Golden Plains Shire Council (HACC)	5220 7111
Hepburn Shire Council (HACC)	5345 9207
Moorabool Shire Council (HACC)	5366 7100
Uniting Care Ballarat (HACC)	5335 3500
Ararat Rural City Council (HACC)	5355 0242
Ararat Uniting Care (HACC)	5352 1059
Grampians Community Health (NRCP)	5358 7400
Lake Bolac Bush Nursing Centre	5355 8700
Northern Grampians Shire Council (HACC)	5358 7590
Pyrenees Shire Council (HACC)	5349 1100
Villa Maria Western Region (NRCP)	5352 2317
Hindmarsh Shire Council (HACC)	5391 4444
Horsham Rural City Council (HACC)	5382 9795
West Wimmera Health Services (NRCP)	5363 2201
West Wimmera Shire Council (HACC)	5585 9900
Wimmera Community Options (NRCP)	5381 9336
Yarriambiack Shire Council (HACC)	5398 0107

Planned Activity Groups (formerly Day Centre)

Planned activity groups (PAG) provide an opportunity for you to meet other people in a supported social setting and give your carer a break from their normal caring role.

Planned activity groups aim to foster your abilities, interests and strengths. They provide an opportunity to share experiences, learn new skills and form new friendships.

The planned activity group environment is one that encourages you to maintain skills needed for everyday living, your well-being and support your ongoing participation in the community.

Throughout your participation in a planned activity group, your care and progress is planned and monitored with you, your carer, family and supporting teams.

There are a variety of planned activity groups available across the region and you will need a minimal level of independence with mobility and need to be able to cope within a group setting.

There are some dementia specific planned activity groups throughout the region. As your needs change with dementia, these groups may be more appropriate.

Generally referrals will be made by your doctor, health worker or HACC assessment service but you can self refer.

Who can assist me?

Planned Activity Groups	
Ballarat Health Services	5320 6690
City of Ballarat	5320 2711
Golden Plains Shire Council Bannockburn, Meredith, Rokewood and Haddon	5220 7111
Hepburn Health Services Clunes	5345 9750
Hepburn Health Services Trentham	5421 7200

Hepburn Shire Council Creswick	5345 8399
Hepburn Shire Council Daylesford	5345 8399
Moorabool Shire Council Ballan, Bacchus Marsh and Dunnstown	5366 7100
Vision Australia	5337 4555
Beaufort & Skipton Health Services (Skipton Campus only)	5349 1100
East Grampians Health Service (Patricia Hinchey Day Centre)	5352 9326
Elmhurst Bush Nursing Centre	5355 5000
Lake Bolac Bush Nursing Centre	5355 8700
Pyrenees Shire Council (Avoca and Beaufort)	5349 1100
Stawell Regional Health – Bennett Centre for Community Activities	5358 8523
Dunmunkle Health Services – Minyip	5363 1216
Dunmunkle Health Services – Murtoa	5363 0416
Edenhope and District Memorial Hospital – Elsie Bennett Community Day Centre	5585 9825
Harrow Bush Nursing Centre	5588 2000
Rural Northwest Health Services – Beulah	5396 8225
Rural Northwest Health Services – Warracknabeal	5396 1266
West Wimmera Health Services (Jeparit, Rainbow, Nhill, Kaniva, Gorokey, Natimuk)	5391 4222
Wimmera Health Care Group (Horsham, Dimboola,	5381 9391

Cottage Respite Houses

Cottage respite is an option that seeks to take the stress out of organising respite as it does not require an ACAS assessment. The flexibility of the program is appreciated by carers as it provides a short break, day and night, without having to access residential respite care or an ACAS assessment.

It is available to primary carers of people with dementia and offers you an overnight or weekend stay in a home environment.

The Cottage Respite Program aims to provide person-centred care appropriate to your individual needs. In order to accurately meet your needs an assessment is completed by an experienced coordinator prior to booking the respite stay to ensure appropriate care needs, and a safe and stimulating environment.

The cottages in Ballarat and Horsham provide a warm and friendly environment with skilled staff and volunteers, a range of activities, fresh home cooked meals and some assistance with personal care.

You do not have to live locally to access the cottage respite program which is why the information below is not colour coded. If you are travelling outside of the Grampians region and you would like to know the location of other cottage respite houses across the state contact your local Carer Respite and Support Service on page 47 for more information.

Who can assist me?

Ballarat Health Services Eyres House	5332 4720
Wimmera Community Options Barkuma	5381 9336

Residential Respite

Short term residential respite care is available if you are living in the community and wish to remain living in the community, but your carer needs a more substantial break to assist them in their caring role.

Residential respite can be a planned break so that your carer has time to go on a holiday or it can be used on an emergency basis such as if your carer is ill.

An ACAS assessment is required to access this type of respite. It can be provided in low level or high level aged care facilities, depending on the type of assistance you require. A respite stay may be just the break you, your carer, your family or your friends need.

Your ACAS assessor can provide you with a list of residential respite facilities in your area.

Who can assist me?

Aged Care Australia For information about residential respite services, contact the Freecall number opposite or look at the 'Age Page' in most telephone directories.	Freecall 1800 200 422 www.agedcareaustralia.gov.au For emergency respite support outside standard business hours Freecall 1800 059 059
---	---

Carer Support Groups and programs

For some of us, the chance to meet with people who are dealing with a similar experience is very important and beneficial. Carer support groups provide the opportunity to meet others in the caring role and to share our experiences, our feelings, our thoughts, whether they are positive or negative.

In some areas there are support groups held specifically for people caring for someone with dementia. Whether as a carer you attend a dementia specific carer support group or a carer support group open to a range of care situations, the opportunity to talk and listen to other carers can help lighten the load and provide you with the strength you need to continue in your role.

Joining a carer support group not only provides an opportunity to receive practical information, tips and resources but it also gives you the chance to form new friendships with people who understand the pressure of caring.

Carer respite and support services across the Grampians region can assist in linking carers with local support groups and community services.



Who can assist me?

Carer Support Groups	
Bacchus Marsh Dementia Information & Support Network	5331 8571
Ballarat Health Services (Eyres House)	5332 4720
Carer Respite and Support Services Ballarat	5333 7104
Uniting Care Ballarat	5335 3500
Ararat Uniting Care	5352 1059
Beaufort & Skipton Health Service	5340 1135
Grampians Community Health – Ararat	5352 6200
Grampians Community Health – Stawell	5358 7400
Murtoa and District Neighbourhood House	5385 2785
Wimmera Community Options	5381 9336

Carer Card Program

The Carer Card Program gives recognition, understanding and support to Victorian carers.

Participating businesses agree to offer a wide range of discounts and benefits on goods and services exclusively for carers. All offers are easy to use and understand, but also offer genuine value to carers.

Cardholders are also entitled to free travel on public transport on a Sunday plus two return off-peak travel vouchers each year.

Victorian Government Carer Card Program	Freecall 1800 901 958 9 am – 5 pm Monday to Friday (excluding public holiday) www.carercard.vic.gov.au
--	--

Education Programs

Education and knowledge are key to living well with dementia. The benefits of accessing education programs early in your diagnosis will help you to build your awareness of the disease and its progression as well as help you to accept and manage the disease as well as possible.

You will have the opportunity to obtain information and have questions answered, meet and talk confidentially with others in a similar situation and discuss experiences and focus on maintaining and enhancing skills and abilities.

Education programs also help your carer to provide care effectively while at the same time giving them the knowledge to take care of their own health and well-being.

Sessions are delivered by professional educators with counsellors in a supportive environment. Refreshments are provided on the day.

Alzheimer's Australia Vic provides the following programs for you, your carer/s and families.



Living with Memory Loss

This program is for you and your carer and is generally run over six weeks or over two or three days in a group setting. The program is designed for people in the early stages of dementia and their carer. A range of topics are discussed, such as:

- Symptoms and diagnosis
- Adapting to changes
- Practical strategies
- Relationships and communication
- Planning for the future

In each program the opportunity to separate and discuss relevant issues is provided. You can choose to attend the program on your own if you wish.

Alzheimer's Australia Vic Gateway Counsellor	9815 7800
--	------------------

Creative Ways to Care

This program is delivered specifically for your carer, family or friends and provides them with the opportunity to learn and experience a range of diversional activities to use at home to support you to live positively with dementia.

The program is delivered over six sessions and aims to provide additional knowledge, skills and resources for carers, family and friends that is supportive of their caring role.

Who can assist me?

Carer Respite and Support Services	
Central Highlands Ballarat Health Services	5333 7104
Central Grampians Grampians Community Health	5358 7400
Wimmera Wimmera Community Options	5381 9336

Memory Lane Cafes

Memory Lane Cafes provide an opportunity for you and your family members to enjoy time together with some refreshments and entertainment, in the company of people in a similar situation to you.

Alzheimer's Australia Vic is currently running the cafes in the Wimmera region and Moorabool Shire Council runs a cafe in Bacchus Marsh monthly.

If you would like to know more about Memory Lane Cafes, dates or whether there is one being planned for your area, contact Alzheimer's Australia Vic on **1800 100 500** or Moorabool Shire Council on **5366 7100**.



Social Support and friendly visiting services

Social support plays an important part in our lives and there is a lot of evidence that suggests daily social activity improves our brain function and helps to lessen decline in our brain function and physical abilities.

Participating in outings and activities or receiving a weekly visit from a volunteer can help us to maintain our sense of belonging. It can also help us to retain our self-awareness which is important for overall quality of life and satisfaction.

There are a variety of organisations across the Grampians Region that provides social support and visiting programs. The programs encourage positive social contact that can help to defeat loneliness and isolation.

Social activities may include:

- Monthly lunches
- Concerts, shows, holidays & bus trips.
- Shopping trips.

Transport is available to most events on request and a small fee may be charged to cover the costs of transport and activities.

Some Social Support Programs may also provide volunteer transport to appointments for medical and related services.



Who can assist me?

Social Support Services	
Ballarat Regional Multicultural Service – Monthly lunches and Friendly Visiting Program	5332 5941
Djerriwarrh Health Services Bacchus Marsh - Friendly visiting program	5367 9673
Hepburn Health Services – Clunes & Creswick	5345 9750
Hepburn Health Services - Daylesford	5321 6550
Hepburn Health Services - Trentham	5421 7200
Uniting Care Ballarat – Do Care visiting program	5335 3505
Ararat Neighbourhood House	5352 1551
Ararat Uniting Care – Do Care visiting program	5352 1059
East Wimmera Health Service – Volunteer visiting scheme St Arnaud	5477 2163
Grampians Community Health Stawell – Do Care visiting program	5358 7400
Stawell Neighbourhood House	5358 3500
Murtoa and District Neighbourhood House	5385 2785
Wimmera Volunteers	5382 5607

Senior Citizens Centres	See your local yellow pages directory or look for your local council in the alphabetical listing at the back of this guide
--------------------------------	---

Community Packages

Community Packaged Care Programs are packages of care that provide you with a case manager to individually plan and coordinate services if you have complex care needs. Community packages of care are designed to meet your needs if you have been assessed as eligible for low or high level residential care but you have expressed a preference to live at home.

To access a care package, you must be first assessed as eligible by an Aged Care Assessment Service (ACAS). You must also

- prefer to remain within your community
- prefer to receive a package of care, and
- be able to live at home with the assistance of a package.

What is a case manager?

A case manager assists you to access an appropriate combination of services that are tailored to your individual needs. A case manager will work with you to develop a plan that reflects your preference and choice for available services.



© Lynton Crabb Photography Thanks to Spectrum Migrant Resource Centre

Linkages Packages (HACC)

Linkages are a HACC funded package of care that provides you with a case manager to plan and direct services where the usual level of HACC services cannot meet your needs. A Linkages package can purchase additional flexible services if your aim is to continue to remain living in your own home.

There are currently three different levels of Commonwealth funded community packages:

1. Community Aged Care Package (CACP)

A CACP package provides you with low-level care in the home. Some of the flexible service options may include personal care (showering), transport to appointments, shops or social activities, home help and meal preparation.

2. Extended Aged Care at Home (EACH)

An EACH package provides you with high-level care in the home. Some of the flexible service options may include nursing and health care such as podiatry or physiotherapy, personal care (showering and dressing), in home respite, transport, home help and assistance with continence management.

3. Extended Aged Care at Home Dementia (EACHD)

An EACH Dementia package provides you with high-level care in the home. Flexible service options are designed to support you if you have high complex care needs or behaviours associated with your dementia. Services may include nursing, health care such as podiatry or physiotherapy, personal care (showering and dressing), in home respite, transport, home help, assistance with continence management and assistance with behavioural problems.

Consumer Directed Care Packages (CDC)

These packages are designed to give you and your carer greater control over the design and delivery of the care and services that you receive.

There are three levels of funding for the CDC which align to the current packaged care programs described on the previous page, and like these packages you must have an ACAS assessment to determine eligibility.

CDC packaged care allows you and your carer to make choices about the types of care services you wish to access and the delivery of those services, including who will deliver the services and when.

Aged Care Information Line This service provides information and publications on fees, charges, programs and procedures for Commonwealth funded community care and residential care options.	Freecall 1800 500 853 Weekdays 8.30 am to 5 pm www.seniors.gov.au
--	---

Transition Care Program

There may be occasions while living with dementia that you will need to be treated in hospital for other medical conditions or require a hospital stay after having a fall.

The transition care program is designed to improve your independence and confidence after a hospital stay and the aim is to assist you to return home instead of considering early admission to residential care.

The program has a short time frame that focuses on providing therapies such as physiotherapy, occupational therapy and social work and also includes nursing and personal care services.

The aim is to strengthen your abilities and restore you to a level of health and functioning that will make it easier for you to return home and achieve your goals.

Transition care can be provided in either a home-like residential setting or in the community. The program usually lasts for 7 weeks, but depending on your circumstances a maximum of 12 weeks may be needed. A further 6 week extension may be required depending on your situation.

To access this program you will be required to have an ACAS assessment while you are still an inpatient in hospital. The hospital will help you to arrange this.



Residential Aged Care Services (RACS)

At some stage it may become too difficult to remain at home, even with the support from your carer, community services such as HACC or community packages.

Residential aged care services can provide high and low levels of care to meet your needs. Considering long term accommodation and care can be stressful so exploring your options early can ensure that you know what you can and can't expect as well as giving you a good understanding of the process involved to access residential care.

To access a residential aged care service you must be assessed by ACAS to determine your eligibility (see page 39 for ACAS contact details). Your ACAS assessor can provide you with a list of facilities in your area.

Some residential aged care services are built or have certain areas built specifically to cater for people with dementia which include specialised furnishings and equipment. They also provide staff to assist you with all aspects of personal care (showering, grooming and dressing), eating and nutritional requirements, recreational and social activities, specialised therapy programs and nursing services.

For more information

DPS Guide

This guide provides a full list of residential aged care facilities in your area. Select the type of facility, low care or high care, your state and then search by district or town.

You can also purchase a hard copy of the Victorian guide at the sites online shop.

www.agedcareguide.com.au

Occupational Therapy

Occupational therapy may improve your ability to perform daily activities and reduce the burden on your carer. The focus of occupational therapy is to promote independence, community engagement and involvement in social activities so that you experience a better quality of life for a longer period of time.

An occupational therapist will evaluate your current situation in your home environment and then recommend changes, make modifications or assist you to develop new routines that will enhance your safety and capability to undertake daily activities. Aspects that may be reviewed include the amount of supervision you may need during a day, the activities you should continue to perform or be encouraged to perform, and types of verbal or physical assistance or guidance your carer can provide.



Who can assist me?

Occupational Therapy	
Ballan District and Health Care	5366 7999
Ballarat Health Services	5320 6690
City of Ballarat	5320 5629
Djerriwarrh Health Services – Bacchus Marsh	9747 7609
Hepburn Health Services – Clunes, Creswick, Daylesford, Trentham and districts	5321 6550
Moorabool Shire Council	5366 7100
St John of God Health Choices Ballarat	5338 8932
Vision Australia	5337 4555
Beaufort & Skipton Health Service	5349 1600
East Grampians Health Service – Ararat and Willaura	5352 9327
East Wimmera Health Service – St Arnaud	5477 2222
Elmhurst Bush Nursing Centre	5355 5000
Lake Bolac Bush Nursing Centre	5355 8700
Stawell Regional Health	5358 8531
Dunmunkle Health Services – Minyip	5363 1200
Dunmunkle Health Services – Murtoa	5363 0400
Rural Northwest Health Services	5396 1262
West Wimmera Health Services – Gorokey, Jeparit, Kaniva, Natimuk, Nhill, Rainbow	5391 4222
Wimmera Health Care Group	5381 9333

Assistive technology (SWEP Aids & Equipment Program)

Assistive technology is any item or object that enables you to complete a task that you would otherwise be unable to do.

Independence in daily tasks impacts positively on your sense of self worth, self esteem and self reliance. Assistive technology is a wonderful addition to the ongoing support of others.

When considering assistive technology you need to take a simple approach and only change what needs to be changed. Through your involvement in the decision making process and testing of items, it will lead to greater acceptance and use of new products.

Professional assessment and advice from an occupational therapist or physiotherapist is required prior to accessing products from the State-wide Equipment Program (SWEP).

The aim of this program is to offer subsidised aids and equipment that support goals and plans and maximise independence.

Areas where technology can be beneficial for you and your carer are:

- sleep disturbances
- safe use of home appliances
- locating misplaced items
- medication management
- orientation
- safe walking/wandering, way finding
- summoning assistance in an emergency.

Who can assist me?

<p>State-Wide Equipment Program (SWEP)</p> <p>SWEP is a suite of programs that incorporates the aids and equipment program (A&EP). An assessment by an occupational therapist or physiotherapist is required to access the program.</p>	<p>1300 747 937</p> <p>Or</p> <p>5333 8100</p>
<p>Independent Living Centre</p> <p>This is a State-wide service of Yooralla. They have a large display of aids and equipment on hand and provide therapists to give advice and demonstrations to help you find the equipment that best suits your needs.</p>	<p>9362 6111</p> <p>705 Princes Hwy Brooklyn</p> <p>www.ilcaustralia.org.au</p> <p>1300 885 886</p> <p>Advisory Service</p>
<p>Pharmaceutical aids</p> <p>Taking a variety of medications can be confusing. Your doctor or pharmacist can organise a Home Medicines Review. They will come to your home to check your medicines are up to date, stored correctly, being taken as recommended and discuss organising pharmaceutically packed weekly medication packs.</p>	<p>Your local doctor or pharmacist</p>

health

Section Five

Therapies and activities

Section 5: Therapies and activities

Reminiscence therapies

There are many ways that we can reminisce with a person with dementia, either one on one, in a group setting, using objects from a memory box (see page 74) or during every day activities such as meal times, shower times, bed times etc.

If you have dementia, encouraging the act of reminiscence can be extremely beneficial to your feelings of belonging, importance, value and identity. It provides the opportunity to increase social interaction through the sharing of experiences and encourages you to regain interest in past interests and past times. Importantly, reminiscence allows you to take on a teaching role through the sharing of your stories.

Reminiscence involves exchanging memories between you and the young, friends and relatives, with caregivers and professionals. Activities can also be undertaken in planned activity groups or during in home respite.

Themes are a good way for people to initiate conversation with you during daily tasks. Reminiscing about 'turning 21' your childhood home, heroes, work or other relatives can help to build up your personal history 'life history' with the person who is asking you about your memories. It provides you with the opportunity to communicate and express yourself.



Memory Boxes

Having familiar objects around can be reassuring when living with dementia. A memory box can represent some of the greatest times in your life.

A memory box is a useful way to assist with memory recollection from the past and provides family, friends and care workers with a meaningful activity that can be undertaken when spending time with you.

It is best to begin the putting together of a memory box as soon as you have a diagnosis of dementia. That way you can be involved in deciding what to include.

Typical items that can be included are photographs of family and friends at gatherings and special occasions, pieces of jewellery, tickets and programmes to events that you may have attended and even mementos that were used by you in your working life.

You may want to include items that have an interesting texture such as fabric or a soft toy. A favourite perfume can trigger wonderful memories. A CD with your favourite music can provide an activity that can help improve mood and thoughts, it can even get you singing and dancing.

For women, you may have enjoyed wearing nail polish in the past so by having a few colours in the box, you can provide an activity to share with the person visiting.

For men, you may have enjoyed playing marbles or spinning tops as a boy. Holding these familiar objects can help calm anxiety and trigger warm emotions and recollection of your history.

A memory box can help you figure out where you belong in a world that can feel turned almost upside down. Your memory box can serve as a temporary anchor and help people see another side of you, the person they care for.

Life books

Your life and your life story is important. Creating a book or journal of your precious moments, past interests and employment, likes and dislikes, important people and events can help improve your quality of life, improve your sense of identity and help staff and family to communicate in a meaningful way.

A life book not only helps to involve your family and care givers in your care but it can move with you when you receive different services such as planned activity group, or various types of respite. It gives new people the opportunity to know you as a person and to explain why you may do the things that you do.

Life books help others to see past your dementia and helps them to see you as a person with a past filled with many experiences, accomplishments and triumphs.

You can obtain a copy of the '**Information about me**' booklet from any of the services listed in this guide.

A completed '**Information about me**' booklet is a great place to start but you may wish to make your own unique book. It is entirely up to you. Some people like to use a computer and make a magazine style life book, while others like to add other bits and pieces with photos in the form of a scrap book or a photo album.

Whatever you decide, your carer, family or staff will enjoy helping you to put together a detailed history of your life, your current preferences and routines and your wishes for your future care.

Notes

health

Section Six

Planning your future

Section 6: Planning for your future

Throughout life we make decisions about our finances, health and lifestyle choices. Some decisions impact on our day to day lives while others are more far reaching as we aim to secure our future.

With a diagnosis of dementia and the changes associated with decision making, the need to plan for the future is very important while you still have the ability to actively do so.

Planning for the future consists of financial security (pensions and incomes) wills and powers of attorney (financial and medical) and advanced care planning (medical).

Department of Human Services entitlements and pensions (formerly Centrelink)

Aged pension and retirement As an older Australian there are payments and services to assist with health care and living costs. For eligible people an amount will be determined based on income assets and other circumstances.	132 300 www.humanservices.gov.au
Payments for Carers The Carer payment is available to eligible carers who provide full-time daily care. The payment is subject to an income and assets test.	132 717 www.humanservices.gov.au
Allowances for Carers Carer Allowance is a supplementary payment for people who provide additional daily care and attention. Carer Allowance is free of the income and assets test, is not taxable and can be paid in addition to wages, Carer Payment or any other Department of Human Services payment.	132 717 www.humanservices.gov.au

Legal documents and Powers of Attorney

This section refers to legal documents that protect you and your wishes. They provide instructions on how you want to be cared for, your wishes with regard to your assets and who you want to be in control of decisions, once you can no longer make them for yourself.

The powers of attorney cover different areas of decision-making: In Victoria, there are four different powers of attorney.

- Enduring Power of Attorney (financial) allows you to choose someone to make financial and legal decisions for you.
- Enduring Power of Attorney (medical treatment) lets you choose someone to make decisions about your medical treatment.
- Enduring Power of Guardianship lets you choose someone who can make lifestyle decisions for you.
- General Power of Attorney allows you to choose someone who will make specified financial and legal decisions for you. This power ceases if you lose the capacity to make your own decisions¹⁴

A will or trust is a legal document that provides details of what you would like to happen with your belongings and assets when you die. Expressing your wishes by making a will can help you to keep control of certain aspects of your life you feel are important, and can provide peace of mind for yourself and your loved ones.

It is strongly recommended that a solicitor assist you in completing these documents. The Office of the Public Advocate and Legal Aid are also able to provide assistance.

¹⁴ <http://www.publicadvocate.vic.gov.au/powers-of-attorney/>

Who can assist me?

<p>Office of Public Advocate The Office of Public Advocate provides information, forms, factsheets and guides to help you make powers of attorney. The website has an extensive amount of information and frequently asked questions.</p>	<p>1300 309 337</p> <p>www.publicadvocate.vic.gov.au</p>
<p>Legal Aid Victorian Legal Aid offer a range of services to help eligible people with their legal problems.</p>	<p>9269 0120</p> <p>Regional callers 1800 677 402</p> <p>www.legalaid.vic.gov.au</p>
<p>Seniors Information Victoria Is the voice of older Australians and provides information, advocacy and education on a wide range of issues of interest to older people.</p>	<p>1300 135 090</p> <p>10 am to 5 pm Mon-Fri</p> <p>www.cotavic.org.au/information/seniors-victoria/information</p>
<p>Senior Rights Victoria Is a free service established to safeguard the rights, dignity and independence of older Victorians.</p>	<p>1300 368 821</p> <p>www.seniorsrights.org.au</p>

Advance Care Planning

An advance care plan (sometimes called a "living will") is a way of documenting your medical and personal care instructions for family members, doctors and other healthcare workers.

An advance care plan allows you to record the type of care and treatment you want now and in the future, if you are unable to communicate or if you lose the ability to make decisions for yourself.

‘Advance Care planning gives you the opportunity to think about your beliefs, values and your goals for what is important in your life. These themes should be discussed with your family and friends and the person that you choose to be your agent. You can involve your GP or other health professional to find out more about your illness and what may occur in the future. Your health care wishes are then written in an Advance Care Plan which needs to be witnessed. One of those witnesses needs to be your GP.’

Respecting Patient Choices® Advance Care Planning Program website (www.respectingpatientchoices.org.au)

This program is supported by the Victorian Department of Health. It explains how and why to do advance care planning and provides a step by step process.

Who can assist me?

Respecting Patient Choices® Detailed information and help is available for all aspects of advance care planning. Ask to speak to the Respecting Patient Choices® Consultant at the hospital.	www.respectingpatientchoices.org.au
Office of Public Advocate	1300 309 337 www.publicadvocate.vic.gov.au

health

Section Seven

Useful Information

Section 7: Useful Information

<p>NURSE-ON-CALL The Nurse-on-call phone service connects you to a registered nurse who will provide instant and caring, expert advice 24 hours a day, 7 days a week.</p> <p>You may need advice when:</p> <ul style="list-style-type: none"> • You or someone you're caring for is feeling unwell. • It's the middle of the night and you are not sure if you should seek medical help • You're away from home or situated a long way from medical help. • You simply want advice or information about health services in your area. 	<p>Freecall 1300 606 024</p> <p>www.health.vic.gov.au/nurseoncall</p>
<p>Medicare – General enquiries For general enquiries about Medicare.</p>	<p>132 011</p>
<p>Translating and Interpreting Service (TIS) National TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting.</p>	<p>131 450</p> <p>www.immi.gov.au/living-in-australia/help-with-english/help-with-translating/</p>
<p>National Relay Service (NRS) NRS assists people with a hearing or speech impairment to have phone conversations.</p>	<p>133 677 (TTY/Voice) 1300 555 727 (speak & listen)</p> <p>www.relayservice.com.au</p>
<p>Ballarat Regional Multicultural Centre (BRMC) BRMC provides community services and programs for Culturally and Linguistically Diverse (CALD) communities in the</p>	<p>5332 5941</p> <p>www.brmc.org.au</p>

Ballarat region. BRMC programs include immigration, education, welfare, aged care and employment. Its vision is to promote an harmonious community; welcoming people from all cultural, religious and social backgrounds	
Gay and Lesbian Health Victoria (GLHV) GLHV aims to enhance and promote the health and wellbeing of gay, lesbian, bisexual, transgender and intersex (GLBTI) people in Victoria. GLHV resources, strategies and activities such as Val's Cafe aim to improve the care of older GLBTI clients.	9285 5297 www.glhv.org.au
National Continence Helpline A team of qualified continence nurse advisors provide this free telephone advisory service. Advisors can give you information, advice, referrals to continence services and information about your eligibility for funding schemes.	Freecall 1800 33 00 66 Weekdays 8 am – 8 pm www.continence.org.au Your family doctor can refer you to a continence nurse in your local area
Vision Australia This organisation has a diverse range of services and products that aim to enrich the participation in life of people who are blind or have low vision and their families.	5337 4555 Weekdays 8.30 am – 5 pm www.visionaustralia.org.au
Australian Hearing This Australian Government agency offers a complete range of hearing-related services including hearing assessments, ongoing care and replacement batteries. Eligible clients include pension card holders and Department of Veterans' Affairs card holders.	13 17 97 And ask for your nearest regional location Weekdays 8.30 am – 5 pm www.hearing.com.au

health

Section Eight

Additional Resources

Section 8: Additional Resources

Online resources

<p>Alzheimer's Australia Vic This website provides information on policy, research, risk reduction and services. The site has a variety of resources, help sheets and education information available as well as latest news and events.</p>	<p>www.fightdementia.org.au</p>
<p>Memoryloss.org.au website. This website provides information about early Alzheimer's disease with lots of information for carers about diagnosis and management.</p>	<p>www.memoryloss.org.au</p>
<p>Neura.edu.au/frontier website. This website provides information about frontotemporal dementia with lots of information about the condition and help for carers.</p>	<p>www.neura.edu.au/frontier</p>

On-line publications

<p>Helpful Handbook for Memory Loss – Independent Living Centre NSW A handy reference guide that includes information about products, devices, tips and hints.</p>	<p>www.ilcnsw.asn.au/home/publications/publications</p>
<p>At home with dementia (A manual for people with dementia and their carers) This publication presents a range of possible solutions to problems commonly faced by people with dementia living at home.</p>	<p>www.adhc.nsw.gov.au/_data/assets/file/0011/228746/at_home_with_dementia_web.pdf</p>

Alzheimer's Australia Vic Library
Recommended Reading

Guides to caring

The 36-hour day: a family guide to caring for people with Alzheimer's disease, other dementias, and memory loss / Nancy L. Mace, Peter V. Rabins 2011
Learning to speak Alzheimer's / Joanne Koenig Coste 2004
Understanding difficult behaviours / Anne Robinson 2007

Books on activities

We can, we can, we can: purpose and pleasure for people living with dementia / Paula Bain and Marina Cavill 2012 This collection of activities respects the diversity, as well as the need for a person-centred approach to activities.
Chocolate rain: 100 ideas for a creative approach to activities in dementia care / Sarah Zoutewelle-Morris 2011 For those seeking creative solutions to improving the well being of people living with dementia.
Montessori based activities for persons with dementia: Volume 1 & 2 / Cameron J. Camp 1999-2006

Books written by people with dementia

Alzheimer's from the inside out / Richard Taylor 2007
Dancing with Dementia: my story of living positively with dementia / Christine Bryden 2005

Personal accounts of dementia written by carers

Hazel's journey: a personal experience of Alzheimer's / Sue Pieters-Hawke and Hazel Flynn 2004
Losing Clive to younger onset dementia: One family's story / Helen Beaumont 2009
Remember me, Mrs V? / Tom Valenta 2007

Appendix

The agencies located throughout the guide in the "Who can assist me" sections are listed in the following pages in alphabetical order. All agencies are more than willing to help. If an agency cannot provide you with the information or service that you are after, then ask for their assistance to link you to the right agency.

Aged Care Australia (Freecall)	1800 200 422
Aged Care Information Line (Freecall)	1800 500 853
Aged Person's Mental Health Services (24hr - 7 days a week)	1300 661 323
Alzheimer's Australia Victoria – Gateway Counsellor	9815 7800
Alzheimer's Australia Victoria – Grampians Region	1800 100 500
Ararat Neighbourhood House	5352 1551
Ararat Rural City Council	5355 0242
Ararat Uniting Care	5352 1059
Australian Hearing (ask for your nearest region)	13 17 97
Bacchus Marsh Dementia Information & Support Network (Carer Support Groups)	5331 8571
Ballan District Health and Care	5366 7999
Ballarat and District Aboriginal Cooperative	5331 5344
Ballarat District Nursing & Healthcare (Living at Home Assessment Agency)	5334 1500
Ballarat Health Services	5320 3701
Ballarat Health Services - Cottage Respite (Carer Support Groups) Eyres House	5332 4720
Ballarat Health Services (Planned Activity Group & Occupational Therapy)	5320 6690
Ballarat Health Services (Respite & Education)	5333 7104
Ballarat Regional Multicultural Service – Monthly lunches and Friendly Visiting Program	5332 5941
Beaufort & Skipton Health Service - Beaufort	5349 1600
Beaufort & Skipton Health Service - Skipton	5340 2000
Beaufort & Skipton Health Services (Carer Support Groups)	5340 1135

Beaufort & Skipton Health Services (Planned Activity Group) Skipton Campus only	5349 1100
Budja Budja Aboriginal Cooperative	5356 4751
Carer Respite and Support Services - Central Grampians	5358 7400
Carer Respite and Support Services - Central Highlands	5333 7104
Carer Respite and Support Services - Wimmera	5381 9336
Carer Respite and Support Services (Freecall)	1800 059 059
City of Ballarat (Living at Home Assessment Agency, Respite & Occupational Therapy)	5320 5629
City of Ballarat (Planned Activity Group)	5320 2711
Cognitive Dementia and Memory Service - Ballarat Health Services	5320 3704
Cognitive Dementia and Memory Service - Wimmera Health Care Group	5381 9130
Commonwealth Respite and Carelink Centre (Freecall)	1800 052 222
Dementia Behaviour Management Advisory Service – Grampians Region (24 hr Freecall)	1800 699 799
Department of Human Services (formerly Centrelink) - Aged pension and retirement - Payments / Allowances for Carers	132 300 132 717
Direct2Care	1300 121 121
Djerriwarrh Health Services - Bacchus Marsh	5367 9676
Djerriwarrh Health Services - Bacchus Marsh (Friendly Visiting Program)	5367 9673
Djerriwarrh Health Services - Bacchus Marsh (Occupational Therapy)	9747 7609
Dunmunkle Health Services - Rupanyup	5363 0400
Dunmunkle Health Services (District Nursing) Minyip & Murtoa	5363 0412
Dunmunkle Health Services (Occupational Therapy) Minyip Murtoa	5363 1200 5363 0400
Dunmunkle Health Services (Planned Activity Group) Minyip Murtoa	5363 1216 5363 0416
E.W. Tipping Foundation Ballarat (Respite) Vista Community Support - NRCP	5320 0300
East Grampians Health Service (District Nursing) Willaura	5354 1619
East Grampians Health Service (Living at Home Assessment	5352 9328

Agency & District Nursing) Ararat	
East Grampians Health Service (Occupational Therapy)	5352 9327
East Grampians Health Service (Patricia Hinchey Day Centre – Planned Activity Group) Ararat	5352 9326
East Wimmera Health Service – St Arnaud	5477 2222
East Wimmera Health Service (Volunteer Visiting scheme) St Arnaud	5477 2163
Edenhope and District Memorial Hospital – Elsie Bennett Community Day Centre	5585 9825
Edenhope and District Memorial Hospital (District nursing)	5585 9826
Edenhope and District Memorial Hospital (Living at Home Assessment Agency)	5585 9800
Elmhurst Bush Nursing Centre	5355 5000
Gay & Lesbian Health Victoria	9285 5297
Golden Plains Shire Council	5220 7111
Goolum Goolum Aboriginal Cooperative	5381 6333
Grampians Community Health – (Carers Support Groups) Ararat	5352 6200
Grampians Community Health – (Respite, Do Care Visiting Program & Carers Support Groups) Stawell	5358 7400
Harrow Bush Nursing Centre	5588 2000
Hepburn Health Services - Clunes	5345 9750
Hepburn Health Services - Creswick	5345 9170
Hepburn Health Services - Daylesford	5321 6550
Hepburn Health Services - Trentham	5421 7200
Hepburn Shire Council Creswick & Daylesford (Planned Activity Groups)	5345 8399
Hepburn Shire Council (Living at Home Assessment Agency & Respite)	5345 9207
Hesse Rural Health Service - Bannockburn	5267 1290
Hesse Rural Health Service - Rokewood	5267 1280
Hindmarsh Shire Council	5391 4444
Horsham Rural City Council (Living at Home Assessment	5382 9709

Agency)	
Horsham Rural City Council (Respite)	5382 9795
Independent Living Centre – Advisory Service	1300 885 886
Lake Bolac Bush Nursing Centre	5355 8700
Legal Aid	9269 0120
Regional Callers	1800 677 402
Medicare – General enquires	132 011
Moorabool Shire Council	5366 7100
Murtoa and District Neighbourhood House	5385 2785
National Continence Helpline (Freecall)	1800 33 00 66
National Dementia Helpline	1800 100 500
National Relay Service (NRS) (speak & listen)	1300 555 727
National Relay Service (NRS) (TTY/Voice)	133 6747
Northern Grampians Shire Council	5358 7590
Nurse-On-Call (Freecall)	1300 606 024
Office of Public Advocate	1300 309 337
Pyrenees Shire Council	5349 1100
Rural Northwest Health Services – (District Nursing) Hopetoun	5083 2020
Rural Northwest Health Services – (District Nursing) Beulah	5396 8223
Rural Northwest Health Services – (District Nursing) Warracknabeal	5396 1278
Rural Northwest Health Services – (Occupational Therapy)	5396 1262
Rural Northwest Health Services – (Planned Activity Group) Beulah	5396 8225
Rural Northwest Health Services – (Planned Activity Group) Warracknabeal	5396 1266
Senior Rights Victoria	1300 368 821
Seniors Information Victoria	1300 135 090
St John of God Health Choices Ballarat (Occupational Therapy)	5338 8932
St John of God Home (District Nursing)	5320 2144
State-Wide Equipment Program (SWEP)	1300 747 937

Stawell Neighbourhood House	5358 3500
Stawell Regional Health	5358 8546
Stawell Regional Health – Bennett Centre for Community Activities	5358 8523
Stawell Regional Health (Occupational Therapy)	5358 8531
Translating and Interpreting Service (TIS) National	131 450
Uniting Care Ballarat	5335 3500
Uniting Care Ballarat – Do Care Visiting Program	5335 3505
Victorian Government Carer Card Program (Freecall)	1800 901 958
Villa Maria Western Region (NRCP)	5352 2317
Vision Australia (Occupational Therapy – Planned Activity Group)	5337 4555
West Wimmera Health Services – (District Nursing) Gorokey	5363 2200
West Wimmera Health Services – (District Nursing) Jeparit	5396 5500
West Wimmera Health Services – (District Nursing) Kaniva	5392 7000
West Wimmera Health Services – (District Nursing) Natimuk	5363 4400
West Wimmera Health Services – (District Nursing) Nhill	5391 4222
West Wimmera Health Services – (District Nursing) Rainbow	5396 3300
West Wimmera Health Services – (Living at Home Assessment Agency, Planned Activity Groups & Occupational Therapy) Gorokey, Jeparit, Kaniva, Natimuk, Nhill, Rainbow	5391 4222
West Wimmera Health Services (Respite)	5363 2201
West Wimmera Shire Council	5585 9900
Wimmera Community Options	5381 9336
Wimmera Health Care Group – (District Nursing) Dimboola	5363 7100
Wimmera Health Care Group – (District Nursing) Horsham	5381 9391
Wimmera Health Care Group (Living at Home Assessment Agency)	5381 9026
Wimmera Health Care Group (Occupational Therapy)	5381 9333
Wimmera Health Care Group (Planned Activity Groups) Horsham & Dimboola	5381 9391
Wimmera Volunteers	5382 5607
Woomelang & District Bush Nursing Centre	5081 2165
Yarriambiack Shire Council	5398 0107

Notes

