

Central Coast Dementia Services & Supports Guide

For health, aged and community workers



This guide was created by the Central Coast Dementia Alliance (CCDA) as a resource for health and community workers supporting people living with dementia, their carers and families living on the Central Coast, NSW.

The CCDA aims to ensure a collaborative and integrated approach to the planning, implementation and evaluation of projects that improve the health, care and quality of life of people living with dementia, their carers and families, as well as providing support to those who provide care and services to them.

This guide is a listing of services only and does not represent an endorsement or recommendation.

The guide will be updated periodically with information that CCDA is able to access in the public domain. If you have suggestions of updates or services to be added, please send service information to: Central-Coast-Dementia-Alliance@hneccphn.com.au

*Guide developed in 2019 – 2021.
Accurate as of April 2023.*

The Central Coast Dementia Alliance acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respects to those lands that provide for us. We acknowledge and pay respect to the ancestors that walked and managed these lands for many generations before us. We acknowledge and recognise all Aboriginal people who have come from their own country and who now call Darkinjung country their home. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

NOTE: With Government responses to the Royal Commission into Aged Care, many changes are currently underway to update service delivery structures, response time to wait lists and availability of Home Support Programs. Information in this booklet is current at time of print but undergoing considerable change which will be included in future editions of this resource.

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Stages of Dementia Support

Stage 1. Noticing Changes in Memory,
Thinking and Behaviour

Stage 2. New Diagnosis of Dementia

Stage 3. Help at Home

Stage 4. Respite

Stage 5. Residential Aged
Care Facilities

Stage 6. Financial Assistance

Stage 7. Other Support Services

Stage 8. Palliative Care and
End of Life Planning

Stage 1. Noticing Changes in Memory, Thinking and Behaviour

1.1 Arranging assessments and diagnosis

- Encourage the person to make an appointment with their GP to discuss their concerns. Input from the person's family/carer can provide vital information to assist with the need for investigations in relation to the concerns raised. The GP may initiate a range of investigations to support a probable diagnosis of dementia. Having a consistent GP can assist in monitoring changes over time and assists with comprehensive management for the person and their family over the course of the disease.
- People may choose to make an appointment with their GP and ask for a referral to see a Geriatrician or a Neurologist.
- People experiencing early changes in memory and cognition can also speak to their GP about a referral to the Central Coast Local Health District – Dementia and Behaviour Support Services Memory Screening Assessment Service.



GPs

GPs provide person-centred care, continuity of care over time, whole person care, diagnostic and therapeutic skill, clinical care coordination, leadership and advocacy, and referral and navigation of patients through the health system.

Health Direct – Find a health service

www.healthdirect.gov.au/australian-health-services



Central Coast Local Health District (CCLHD) – Geriatric Medicine Department

Home visits and outpatient geriatric clinics are available for patients requiring these. Home visits are for patients with difficulty accessing clinics either because of frailty, behaviour or mobility. Outpatient clinics are for patients who are more mobile and can access the Outpatient Department at Gosford and Wyong Hospitals.

GP REFERRAL IS REQUIRED.

For patients living in the Gosford region:

Ph: 4320 3141 Fax: 4320 2986

For patients living in the Wyong region:

Ph: 4394 8099 Fax: 4394 8098

www.cclhd.health.nsw.gov.au



Private Geriatricians

The Central Coast has many Geriatricians working in the private sector. For a list of specialists available see the Health Direct – Find a health service website.

GP REFERRAL IS REQUIRED.

CONSULTATION FEES VARY.

Health Direct – Find a health service

www.healthdirect.gov.au/australian-health-services



Central Coast Local Health District (CCLHD) – Dementia and Behaviour Support Services (DABSS)

The Dementia Advisory Service worker can assist with information, advice, education and support.

Dementia assessments assist with management of the impact of the disease on the person and their family through person-centred assessments and care planning.

A free memory screening assessment service is available via a doctor's referral.

Clinicians provide an acute response for behavioural changes associated with dementia for people living at home, in residential aged care facilities and in hospital.

Carer support groups operate on a monthly basis in 4 locations across the Central Coast.

General enquiries:

Phone the Community Access and Intake Line: 1300 725 565

Send referrals to: Fax: 4320 9333

www.cclhd.health.nsw.gov.au



Private Neurologists

The Central Coast has many Neurologists working in the private sector. For a list of specialists available see the Health Direct – Find a health service website.

GP REFERRAL IS REQUIRED.

CONSULTATION FEES VARY.

Health Direct – Find a health service

www.healthdirect.gov.au/australian-health-services



Central Coast Local Health District (CCLHD) – Neurology and Neurosciences Department

Staff can assist in the process of diagnosis in conjunction with other health staff, depending how the client presents and current needs at that time.

Neurology: Ph: 4320 2404
Fax: 4320 3783

Neurosciences: Ph: 4320 5600
Fax: 4320 5606

www.cclhd.health.nsw.gov.au

Stage 2. New Diagnosis of Dementia

2.1 How to find out more information about the diagnosis and symptoms



Dementia Australia advocates for the needs of people living with all types of dementia, and for their families and carers; and provides support services, education and information. The website has current and reputable information about types of dementia and common symptoms.

www.dementia.org.au



Information available includes - Knowledge Translation Hub and Toolbox; GP Assessment of Cognition; Dementia Outcomes Measurement Suite; and Behaviour Management: A Guide to Good Practice .

www.dementiaresearch.org.au



www.dementiacentre.com



COGNITIVE
DECLINE
PARTNERSHIP
CENTRE

www.cdpc.sydney.edu.au



Dementia
Training
Australia

www.dta.com.au



www.aci.health.nsw.gov.au/networks/aged-health/resources



www.dementia.com.au



centralcoast.healthpathways.org.au
(For clinicians)



www.ccpatientinfo.org.au
(For the community)

2.2 Planning ahead

NSW law assumes that everyone has the mental capacity to make decisions. That is, they understand and weigh up information presented to them, make an appropriate decision, and clearly communicate their choices.

Capacity can however be affected temporarily because of illness or the effects of medication, or permanently affected due to conditions such as intellectual disability, dementia, mental illness, or brain injury.

Source: reproduced from NSW Government Planning Ahead Tools – Plan ahead for your future legal, health and financial decisions, www.tag.nsw.gov.au/.



Guardian

Guardian: A guardian is a substitute decision-maker with authority to make personal or lifestyle decisions about the person under guardianship. A guardian is appointed for a specified period of time and is given specific functions (e.g. the power to decide where the person should live, what services they should receive and what medical treatment they should be given). A private guardian may be appointed such as a family member or friend, provided the circumstances of the matter allow for this and they meet the criteria set out in the legislation.

Enduring Guardian: An enduring guardian is someone a person appoints to make personal or lifestyle decisions on their behalf when they are not capable of doing this for themselves. People choose which decisions they want the enduring guardian to make. These are called functions. People can direct the enduring guardian on how to carry out the functions. The appointment of an enduring guardian comes into effect when a person loses capacity to make personal or lifestyle decisions.

Public Guardian: The Public Guardian promotes the rights and interests of people with disabilities through the practice of guardianship, advocacy and education. The Public Guardian is a statutory official appointed by the Guardianship Division of the NSW Civil & Administrative Tribunal (NCAT) or the Supreme Court under the Guardianship Act 1987.

For more information:

- **NSW Civil & Administrative Tribunal (NCAT)**
www.ncat.nsw.gov.au/Pages/guardianship/guardianship.aspx Ph: 1300 006 228
- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
www.tag.nsw.gov.au
Ph: 1300 887 529
- Contact a solicitor
- Speak to a GP



Will

A will is a legal document that sets out who a person wants to receive their assets including jewellery, sentimental items, money and property when they die. Making a will is the only way people can ensure their assets will be distributed according to their wishes.

If someone dies without a will (intestate) the person's estate will be distributed according to a pre-determined formula, with certain family members receiving a defined percentage of the assets despite what the person may have wished.

For more information:

- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
www.tag.nsw.gov.au
Ph: 1300 887 529
- Contact a solicitor



Power of Attorney

A Power of Attorney is a person who has legal authority to look after a person's financial affairs on their behalf. NSW Trustee & Guardian can prepare a Power of Attorney and act as the attorney under a Power of Attorney. When NSW Trustee & Guardian prepares a Power of Attorney, people can appoint either:

1. The NSW Trustee & Guardian to act as the attorney.
2. A person of their choosing to act as attorney and NSW Trustee & Guardian as substitute attorney.
3. A person of their choosing to act as attorney.

Enduring Power of Attorney: An enduring power of attorney is a legal document appointing an attorney or attorneys who can act on a person's behalf in financial matters under their instruction while they have capacity or without their instruction if they lose capacity.

Financial Manager: A financial manager is a legally appointed substitute decision-maker with authority to make decisions about and manage a person's financial affairs (e.g. their money, property and other financial assets, such as share portfolios) and their legal affairs (e.g. instructing a solicitor). A private financial manager may be appointed or a family member or friend, provided they are a 'suitable person' as required by the legislation.

NSW Trustee: When a person appoints the NSW Trustee & Guardian as attorney they offer either Future Assist or Active Assist.

Future Assist: A Power of Attorney designed to provide people with a safety net should unforeseen events occur.

Active Assist: A Power of Attorney where people are able to choose the level of assistance they require.

For more information:

- **NCAT**
www.ncat.nsw.gov.au/Pages/guardianship/guardianship.aspx
Ph: 1300 006 228
- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
www.tag.nsw.gov.au
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- Contact a solicitor
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Advance Care Planning

Advance Care Planning is a process that helps people to plan for future medical care. This process involves the person thinking about their values, beliefs, and wishes about what medical care they would like to have if they cannot make their own decisions.

An important part of the planning process is for the person to discuss their wishes with their family and other people who are close to them, as well as talking to their General Practitioner or other health professionals about any medical conditions they have.

People may also choose to write down their wishes in an Advance Care Directive, which outlines their specific treatment wishes.

For more information:

- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
www.tag.nsw.gov.au
Ph: 1300 887 529
- www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/carers-planning-ahead/advanced-care-planning
- Contact a solicitor
- Speak to a GP



Advance Care Directive

An Advance Care Directive, which is sometimes referred to as a 'Living Will', is a document. It should provide a clear statement that sets out a person's directions, including their wishes and values, that need to be considered before medical treatment decisions are made on their behalf. Discussions around these issues are best done with people who are important to the person and their doctor.

For more information:

- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
www.tag.nsw.gov.au
Ph: 1300 887 529
- www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/carers-planning-ahead/advanced-care-planning
- Contact a solicitor
- Speak to a GP



NSW Civil & Administrative Tribunal (NCAT)

The NCAT Guardianship Division makes decisions about people who have a decision-making disability. The Guardianship Division determines applications about adults who are incapable of making their own decisions and who may require a legally appointed substitute decision-maker.

For more information:

- **NCAT**
www.ncat.nsw.gov.au/Pages/guardianship/guardianship.aspx Ph: 1300 006 228

2.3 Support groups and counselling services for people living with dementia and their family/carers

For Carer/Family	For Person Living with Dementia	Central Coast Local Health District (CCLHD) Dementia and Behaviour Support Services (DABSS) – Carer Support Groups
		<p>Carer Support Groups operate on a monthly basis in four locations across the Central Coast. The groups are for people who are supporting/caring for people living with dementia in the community. Groups provide information, education and support.</p> <p>Venues: Woy Woy, Erina, The Entrance, Lake Haven. Contact: Dementia and Behaviour Support Services (DABSS) Ph: 1300 725 565 Fax referrals to: 4320 9333 www.cclhd.health.nsw.gov.au</p>
		<p>Integrated Living Dementia specific day respite Centres at Gosford, Gorokan & Woy Woy on the Central Coast. These groups are to support people living with dementia to access their local communities. We deliver programs and are able to track client outcomes through these. Programs are designed to enable clients to use their current skills and abilities.</p> <p>Our centres run 5 x per week and are also respite for their carers. We also hold an informal carers' group online (via zoom) each Wednesday.</p> <p>Contact: Ph: 1300 782 896 www.integratedliving.org.au</p>
		<p>Younger Onset Dementia Social Support (YODSS) Central Coast YODSS social group is for those diagnosed with younger onset dementia, and their carers. YODSS meet at the Ourimbah RSL on the 2nd Friday of each month from 2pm to 4pm.</p> <p>Contact: Chris Jones 0424 152 257 Email: ceejay22@live.com.au</p>
		<p>Dementia Australia – National Dementia Helpline Information, counselling and support.</p> <p>Contact: Ph: 1800 100 500 www.dementia.org.au</p>
		<p>Carers Australia NSW – Counselling</p> <p>Contact: Ph: 1800 242 636 www.carersnsw.org.au</p>
		<p>Carer Gateway Support for carers through the provision of information, advice, help to get services, counselling and coaching.</p> <p>Contact: Ph: 1800 422 737 www.carergateway.gov.au</p>
		<p>CCLHD – Carer Support Unit and Carer Retreat A retreat for carers visiting people in hospital, offering support, resources, information, business facilities, parking, Tai Chi, meditation and refreshments.</p> <p>Contact: Ph: 4320 5556 Fax: 4320 5555 Email: CCLHD-CSUCC@health.nsw.gov.au Address: 91 Holden Street, Gosford (opposite Gosford Hospital). www.cclhd.health.nsw.gov.au</p>

2.4 Specialist support and advice to help care for the person living with dementia

Central Coast Local Health District (CCLHD) Dementia and Behaviour Support Services (DABSS)

The Dementia Advisory Service worker can assist with information, advice, education and support.

Dementia assessments assist with management of the impact of dementia on the person and their family through person centred assessments and care planning.

A free memory screening assessment service is available via a doctor's referral.

Clinicians provide an acute response for behavioural changes associated with dementia for people living at home, in residential aged care facilities and in hospital.

Carer support groups operate on a monthly basis in four locations across the Central Coast.

Dementia and Behaviour Support Services (DABSS)

General enquiries: Phone the Community Access and Intake Line

Ph: 1300 725 565

Fax referrals to: 4320 9333

www.cclhd.health.nsw.gov.au

Central Coast HealthPathways
(for clinicians)

centralcoast.healthpathways.org.au/

Central Coast Local Health District (CCLHD) Behaviour Assessment and Intervention Service (BASIS)

Provides assistance to people with moderate to severe, and persistent behavioural and psychological symptoms of dementia (BPSD). Supporting people in their own home, residential aged care facilities and other community facilities.

BASIS is a non-acute response service.

Anyone can make a referral.

Refer via the NSW Mental Health Line

Ph: 1800 011 511

available 24 hours, 7 days.

BASIS office:

Ph: 4320 2952

available Monday - Friday, 9am - 5pm

www.cclhd.health.nsw.gov.au/services/mental-health/older-people-and-mental-health/

Central Coast HealthPathways
(for clinicians)

centralcoast.healthpathways.org.au

Dementia Behaviour Management Advisory Service (DBMAS) and Severe Behaviour Response Team (SBRT)

A national service operated by Dementia Support Australia for people experiencing behavioural and psychological symptoms of dementia.

Ph: 1800 699 799

www.dementia.com.au/services/overview



Stage 3. Help at Home

3.1 Process for people aged under 65 years – access to the National Disability Insurance Scheme (NDIS)

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to function in their life. As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.

Is the person eligible to apply for the NDIS?

- Aged between 7-65 years
- Lives in Australia and has Australian residency
- Requires support from a person and/or equipment due to permanent and significant disability (including dementia)
- Needing supports now to reduce future needs



Complete an Access Request – either verbally or via a paper form. This is not available online.

The NDIS encourages people to make their own Access Requests when possible. If the person is not able to do this, they can request that their carer is their “nominee” and complete the Access Request on their behalf.

To make a verbal Access Request or obtain an Access Request Form:

- Call NDIS, Ph: 1800 800 110 (Monday – Friday, 8am - 8pm), or
- Visit the local NDIS office at 99 Georgiana Terrace, Gosford (Monday – Friday, 9am - 5pm), or
- Visit an NDIS Local Area Coordinator (LAC) office – Social Futures at 221 Mann Street Gosford NSW 2250, Phone: 1800 522 679, Email: LAC@socialfutures.org.au or
- Contact the Carer Retreat at Gosford Hospital, Ph: 4320 5556





Gather relevant written evidence about the person's disability (dementia), to support their application

- Medical reports. A letter from a specialist doctor confirming a dementia diagnosis is preferred. The GP or other relevant health professional can complete the medical section of the Access Request Form.
- Allied Health reports (e.g. Occupational Therapy), if relevant, describing the impact of dementia on the person's social interaction, communication, self-care, self-management and mobility.



If the paper version of the Access Request is completed, it can be submitted online, in person or by post. Medical evidence documents can be submitted the same way.

- Online NAT@ndis.gov.au, or
- In person at an NDIS or LAC office (see details above), or
- By post: National Disability Insurance Agency (NDIA), GPO Box 700, Canberra ACT 2601

NDIS Access Approved

1. LAC or NDIS Planner will contact the person to arrange a planning meeting.
2. The NDIS develops a Plan based on the information provided by the person and their carer at this meeting.
3. The finalised Plan will be sent via post.
4. The person/their carer then contacts local Service Providers to negotiate and arrange supports for the person according to their Plan. The NDIS will appoint a "Support Co-ordinator" to assist with this process, if required.

More Evidence Needed

Before granting approval, the NDIS may ask for more information from a doctor or other health professional about the impact of dementia on the person's social interaction, communication, self-care, self-management and mobility.

NDIS Access Not Approved

Options include:

- Supports via other avenues may be possible for people who are not approved for NDIS.
- Some services may be available through My Aged Care. Ph: 1800 200 422 or visit www.myagedcare.gov.au
- Alternatively, contact the local LAC office for assistance with locating other relevant supports.
- If the person disagrees with the NDIS decision, they can request an "Internal Review" by:
 - submitting a written request to:
Chief Executive Officer
National Disability Insurance Agency
GPO Box 700, Canberra ACT 2601
 - talking to someone at an NDIA office:
1800 800 110
 - sending an email to:
enquiries@ndis.gov.au.

3.2 Support services for people aged under 65 years

Ability Links

Helps people with a disability aged 9 to 64 years access support to develop networks in their communities.

www.abilitylinksnsw.org.au

Younger Onset Dementia and Me Blog

A website where people with younger onset dementia can connect with others.

www.dementia.org.au/support/younger-onset-dementia

Dementia Advisory Service

Support, information and advocacy.

Ph: 1300 725 565

www.cclhd.health.nsw.gov.au

Café Groups

Dementia Australia has developed a Community Café Toolkit for establishing a café group for people living with dementia.

Ph: 1800 100 500

www.dementia.org.au/resources/community-cafe-toolkit

Younger Onset Dementia Social Support (YODSS) Central Coast

Social group for those diagnosed with Younger Onset Dementia, and their carers.

Ph: 0419432344

Email: YODSSCC@gmail.com

Facebook: **YODSS Central Coast**

www.facebook.com/yodsscc

Counselling Services

- Dementia Australia offers a counselling and support service for people with dementia, and families/carers.

Ph: 1800 100 500 www.dementia.org.au

- Carers NSW offers a counselling service for carers. **Ph: 1800 242 636**
www.carersnsw.org.au

- The Carer Gateway supports carers through the provision of information, advice, help to get services, counselling, coaching. **Ph: 1800 422 737**
www.carergateway.gov.au

Dementia Australia – Early Diagnosed Intervention Program

An interactive group program held over several weeks designed for people with dementia in the early stages and their support person.

Ph: 1800 100 500 www.dementia.org.au

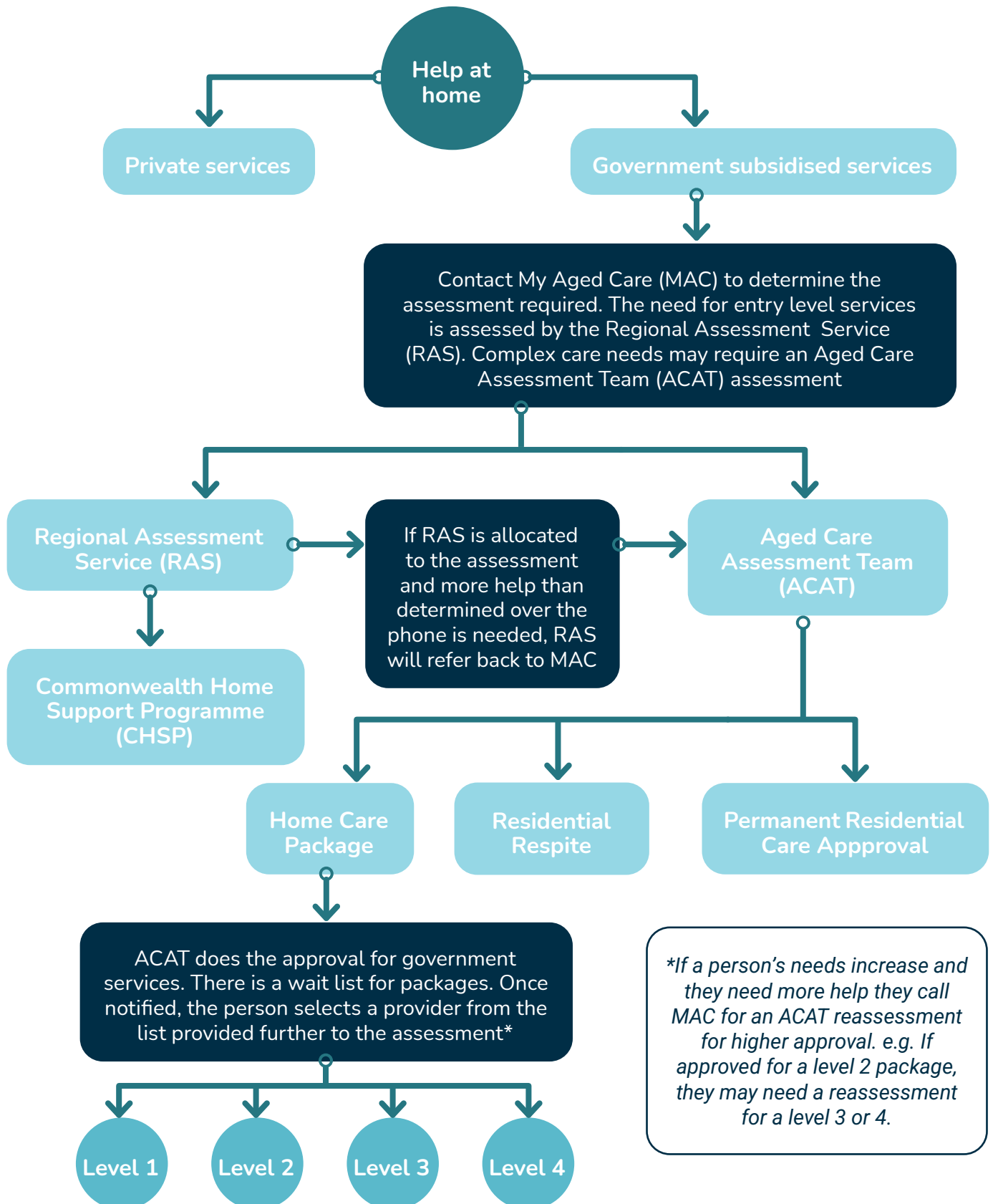
Dementia Behaviour Management Advisory Service (DBMAS) and Severe Behaviour Response Team (SBRT)

A national service operated by Dementia Support Australia for people experiencing behavioural and psychological symptoms of dementia.

Ph: 1800 699 799

www.dementia.com.au/services/overview

3.3 Process for people aged over 65 years – access to Aged Care support



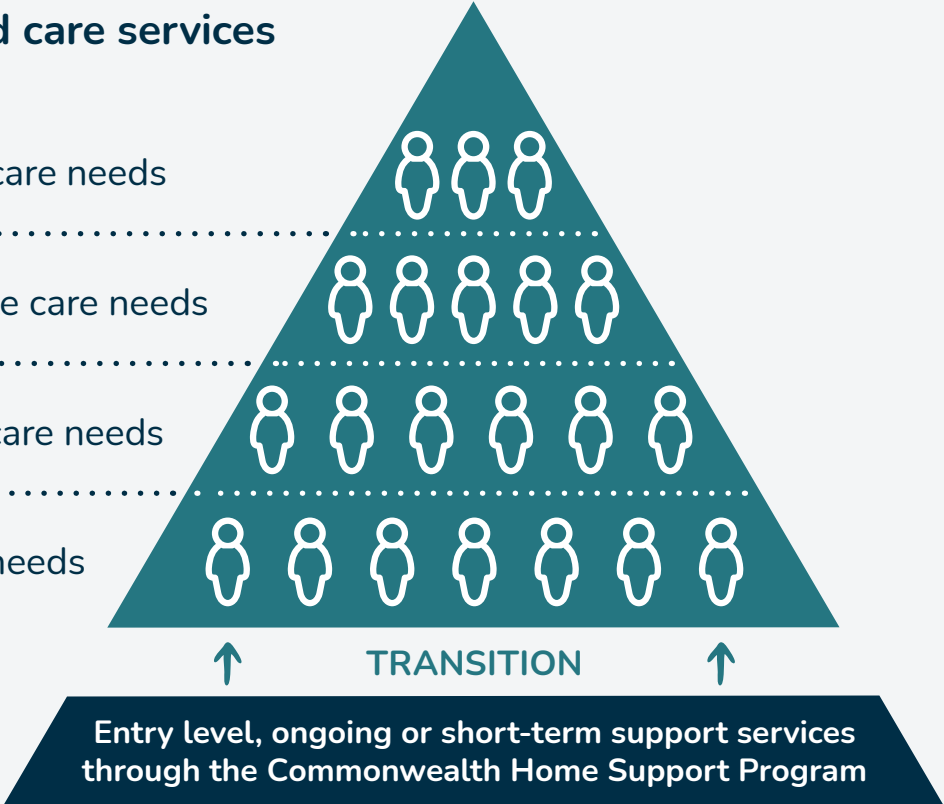
Packages of aged care services for people with:

Level 4: High level care needs

Level 3: Intermediate care needs

Level 2: Low-level care needs

Level 1: Basic care needs



Source: www.myagedcare.gov.au/help-home/home-care-packages/about-home-care-packages

The government subsidy for each package as sourced from MAC on 15/06/2021 is:



** See www.myagedcare.gov.au for the latest information*

3.4 Private services

Contact private companies for cleaning, nursing, home maintenance services. Prices will vary.

3.5 Government subsidised services

Contact My Aged Care (Ph: 1800 200 422, www.myagedcare.gov.au) to arrange assessment by the Regional Assessment Service (RAS) or the Aged Care Assessment Team (ACAT).

3.5.1 Commonwealth Home Support Programme (CHSP)

A program providing entry-level aged care services for older people who need assistance to assist them to live independently and safely at home. CHSP works with people to support them to maintain their independence, rather than doing things for them.

All CHSP providers are required to deliver Reablement by accepting referrals to deliver short term or time limited services in line with a client's support plan

An assessment by the Regional Assessment Service through My Aged Care is the entry point to access CHSP services.

Service types include:

- assistance with care and housing
- goods, equipment and assistive technology
- transport
- domestic assistance
- personal care
- home maintenance
- home modifications

- meals and other food services
- National Aboriginal and Torres Strait Islander aged care program
- nursing care
- specialist support services (e.g. continence, dementia advisory)
- allied health therapy service
- social support

Contributions are negotiated with the Service Provider.

My Aged Care Ph: 1800 200 422
www.myagedcare.gov.au/service-finder/help-at-home

3.5.2 Home Care Package (HCP)

A home care package is a coordinated package of care and services to help people to live independently in their own home for as long as they can. Some people receive services through the Commonwealth Home Support Program and are then assessed for a home care package by the Aged Care Assessment team. Others will start with a home care package.

The benefit of a home care package is that the home care provider will work with the client to:

- Choose care and services that best meet the needs and goals
- Manage care and services.

Contributions can vary depending on the person's financial situation.

The waiting list time can vary across the different levels of packages, once they are approved.

My Aged Care Ph: 1800 200 422
www.myagedcare.gov.au/find-a-provider

Stage 4. Respite

4.1 Respite in the home

FLEXIBLE IN HOME RESPITE

Short term support in the home, allowing carers a break from the caring role. In home flexible respite is provided through the Commonwealth Home Support Program. Frail aged people; people living with dementia with carers and; those who have a carer still requiring access to employment, may be eligible for this government subsidised support.

Referral to My Aged Care for an assessment by the Regional Assessment Service (RAS) is required. There are multiple service providers on the Central Coast.

www.myagedcare.gov.au/getting-started/short-term-help

CARER GATEWAY

Carer Gateway provides information about respite options and other support services on the Central Coast and provides a link to those services and assists carers to access short-term and emergency respite support.

Ph: 1800 422 737 for all services including emergency respite

www.carergateway.gov.au/respite/what-respite

4.2 Out of home respite

COTTAGE RESPITE

Cottage respite is available overnight or over a weekend in a community setting.

A cottage respite referral code through My Aged Care is required through an assessment and approval by the Regional Assessment service (RAS) or the Aged Care Assessment Team (ACAT). If no other ACAT approvals are required the assessment would go to RAS. If approval for permanent residential care, residential respite or a home care package is also needed then an ACAT assessment is required.

My Aged Care Ph: 1800 200 400

Cottage respite options on the Central Coast include:

JEAN MARION COTTAGE

The Jean Marion cottage, located in Narara on the Central Coast, was established by Hammond Care. It is a small suburban home that offers short term overnight respite care in a home-like environment for people living with dementia. A client contribution is charged; however this can be negotiated, depending on the person's circumstances and can be discussed with the service manager.

Jean Marion Cottage Ph: 4337 5850 Email: support@hammond.com.au

82A Reeves St, Narara NSW 2250

COASTLINK OVERNIGHT RESPITE COTTAGES

Coastlink has two wheelchair accessible residential houses that provide a warm, friendly home-like environment for people with a disability.

The cottages can be used for overnight, planned or emergency accommodation.



They were purpose built by Coastlink to provide much needed short term accommodation, respite and holiday options for people living or visiting the Central Coast. Each cottage has five bedrooms and can sleep up to nine people.

Fees - There may be various ways to apply for/access funding to help cover part of the cost. Call Coastlink to discuss funding/fees.

Coastlink Ph: 4321 1022 www.coastlink.org.au

RESPITE IN A RESIDENTIAL AGED CARE FACILITY

A short stay in a residential care home is available. People are eligible for 9 weeks respite per financial year. This can be extended by approval from ACAT in blocks of 21 days at a time.

Cost - 85% of single aged pension.

Phone My Aged Care on **1800 200 422** for an assessment by the Aged Care Assessment Team (ACAT) for approval for residential respite.

You can book through My Aged Care. However, if you are needing most of the costs covered by The Carer Gateway, respite is booked through the Carer Gateway staff. Carer Gateway do not reimburse if the Carer has self-organised the respite.

**www.myagedcare.gov.au/respite-care?fragment=residential
www.carergateway.gov.au/respite/what-respite**

RESPITE IN THE COMMUNITY

1. CENTRE BASED DAY RESPITE

Centre based day respite usually takes place at a day centre or club. It offers structured group activities or outings that give people a chance to do things that they enjoy and talk with other people. Day respite often runs from 10am to 3pm and may include transport to and from the Centre.

Referral to My Aged Care (MAC) for an assessment by the Regional Assessment Service (RAS). Multiple service providers on the Central Coast.

Some Dementia inclusive day centres include:

Integrated Living - Gorokan, Woy Woy, Gosford **Ph: 1300 782 896**

Warnervale Wellness Centre - Hamlyn Terrace- Catholic Care **Ph 1800 225 474**

Coastlink Green Point- friendship group day centre- A group is soon to start in Woy Woy as well **Ph: 4321 1022**

Hammond Care Social Club - Erina **Ph: 1800 826 166**

www.myagedcare.gov.au/respite-care?fragment=community

2. COMMUNITY ACCESS GROUPS

Community access groups: provide activities and outings to give people a sense of independence and some social interaction, while giving the carer a break. This may be provided individually or as part of a group.

Stage 5. Residential Aged Care Facilities

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.

How do they operate?

The Australian Government subsidises a range of aged care homes in Australia. This means affordable care and support services can be accessed by those who need it. The subsidies are paid directly to the aged care home. The amount of funding that a home receives is based on:

- an assessment of the person's care needs by the home (using a tool called the Aged Care Funding Instrument or ACFI)
- how much people can afford to contribute to the cost of their care and accommodation (using an income and assets assessment)

To get the funding, subsidised aged care homes have to meet Aged Care Quality Standards to ensure quality care and services are provided.

GOVERNMENT-SUBSIDISED AGED CARE HOMES

- Receive subsidies to make care more affordable
- Regulated by the Australian Government
- Independent accreditation through the Aged Care Quality and Safety Commission (ACQSC)
- Some places may not be subsidised

PRIVATE AGED CARE HOMES

- Private aged care homes don't receive subsidies from the Australian Government
- Retirement homes or independent living units don't necessarily provide care services
- Retirement homes are regulated by state and territory governments.



What will it cost?

Each home sets their own prices, within a prescribed limit, and costs will vary. How much people will have to pay depends on the place they choose and an assessment of their income and assets. Typically, there are three types of costs associated with all aged care homes:

- **A basic daily fee** (the maximum is currently \$52.71 per day at time of print)
A maximum amount that everyone pays for the hotel services they receive.
- **Accommodation costs**
A varying cost for a room based on an income and assets assessment.
- **Means-tested care fee** (the maximum is currently \$256.44 per day at time of print)
A varying cost for the care services received based on an income and assets assessment.

People can get an idea of what they may have to pay by using the residential care fee estimator.

More information about the costs and fees can be sourced on the aged care homes costs page on the My Aged Care website.

www.myagedcare.gov.au/aged-care-home-costs-and-fees

Source: www.myagedcare.gov.au/aged-care-homes on 9/6/2021.

Checklist

- Contact My Aged Care to discuss the need for residential care
- Arrange an ACAT assessment
- Find out what aged care homes are in the area
- Estimate the fees and charges
- Submit an application to the homes of choice (ask the aged care home for the form) and fill out a Residential Aged Care Combined Assets and Income Assessment form and submit it to Centrelink or the Department of Veterans Affairs.
- Before moving in, make sure the person understands and signs the Resident Agreement and knows their rights and responsibilities.

Source: www.myagedcare.gov.au/sites/default/files/2021-07/steps-to-enter-an-aged-care-home.pdf

Stage 6. Financial Assistance

CARER PAYMENT

The payment provides financial support to people who are unable to work in substantial paid employment because they provide full time daily care to someone with severe disability or a medical condition, or to someone who is frail aged

Apply through Centrelink/Department of Human Services

To find out more: Financial Information Services Ph 132300
www.humanservices.gov.au/individuals/services/centrelink/carer-payment

CARER ALLOWANCE

The allowance is a fortnightly income supplement for parents or carers providing additional daily care and attention to an adult or dependent child with disability or a medical condition, or to someone who is frail aged. There is no assets test but there is an income test. The allowance is not taxable and can be paid in addition to wages, the Carer Payment or any other income support payment.

Apply through Centrelink/Department of Human Services

To find out more Financial Information Services ph 132300
www.humanservices.gov.au/individuals/services/centrelink/carer-allowance

CARER SUPPLEMENT

The supplement is an annual lump sum payment to help people with the costs of caring for a person with disability or a medical condition if the person is receiving Carer Payment or Carer Allowance.

Apply through Centrelink/Department of Human Services

To find out more Financial Information Services Ph 132300
www.humanservices.gov.au/individuals/services/centrelink/carer-supplement

CONTINENCE AIDS PAYMENT SCHEME (CAPS)

The scheme assists eligible people with permanent and severe incontinence to pay for incontinence products.

Apply by contacting the National Continence Helpline on 1800 330 066 to confirm eligibility for and information on applying to the scheme

To find out more www.continence.org.au
www.servicesaustralia.gov.au/individuals/services/medicare/continence-aids-payment-scheme

DISABILITY PENSION (UNDER 65 YEARS)

The pension provides financial help for people with a permanent physical, intellectual or psychiatric condition that stops them from working.

Apply through Centrelink/Department of Human Services
www.humanservices.gov.au/individuals/services/centrelink/disability-support-pension

Stage 7. Other Support Services

SENIORS RIGHTS SERVICE

Seniors Rights Service is an advocacy service for older residents of nursing homes, hostels and retirement villages and people receiving Community Aged Care Packages.

Seniors Rights Service promotes and protects the legal rights of each person.

Contact details: Ph: 1800 424 079 or 9281 3600
Level 4, 418A Elizabeth Street, Surry Hills NSW 2010
www.seniorsrightsservice.org.au

OLDER PERSONS ADVOCACY NETWORK (OPAN)

The Older Persons Advocacy Network's free service supports older people and their representatives to address issues related to Commonwealth funded aged care services.

Contact details: Ph: 1800 700 600
www.opan.com.au

NSW ELDER ABUSE HELPLINE & RESOURCE UNIT

The Helpline offers a free service that provides information, support and referrals relating to the abuse of older people living in the community across NSW. This service places the safety of the older person first, is confidential and callers remain anonymous.

Contact details: Ph: 1800 628 221
www.elderabusehelpline.com.au

LEGAL AID AND ELDER ABUSE

Legal Aid NSW's Elder Abuse Service assists older clients on the Central Coast at risk of, or experiencing elder abuse. Clients must be over 65 years, or over 50 years for our Aboriginal clients. They must live on the Central Coast. The service has lawyers and a social worker working together to support the client. We can help with a range of legal problems that affect older people. You can contact the service.

Contact details: Ph: 4324 5611
Office location: Gosford

AGED CARE QUALITY AND SAFETY COMMISSION

The Aged Care Quality and Safety Commission provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

Contact details: Ph: 1800 951 822 info@agedcarequality.gov.au
www.agedcarequality.gov.au

HOME MEDICINES REVIEW (FOR THOSE LIVING ALONE)

A program funded by the Australian Government and Pharmacy Guild where local GPs and Pharmacists work together to review and help individuals manage medications at home.

[www.nps.org.au/consumers/managing-your-medicines#getting-a-home-medicines-review-\(hmr\)](http://www.nps.org.au/consumers/managing-your-medicines#getting-a-home-medicines-review-(hmr))

ALTERNATIVE TRANSPORT OPTIONS

The Staying on the Move with Dementia resource provides information on alternative transport and how to access them.

www.dementia.org.au/resources/dementia-and-driving-nsw

DRIVING

Links to provide information about licensing requirements and guidance for the difficult transition from driver to non-driver.

www.dementia.org.au/resources/dementia-and-driving

www.dementia.org.au/resources/dementia-and-driving-nsw

EHEALTH RECORD

My Health Record is a secure online summary of a person's health information.

www.myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home

NATIONAL CONTINENCE HELP LINE

Information about managing continence including the continence aids payment scheme.

Contact details: Ph: 1800 330 066

www.continence.org.au/pages/national-continence-helpline-html

RSPCA COMMUNITY AGED CARE PROGRAM – FORMALLY KNOWN AS PETS OF OLDER PERSONS SERVICE (POOPS)

RSPCA NSW understands that to an elderly owner, a pet can mean everything. Our Aged Care program aims to keep pets and their elderly owners happy, healthy and together in their own homes for as long as possible. To do this, we assist elderly pet owners over the age of 65, Indigenous pet owners over the age of 50 and palliative care patients of any age.

- Services our Aged Care program offers include: temporary foster accommodation and/or emergency pet boarding if the owner requires medical treatment, respite or other assistance
- assistance with veterinary treatment
- home visits to assist the elderly with basic pet care
- assistance with pet grooming
- assistance with transport to and from the local veterinarian
- a volunteer network to assist with dog walking and short periods of in-home care if the owner requires medical treatment, respite or other assistance

Contact details: RSPCA Community Programs helpline (02) 9782 4408.

The helpline operates Monday to Friday, 9 a.m. – 5 p.m. During weekends and public holidays contact the RSPCA Contact Centre on (02) 9770 7555.

www.rspcansw.org.au/what-we-do/working-in-communities/community-aged-care-program/

CCLHD – CARER SUPPORT UNIT AND CARER RETREAT

The Central Coast Support Groups and Services Directory developed by the Carer Support Unit lists a range of other support services.

www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/

Contact details: Ph: 4320 5556 Fax: 4320 5555

91 Holden Street, Gosford (opposite Gosford Hospital).

Email: CCLHD-CSUCC@health.nsw.gov.au

www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/

FINANCIAL INFORMATION SERVICE

An Australian Government Service that can help assist an individual make current and future financial decisions.

Contact details: Ph: 132 300

www.humanservices.gov.au/individuals/services/financial-information-service

SUPPORTED WAGE SYSTEM – AUSTRALIAN GOVERNMENT

A system when people are unable to find or keep a job at full wages due to the effect of disability on their workplace productivity.

www.jobaccess.gov.au/supported-wage-system-sws

EMPLOYMENT ASSISTANCE FUND

Employers may be eligible for financial help from the Australian Government for equipment, modifications and services to support employees with a disability.

www.jobaccess.gov.au/employment-assistance-fund-eaf

ACCESSING SUPERANNUATION

For circumstances where a person with dementia can apply to access money in their superannuation fund early.

www.servicesaustralia.gov.au/individuals/services/centrelink/early-release-superannuation/who-can-access-their-super-early

ACCESSING AUSTRALIAN GOVERNMENT PAYMENTS AND SERVICES

Individuals may be eligible for payments and services if unable to work or are limited in the amount of work they are able to do as a result of having younger onset dementia.

www.humanservices.gov.au/individuals/subjects/payments-people-living-illness-injury-or-disability

Helpful Resources for social support and activities for carers and health providers

A list of resources for social support across the Central Coast to assist health and care providers to support their patients and/or clients.

YOUNGER ONSET DEMENTIA SOCIAL SUPPORT (YODSS) CENTRAL COAST

Social group for those diagnosed with Younger Onset Dementia, and their carers.

Contact details: Ph: 0419 432 344

Email: YODSSCC@gmail.com

Facebook: YODSS Central Coast

www.facebook.com/yodsscc

WESTFIELD TUGGERAH SENSORY SUPPORT

Westfield Tuggerah aims to create an inclusive environment for customers, by offering a shopping experience where all customers feel welcomed and valued

Quiet Time - During Quiet Time hour, the lights are dimmed, music volume is adjusted alongside limiting some day to day activities. Many of our retailers participate by also dimming their lights, lowering their music and creating special offers just for Quiet Time.

When: Every Tuesday 10:30am-11:30am

Sensory Headphones – Sensory headphone kits are provided at no cost and can be hired from the concierge desk. Sensory headphones are designed to reduce stimulation in a shopping centre environment.

www.westfield.com.au/tuggerah/event/5igkNwDqq9cUgNOavKunrx/quiet-time

Ph: (02) 4305 5351

www.westfield.com.au/tuggerah/service/4Q1Zlw76aQU4OwokWkaIGC/accessibility

COLES SUPERMARKETS

Quiet Hour – Quiet Hour provides a low-sensory shopping experience by making changes in store, such as reducing noise and distractions.

When: Coles Quiet Hour times vary across different stores with some retail stores offering this every day.

www.coles.com.au/about-coles/community/accessibility/quiet-hour#NSW

WOOLWORTHS SUPERMARKETS

Quiet Hour – This program is designed to reduce anxiety and sensory stress for customers with specific needs, including dementia and Autism, by providing a quieter and less stimulating environment in store.

When: Every Tuesday 10:30am-11:30am at selected retail stores

www.woolworthsgroup.com.au/page/media/Latest_News/woolworths-rolls-out-quiet-hour-to-select-stores-across-australia

ROTARY FORGET ME NOT D-CAFÉ

Social Group for people living with dementia and their family carers

For people living with dementia and their family carers, Brisbane Water Rotary is offering a friendly, safe environment on the 2nd and 4th Mondays of the month at the CWA Hall in Umina from 10am–12pm

Contact: Ph: Di – 0404 147 743 DiBartok@yahoo.com.au or Heather 0414 446 177

MCA ART PROGRAM

Art and Dementia program that aims to create new connections and life-enriching experiences through contemporary art for people living with dementia and their support networks.

www.mca.com.au/learn/art-dementia/

THE DEMENTIA SHOP

Online resources for dementia aids

www.dementiashop.com.au

TABTIMER

Online resources for dementia aids

www.tabtimer.com.au

M4DRadio

Music for dementia online radio station. A group of 5 themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories.

www.m4dradio.com

AGELESS GRACE

Timeless Fitness for Body and Brain, Ageless Grace® is a fun, simple way to exercise – seated, standing or even lying down based on the science of neuroplasticity to work all parts of the body and brain.

www.agelessgrace.com.au

Stage 8. Palliative Care and End of Life Planning

CCLHD ADVANCE CARE PLANNING

Resources are available at www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/carers-planning-ahead/advanced-care-planning

CCLHD PALLIATIVE CARE SERVICE

Ph: 4336 7777 is available for people in the community and in hospital.

A referral must be made by a medical officer (can be by a GP) and faxed to the Palliative Care Service on Fax: 4336 7773.

Website: www.cclhd.health.nsw.gov.au/services/central-coast-cancer-services/cancer-services/palliative-care-services.

For referral criteria and referral form see Central Coast HealthPathways: centralcoast.healthpathways.org.au

ELDAC www.eldac.com.au

ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.

The ELDAC Care Model is a guide to help aged care staff and health professionals meet the needs of older Australians coming to the end of their life. It reflects national policies and practices in palliative care.

ELDAC has five toolkits to help your practice

- Primary Care
- Home Care
- Residential Aged Care
- End of Life Law
- Working Together

It is important to talk to the GP and family/carer/guardian when the prognosis is poor, or when health is deteriorating to ensure that end of life planning is discussed with the person.

Life planning documents may include an Advance Care Directive; a Do Not Resuscitate form (see Stage 2 section of this guide) and www.planningaheadtools.com.au.

If the person is wishing to remain living at home during this time, it will be crucial to have a GP who can do home visits when required and to sign a death certificate when that time comes.



About Us



The Central Coast Dementia Alliance (CCDA) formed in 2018 with the vision of members actively working together to improve the wellbeing of people living with memory loss and dementia, as well as their carers and families, in the Central Coast community.

The aim of the CCDA is to ensure a collaborative and integrated approach to the planning, implementation, and evaluation of projects that improve the health, care, and quality of life for people living with dementia, their carers and their families. We also aim to support those that provide care and services. We intend to achieve this through a formal partnership between key stakeholders, along with input from people living with dementia and their carers.

Currently, our Alliance is made up of representatives from the following groups;

- ADSSI Home Living Australia
- Central Coast Council
- The Central Coast Local Health District (CCLHD) including a Clinical Advisor
- Commonwealth Home Support Program
- A Community Advocate
- A Community Supporter
- Hammond Care
- Hunter New England Central Coast Primary Health Network (HNECC PHN)
- Integrated Living
- The Office of Emma McBride
- Wesley Mission
- Westfield Tuggerah

For more information or to express your interest in joining the CCDA, please email us at Central-Coast-Dementia-Alliance@thephn.com.au



Health
Central Coast
Local Health District



TUGGERAH





CENTRAL COAST DEMENTIA ALLIANCE

Email: Central-Coast-Dementia-Alliance@hneccphn.com.au