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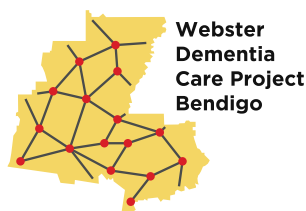


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Dementia Care and Support Service Pathways

Directory for the Greater Bendigo region | 2024



LA TROBE
UNIVERSITY



John Richards Centre
for Rural Ageing Research

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Please note, the information in this resource is up-to-date at the time of publication, and will be updated annually. If you have feedback on this resource, please contact us using the details above.

An online version of this resource is available at https://www.latrobe.edu.au/_data/assets/pdf_file/0005/1445927/Dementia-Pathways-directory_Full-version.pdf or via the QR code below.



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Overview

Who is this resource for?

This pathways directory is intended for people living with dementia and their carers and families, who wish to access services in the Greater Bendigo region.

What does the resource do?

The resource outlines the dementia care and support services that are available for people accessing services within the Greater Bendigo region, at five different stages along the dementia journey (adapted from the Dementia Services Pathways guide (KPMG, 2011)). These stages are outlined below.

The five stages of this resource



STAGE 1

Noticing changes in memory, thinking or behaviour

Where you can go to receive information, support, and advice about dementia before a diagnosis.



STAGE 2

Getting assessed for a dementia diagnosis and what to do next

Where you can go to get assessed for a dementia diagnosis and what you may need to consider in the event you receive a dementia diagnosis.



STAGE 3

Accessing supports and services while at home

Who you can contact to apply for home support services and respite, and where to seek assistance with the process.



STAGE 4

Entering an aged care home

The steps you can take to help choose an aged care home, steps to take when moving into an aged care home, and the supports and services that are available while in aged care.



STAGE 5

Supports and services in the later stages of dementia


The supports and services that are available when caring for someone in the later stages of dementia, at home or in an aged care home.



What is the purpose of this resource?

The purpose of this resource is to connect people living with dementia and their carers and families to appropriate dementia care and support services, that are relevant to their needs as they progress through each stage of the dementia journey.

For each service/organisation, the following elements are identified:

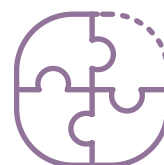
Who can help me?	What do I need to do?		Done
<ul style="list-style-type: none">• Service/organisation name<ul style="list-style-type: none">– How they can help at that stage	<ul style="list-style-type: none">• Important details or instructions<ul style="list-style-type: none">– Contact information– <u>Website address</u>		

For online use: click on the underlined text to access a website. Click the boxes when you've completed a task. **For booklet use:** use the QR code with the camera on your phone to access a website and tick the boxes when you've completed a task. *(Please note, If you find it difficult to scan a QR code because it is close to other codes, cover the other codes with your fingers.)*

STAGE

1

Noticing changes in memory, thinking or behaviour



I've noticed that I, or someone I know, has been experiencing:

- memory problems (such as forgetting recent events)
- confusion
- a change in personality
- disinterest and withdrawal
- difficulty doing everyday tasks (such as cooking and dressing)





I'm wondering if these changes may be early signs of dementia.





A. Where can I seek information, support, and advice?

Who can help me?	What do I need to do?	Done
General practitioner (GP)		
<ul style="list-style-type: none"> • Changes in memory and thinking can have a number of possible causes and may not necessarily be related to dementia. • To discuss if your symptoms may be related to dementia, see a GP. 	<ul style="list-style-type: none"> • Ask for a longer appointment. • Take a family member or friend with you. • Take a list of the changes you have been experiencing, including when they first started, and how often they occur. • Take a list of current medications and dosage. • Ask the doctor to do a memory screening test and thorough medical assessment. • If you are not satisfied with the conversation with the GP, you can get a second opinion, speak to one of the other service providers below, or refer yourself to the Bendigo Health Memory Clinic (<i>see Stage 2 for their contact details</i>). 	



Who can help me?	What do I need to do?	Done
Dementia Australia		
They can provide information, support, and advice on where to go and what to do.	Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i>	
	Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i>	
	Visit online: dementia.org.au 	
They have a website with a range of information, resources, and help sheets, including a webpage with information if you are worried about your memory.	dementia.org.au/resources/help-sheets <i>(Help sheets are available in multiple languages)</i>	
	dementia.org.au/resources/worried-about-your-memory	
They also have a mobile application called 'BrainTrack' that you can use to check your brain health. It gives you information you can share with your GP.	dementia.org.au/braintrack-app	
Bendigo Health Regional Community Dementia Service		
They can provide advice, support, education and guidance about initial memory or cognitive changes. <i>*If you have a Home Care Package through My Aged Care, speak to your case manager before contacting this service.</i>	Contact: 03 5454 8078 <i>(Community Nursing and Home Care Services)</i>	
	Visit online: bendigohealth.org.au/services/detail/3249	



Who can help me?	What do I need to do?	Done
Carer Gateway (who will refer you to Bendigo Health Carer Support Services)		
<p>This is a free service for carers, which includes:</p> <ul style="list-style-type: none"> • Access to information and support • Referral to services • Someone to talk things over with 	<p>To register:</p> <p>Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services:</p> <ul style="list-style-type: none"> • Contact: 1800 422 737 <i>(listen and respond to the phone instructions leaving your name and phone number. They will call you back).</i> • Visit online: carergateway.gov.au <i>(request a call back)</i> 	
	<p>If you are already registered:</p> <p>Contact Bendigo Health Carer Support Services directly:</p> <ul style="list-style-type: none"> • Contact: 03 5454 7719 • Visit online: bendigohealth.org.au/CarerSupportService 	

STAGE

2

Getting assessed for a dementia diagnosis and what to do next



I would like to get an assessment for a dementia diagnosis, or support someone I know to get one.




A. Who can I see to receive an initial cognitive assessment?

An initial cognitive assessment is generally completed by a GP and involves taking a medical history and completing a physical examination and cognitive screening test. If the GP is concerned about the possibility of dementia, they may refer you to a Memory Clinic or specialist doctor for a more in-depth assessment.

Who can help me?	What do I need to do?	Done
General practitioner (GP)		
<ul style="list-style-type: none"> Changes in memory and thinking can have a number of possible causes and may not be related to dementia. To discuss if your symptoms may be related to dementia, see a GP. <p><i>*If you already see a private geriatrician, neurologist or psychiatrist, you can speak to them instead of a GP</i></p>	<ul style="list-style-type: none"> Ask for a longer appointment. Take a family member or friend with you. Take a list of the changes you have been experiencing, including when they first started, and how often they occur. Take a list of current medications and dosage. Ask about the benefit of seeking a diagnosis and the process. If you would like to be assessed for a diagnosis, discuss the option of further assessment by a Memory Clinic or private specialist. (If the GP does not refer you to a Memory Clinic, you can also refer yourself.) 	




STAGE 2

Who can help me?	What do I need to do?	Done
Bendigo Health Regional Community Dementia Service		
<p><i>If you are unable to see a GP, or would prefer to see someone in your home, you can contact the community dementia service.</i></p> <p>The community dementia service can provide:</p> <ul style="list-style-type: none"> • A cognitive assessment in your home • Advice about cognitive changes and diagnosis <p><i>*If you have a Home Care Package through My Aged Care, speak to your case manager before contacting this service.</i></p>	<p>Contact: 03 5454 8078 (Community Nursing and Home Care Services)</p> <p>Visit online: bendigohealth.org.au/services/detail/3249</p> 	

B. Who can I see to receive a formal assessment for a dementia diagnosis?

A formal assessment is carried out by a specialist health professional or a team of specialists at a Memory Clinic. They will complete an in-depth assessment, including a more detailed test of mental functioning and possibly conduct brain scans and blood tests. They are able to provide a dementia diagnosis.

Who can help me?	What do I need to do?	Done
Bendigo Health Cognitive Dementia and Memory Service (CDAMS) clinic (also known as the “Memory Clinic”)		
<p>They can provide:</p> <ul style="list-style-type: none"> • Formal assessment and diagnosis • Information on treatment • Education • Support and referral to services <p><i>*If you already see a private geriatrician, neurologist or psychiatrist, you can speak to them instead of going to the Memory Clinic</i></p>	<p>Referral:</p> <ul style="list-style-type: none"> • A GP or medical practitioner can refer you to the Memory Clinic. • You can also refer yourself. <p>Contact: 03 5454 8500 (select option 1 – Rehabilitation outpatient appointment)</p> <p>Visit online: https://bit.ly/3ZEcdQi</p> 	



C. What do I need to do if I receive a dementia diagnosis?

See a GP for advice about future planning, supports and services:

Who can help me?	What do I need to do?	Done
General practitioner (GP)		
A GP can assist with recommended actions, future planning and supports and services	<ul style="list-style-type: none"> • Ask for a longer appointment. • Take a family member or friend with you. <p>Ask about the following:</p> <ul style="list-style-type: none"> • In relation to receiving a dementia diagnosis: <ul style="list-style-type: none"> – What does the diagnosis mean for my daily life and what actions do I need to take? – What does the diagnosis mean for driving and what actions do I need to take? – Can you support me to review/complete my advance care plan? • In relation to services to help at home: <ul style="list-style-type: none"> – How can My Aged Care or the National Disability Insurance Scheme (NDIS) help? – When should I contact them? – What is the process for accessing services? • In relation to general support: <ul style="list-style-type: none"> – What support is available for myself and my carer and/or family, and how can I access it? 	

Attend to your financial and legal affairs:

Why do I need to do this?	What do I need to do?	Done
Inform your car insurer of your diagnosis		
<ul style="list-style-type: none"> • You are required to inform your car insurer of your diagnosis. • Failure to do so may mean your insurance is invalid. 	<ul style="list-style-type: none"> • Contact your car insurer directly. 	



STAGE 2

Why do I need to do this?	What do I need to do?	Done
Contact Centrelink to apply for financial support		
You or your carer may be eligible for financial support such as a carer payment and/or allowance.	Contact: Disability, sickness and carers line: 132 717	
	Visit online: servicesaustralia.gov.au/individuals/centrelink	
	If you would like support with accessing Centrelink payments, contact the Rights Information & Advocacy Centre (RIAC): <ul style="list-style-type: none"> Contact: 03 5222 5499 Visit online: riac.org.au Mail: PO Box 1763, Shepparton, VIC 3630 	
Review or complete your enduring power of attorney		
<ul style="list-style-type: none"> It is important to plan for the future as soon as possible after receiving a dementia diagnosis, while you have the decision-making capacity to do so. Making an enduring power of attorney involves appointing someone to make personal and/or financial decisions on your behalf. 	For information, advice and the forms: The Office of the Public Advocate: <ul style="list-style-type: none"> Contact: 1300 309 337 Visit online: publicadvocate.vic.gov.au 	
	For a booklet on advance care planning and making an enduring power of attorney: Visit online: publicadvocate.vic.gov.au/resource/212-take-control-june-2022	
	For assistance completing the forms (at a cost), contact a private solicitor or State Trustees Limited: <ul style="list-style-type: none"> Contact: 1300 138 672 Visit online: statetrustees.com.au 	
Review or complete your will		
It is important to plan for the future as soon as possible after receiving a dementia diagnosis while you have the decision-making capacity to do so.	For simple circumstances, there are Do It Yourself (DIY) will kits available at post offices, newsagencies and online. To receive assistance (at a cost), contact a private solicitor or State Trustees Limited: <ul style="list-style-type: none"> Contact: 1300 138 672 Visit online: statetrustees.com.au 	



Seek advice and support on living with dementia:

Who can help me?	What do I need to do?	Done
Dementia Australia		
They can provide: <ul style="list-style-type: none"> • A helpline • Resources and information • Dementia advice, education or counselling 	Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i>	
	Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i>	
	Visit online: dementia.org.au	
	dementia.org.au/resources/help-sheets <i>(Help sheets are available in multiple languages)</i>	
<ul style="list-style-type: none"> • Family carer education sessions 	For upcoming sessions: dementia.org.au/events	
<ul style="list-style-type: none"> • A post-diagnosis support program to help you manage your diagnosis and live well 	dementia.org.au/support/living-with-dementia/post-diagnostic-support	
Bendigo Health Regional Community Dementia Service		
The community dementia service can provide: <ul style="list-style-type: none"> • Support and clarification following diagnosis • Education on the trajectory of the disease • Advice and referrals to assist in future care planning and service provision <p><i>*If you have a Home Care Package through My Aged Care, speak to your case manager before contacting this service.</i></p>	Contact: 03 5454 8078 <i>(Community Nursing and Home Care Services)</i>	
	Visit online: bendigohealth.org.au/services/detail/3249	







STAGE 2

Who can help me?	What do I need to do?	Done
Carer Gateway (who will refer you to Bendigo Health Carer Support Services)		
This is a free service for carers, which includes: <ul style="list-style-type: none">• Access to information and support• Referral to services• Someone to talk things over with• Access to social and community activities and support	To register: Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services: <ul style="list-style-type: none">• Contact: 1800 422 737 <i>(listen and respond to the phone instructions leaving your name and phone number. They will call you back).</i>• Visit online: carergateway.gov.au <i>(request a call back)</i>	
	If you are already registered: Contact Bendigo Health Carer Support Services directly: <ul style="list-style-type: none">• Contact: 03 5454 7719• Visit online: bendigohealth.org.au/CarerSupportService	



Other options for support:

Who can help me?	What do I need to do?		Done
Heathcote Dementia Alliance (HDA)			
The HDA is a volunteer-run not-for-profit charity that aims to improve the quality of life of people living with dementia and their carers through: <ul style="list-style-type: none">• Advocacy and help navigating the healthcare system• Linkages and connections to service providers and community• Online peer support• Artificial intelligence• Assistive technology• Housing solutions• Return to work pathways for carers	Contact: 0417 350 911		
	Visit in person: Phone to make an appointment 104 High Street Heathcote		
	Email: hello@heathcotedementia.org		
	Visit online: heathcotedementia.org		
Carers Victoria			
Carers Victoria provide access to: <ul style="list-style-type: none">• A telephone Carer Advisory Service• Carer counselling	Contact: 1800 514 845		
	Visit online: carersvictoria.org.au		
Dementia Alliance International (DAI)			
DAI provides online support groups for people living with dementia.	Visit online: dementiaallianceinternational.org (fill in online contact form)		
	Email: info@infodai.org		
Woodend Lifestyle Carers Group			
This is a volunteer social and educational support group for carers and those they care for living with dementia.	Contact: 03 5420 7132		
	Visit online: https://www.wlcg.org.au/		

STAGE

3

Accessing supports and services while at home



I need additional help and support to look after myself, or for my carer and/or family to help me stay at home.



A. Who do I contact to get help in the home and respite, and who can assist me with the process?

To access Government-subsidised services:

If you are 65 years of age or over (or 50 years or over if you are an Aboriginal and/or Torres Strait Islander person):

Who can help me?	What do I need to do?	Done
My Aged Care		
Through My Aged Care, you can be assessed for: <ul style="list-style-type: none"> Help in the home and respite at home or in the community (<i>Regional Assessment Service</i>). Respite in an aged care home or a Home Care Package (<i>Aged Care Assessment Service</i>). 	To be assessed:	
	<ul style="list-style-type: none"> Contact: 1800 200 422 (Monday-Friday: 8am-8pm, Saturday: 10am-2pm). 	
	<ul style="list-style-type: none"> Visit in person: To book a face-to-face appointment with an Aged Care Specialist Officer at the Bendigo Services Australia centre, phone 1800 227 475 or visit the centre in person at Cnr Lyttleton Terrace and St Andrews Avenue, Bendigo 	
	<ul style="list-style-type: none"> Visit online: myagedcare.gov.au 	
	<ul style="list-style-type: none"> A GP or other health professional can also make a referral on your behalf. 	








If you are under 65 years of age (or under 50 years if you are an Aboriginal and/or Torres Strait Islander person):

Who can help me?	What do I need to do?	Done
National Disability Insurance Scheme (NDIS)		
<ul style="list-style-type: none"> Through the NDIS, you can apply for funding for supports and services. Funding is provided through an individualised support plan to meet your needs. 	Apply for funding:	
	<ul style="list-style-type: none"> Contact: 1800 800 110 	
	<ul style="list-style-type: none"> Visit online: ndis.gov.au 	



For assistance contacting and engaging with My Aged Care or the NDIS:

Who can help me?	What do I need to do?	Done
Dementia Australia's Younger Onset Dementia hub		
Provides information and resources to support you in engaging with the NDIS 		



Who can help me?	What do I need to do?		Done
Older Persons Advocacy Network (OPAN) Victorian branch: Elder Rights Advocacy			
OPAN provides free, independent, and confidential support to older people seeking, or using, Government-subsidised aged care services, including: <ul style="list-style-type: none">• Help to understand and navigate the aged care system (i.e., register with services like My Aged Care)• Help to find services that best meet your needs• Information about aged care costs <i>*Assistance with My Aged Care only</i>	Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)	 	
	Visit online: National website: opan.org.au Victorian branch website: era.asn.au		
Australian Government care finder service			
<ul style="list-style-type: none">• This is a free service for older people who do not have a carer or support person they trust or feel comfortable with to help them access aged care services (<i>eligibility criteria apply</i>).• Care finders provide extra support to help you access aged care services and other supports in the community (including talking to My Aged Care on your behalf, finding service providers in your area and completing forms). <i>*Assistance with My Aged Care only</i>	For more information and eligibility: Contact any of the below care finder organisations in the Greater Bendigo region: <ul style="list-style-type: none">• Housing for the Aged Action Group: 1300 765 178• Haven Home Safe: 1300 428 364• The Salvation Army (Victoria): 03 5735 8400• Wintringham: 03 9034 4824		
	For a list of care finder organisations: Visit online: myagedcare.gov.au/help-care-finder		






Who can help me?	What do I need to do?		Done
Bendigo & District Aboriginal Co-operative (BDAC)			
BDAC provides assistance (to Aboriginal people) with: <ul style="list-style-type: none">• Contacting My Aged Care and support with the assessment process• Registering for the NDIS	Contact: 03 5442 494		
	Visit in person: 119 Prouses Rd, North Bendigo		
	Visit online: bdac.com.au		
Care Pathway Navigators			
Care Pathway Navigators is a <u>fee-paying service</u> which provides: <ul style="list-style-type: none">• Assistance in navigating aged care services, including initial referral to MyAgedCare, NDIS (National Disability Insurance Scheme) or DVA (Department of Veterans' Affairs).• Assistance selecting a quality provider for entry level care, a home care package, and respite care.• Assistance in accessing support through all aspects of aged care.• Advocacy when dealing with Centrelink, service providers, residential care facilities, the healthcare system and Government services.	Contact: 0493 784 439		
	Email: admin@carepathwaynavigators.com.au		
	Visit online: https://www.carepathwaynavigators.com.au/		



B. Who can help me access private services?




If you are not approved for Government-subsidised services at this time, are waiting for approval or to receive services, or are not eligible for more services, but need more, you can also access private services (at a cost to you).

Who can help me?	What do I need to do?		Done
Rights Information & Advocacy Centre (RIAC)			
RIAC can assist with: <ul style="list-style-type: none">Assessing your needsLooking into services that are available to help you stay at home	Contact: 03 5222 5499		
	Visit online: riac.org.au		
	Mail: PO Box 1763, Shepparton, VIC 3630		
Carer Gateway (who will refer you to Bendigo Health Carer Support Services)			
Your local Carer Support Service can assist with: <ul style="list-style-type: none">Flexible respiteIn-home services	To register: Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services: <ul style="list-style-type: none">Contact: 1800 422 737 (listen and respond to the phone instructions leaving your name and phone number. They will call you back).Visit online: carergateway.gov.au (request a call back)		
	If you are already registered: Contact Bendigo Health Carer Support Services directly: <ul style="list-style-type: none">Contact: 03 5454 7719Visit online: bendigohealth.org.au/CarerSupportService		



C. Who can help me if I am having issues with my Government-subsidised service provider?




These services provide free, independent, and confidential support and information to older people seeking, or using, Government-subsidised aged care services.

Who can help me?	What do I need to do?		Done	
Rights Information & Advocacy Centre (RIAC)				
<ul style="list-style-type: none">Find services that best suit your needsUnderstand and exercise your rightsFind solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint)Switch providers	Contact: 03 5222 5499			
	Visit online: riac.org.au			
	Mail: PO Box 1763, Shepparton, VIC 3630			
Older Persons Advocacy Network (OPAN) Victorian branch: Elder Rights Advocacy				
<ul style="list-style-type: none">Find services that best suit your needsUnderstand and exercise your rightsFind solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint)Switch providers	Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)	 		
	Visit online: National website: opan.org.au Victorian branch website: era.asn.au			









D. What financial and legal affairs do I need to attend to? What future care plans do I need to make?

If you have not already done so:

Why do I need to do this?	What do I need to do?		Done
Contact Centrelink to apply for financial support			
You or your carer may be eligible for financial support such as a carer payment and/or allowance.	Contact: Disability, sickness and carers line: 132 717		
	Visit online: servicesaustralia.gov.au/individuals/centrelink		
	If you would like support with accessing Centrelink payments, contact the Rights Information & Advocacy Centre (RIAC): <ul style="list-style-type: none">Contact: 03 5222 5499Visit online: riac.org.auMail: PO Box 1763, Shepparton, VIC 3630		
Financial planning			
Receive financial advice (at a cost) about what will work best for your personal situation in relation to accessing aged care services.	Contact a financial planner directly.		
Review or complete your will			
It is important to plan for the future as soon as possible after receiving a dementia diagnosis, while you have the decision-making capacity to do so.	For simple circumstances, there are Do It Yourself (DIY) Will Kits available at post offices, newsagencies and online.		
	To receive assistance (at a cost), contact a private solicitor, or State Trustees Limited: <ul style="list-style-type: none">Contact: 1300 138 672Visit online: statetrustees.com.au		



Why do I need to do this?	What do I need to do?		Done
Review or complete your advance care plans			
<ul style="list-style-type: none">It is important to plan for the future as soon as possible after receiving a dementia diagnosis, while you have the decision-making capacity to do so.Advance care planning involves making an advance care directive (where you can record your specific preferences for future health care) and appointing a medical treatment decision maker (someone to make medical treatment decisions on your behalf).	<ul style="list-style-type: none">Discuss your plan with a GP.		
	For information, advice and the forms: <ul style="list-style-type: none">Advance Care Planning Australia<ul style="list-style-type: none">Contact: 1300 208 582Visit online: advancecareplanning.org.auOffice of the Public Advocate<ul style="list-style-type: none">Contact: 1300 309 337Visit online: publicadvocate.vic.gov.au	 	
	For a booklet on advance care planning and making an enduring power of attorney <ul style="list-style-type: none">Visit online: publicadvocate.vic.gov.au/resource/212-take-control-june-2022		
Review or complete your enduring power of attorney			
<ul style="list-style-type: none">It is important to plan for the future as soon as possible after receiving a dementia diagnosis, while you have the decision-making capacity to do so.Making an enduring power of attorney involves appointing someone to make personal and/or financial decisions on your behalf.	For information, advice and the forms: <ul style="list-style-type: none">The Office of the Public Advocate<ul style="list-style-type: none">Contact: 1300 309 337Visit online: publicadvocate.vic.gov.au		
	For a booklet on advance care planning and making an enduring power of attorney <ul style="list-style-type: none">Visit online: https://www.publicadvocate.vic.gov.au/resource/212-take-control-june-2022		
	For assistance completing the forms (at a cost), contact a private solicitor or State Trustees Limited <ul style="list-style-type: none">Contact: 1300 138 672Visit online: statetrustees.com.au		






E. What other support is available?



Information, support and advice:

Who can help me?	What do I need to do?	Done
Dementia Australia		
They can provide: <ul style="list-style-type: none"> • A helpline • Resources and information • Dementia advice, education or counselling 	Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i>	
	Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i>	
	Visit online: dementia.org.au	
	dementia.org.au/resources/help-sheets <i>(Help sheets are available in multiple languages)</i>	
<ul style="list-style-type: none"> • Family carer education sessions 	For upcoming sessions: dementia.org.au/events	
<ul style="list-style-type: none"> • A post-diagnosis support program to help you manage your diagnosis and live well 	dementia.org.au/support/living-with-dementia/post-diagnostic-support	
Bendigo Health Regional Community Dementia Service		
The community dementia service can assist with: <ul style="list-style-type: none"> • Dementia assessments (nursing) • Case reviews • Problem solving • General advice • Provision of resources <p><i>*If you have a Home Care Package through My Aged Care, speak to your case manager before contacting this service.</i></p>	Contact: 03 5454 8078 <i>(Community Nursing and Home Care Services)</i>	
	Visit online: bendigohealth.org.au/services/detail/3249	








Who can help me?	What do I need to do?		Done
Dementia Support Australia			
Dementia Support Australia are a free service and can provide: <ul style="list-style-type: none">24/7 practical advice and support to carers.	Contact: 1800 699 799 (24hr help, 365 days a year)		
	Visit online: dementia.com.au		
Carer Gateway (who will refer you to Bendigo Health Carer Support Services)			
This is a free service for carers, which includes: <ul style="list-style-type: none">Information and supportAssistance organising respiteReferral to servicesSomeone to talk things over withAccess to social and community activities and support	To register: Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services: <ul style="list-style-type: none">Contact: 1800 422 737 (listen and respond to the phone instructions leaving your name and phone number. They will call you back).Visit online: carergateway.gov.au (request a call back)		
	If you are already registered: Contact Bendigo Health Carer Support Services directly: <ul style="list-style-type: none">Contact: 03 5454 7719Visit online: bendigohealth.org.au/CarerSupportService		

**Other options for support:**

Who can help me?	What do I need to do?		Done
Heathcote Dementia Alliance (HDA)			
<p>The HDA is a volunteer-run not-for-profit charity that aims to improve the quality of life of people living with dementia and their carers through:</p> <ul style="list-style-type: none">• Advocacy and help navigating the healthcare system• Linkages and connections to service providers and community• Online peer support• Artificial intelligence• Assistive technology• Housing solutions• Return to work pathways for carers	<p>Contact: 0417 350 911</p>		
	<p>Visit in person: Phone to make an appointment 104 High Street Heathcote</p>		
	<p>Email: hello@heathcotedementia.org</p>		
	<p>Visit online: heathcotedementia.org</p>		
Carers Victoria			
<p>Carers Victoria can provide:</p> <ul style="list-style-type: none">• Telephone Carer Advisory Service• Carer counselling	<p>Contact: 1800 514 845</p>		
	<p>Visit online: carersvictoria.org.au</p>		



Dementia support groups (for carers and the person living with dementia):

Who can help me?	What do I need to do?		Done
Local or online dementia support groups			
Contact Bendigo Health Carer Support Services or Dementia Australia to ask about local or online dementia support groups.	Bendigo Health Carer Support Services <ul style="list-style-type: none">Contact: 03 5454 7719Visit online: bendigohealth.org.au/CarerSupportService		
	Dementia Australia Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i> Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i> Visit online: dementia.org.au		
Woodend Lifestyle Carers Group			
This is a volunteer social and educational support group for carers and those they care for living with dementia.	Contact: 03 5420 7132		
	Visit online: https://www.wlccg.org.au/		
Dementia Alliance International (DAI)			
DAI can provide online support groups for people living with dementia.	Visit online: dementiaallianceinternational.org <i>(fill in online contact form)</i>		
	Email: info@infodai.org		

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Entering an aged care home



I can no longer stay at home - what do I, or my carer and/or family, need to do to organise moving into an aged care home?

If the person living with dementia is no longer able to make decisions, their enduring power of attorney will need to negotiate and support them through this process.

**Under 65 years of age:**

(or under 50 years if you are an Aboriginal and/or Torres Strait Islander person), discuss with a GP and the National Disability Insurance Scheme, the steps to move into permanent residential care (1800 800 110, ndis.gov.au)




Over 65 years of age:




(or over 50 years if you are an Aboriginal and/or Torres Strait Islander person), refer to the information below.



A. What should I do to help choose an aged care home?

The below information only applies if you are **over 65 years of age** (or over 50 years if you are an Aboriginal and/or Torres Strait Islander person):

Who can help me?	What do I need to do?	Done
Ensure you are eligible for residential respite care and permanent residential aged care		
To receive residential respite care or to enter permanent residential aged care, you will need to have completed an assessment with an Aged Care Assessment Team (ACAT) and been assessed as eligible.	If you are unsure if you have completed this assessment or are eligible, contact My Aged Care:	
	Contact: 1800 200 422 (Monday-Friday: 8am-8pm, Saturday: 10am-2pm).	
	Visit in person: To book a face-to-face appointment with an Aged Care Specialist Officer at the Bendigo Services Australia centre, phone 1800 227 475 or visit the centre in person at Cnr Lyttleton Terrace and St Andrews Avenue, Bendigo	
	Visit online: myagedcare.gov.au	

Who can help me?	What do I need to do?		Done	
Learn about the process of entering an aged care home and the costs and fees				
The Older Persons Advocacy Network (OPAN) provides free, independent, and confidential support to older people seeking, or using, Government-subsidised aged care services, including: <ul style="list-style-type: none">• Help to understand and navigate the aged care system• Help to find services that best meet your needs• Information about aged care costs, including entering an aged care home	Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)	 		
	Visit in person: 1/10-16 Forest St, Bendigo (restricted hours)			
	Visit online: National website: opan.org.au Victorian branch website: era.asn.au			
Find out what aged care homes are available in your area				
If you are unsure about what aged care homes are available in your area, you can contact a GP or the following services.	<ul style="list-style-type: none">• Make an appointment with a GP to discuss your needs and ask for recommendations.			
	Visit online: Use the 'Find a provider' tool on the My Aged Care website: myagedcare.gov.au/find-a-provider			
	Or speak to your assessor or contact My Aged Care: <ul style="list-style-type: none">• Contact: 1800 200 422 (Monday-Friday: 8am-8pm, Saturday: 10am-2pm)• Visit in person: To book a face-to-face appointment with an Aged Care Specialist Officer at the Bendigo Services Australia centre, phone 1800 227 475 or visit the centre in person at Cnr Lyttleton Terrace & St Andrews Avenue, Bendigo			


Who can help me?	What do I need to do?	Done
Visit your preferred home options		
<ul style="list-style-type: none"> Visiting an aged care home allows you to get a feel for the home and work out if it is right for you. It is a good idea to visit at least three homes. 	<ul style="list-style-type: none"> Contact facilities directly to arrange a time for a visit. 	
	Tips for the visit <ul style="list-style-type: none"> Take your My Aged Care paperwork with you (<i>aged care home approval letter and support plan</i>). Take someone with you to ask questions, listen to the information and help you compare options. Take a list of questions. Ask about: <ul style="list-style-type: none"> Staffing (types of staff, if there will be regular staff providing the care, staff turnover, staff-to-resident ratios, what dementia training have staff received) If there is a dementia/memory support unit and the types of dementia they are equipped to manage What security they have to keep residents safe Food and activities Costs Availability 	
	For information about residential aged care and choosing a home, contact: Dementia Australia: <ul style="list-style-type: none"> Contact: 1800 100 500 (24 hours a day, 7 days a week, 365 days a year) Visit in person: 1/10-16 Forest St, Bendigo (restricted hours) Visit online: dementia.org.au 	
	<ul style="list-style-type: none"> For a checklist of questions to ask aged care homes, see Section 8 of 'The Dementia Guide': dementia.org.au/resources/the-dementia-guide 	
	<ul style="list-style-type: none"> For help sheets on residential aged care and choosing a home, visit: dementia.org.au/resources/help-sheets (Residential care and dementia section) 	

Who can help me?	What do I need to do?	Done
Arrange respite in an aged care home to try it out		
A good way to try out an aged care home is to organise a respite stay.	<ul style="list-style-type: none"> • Contact the home directly to apply for a place <i>(you will need to provide your referral code from My Aged Care).</i> 	
	<p>For information, and assistance with planning and booking residential respite care, contact your local Carer Support Service:</p> <p>To register: Register with Carer Gateway and then they will refer you to Bendigo Health Carer Support Services:</p> <ul style="list-style-type: none"> • Contact: 1800 422 737 <i>(listen and respond to the phone instructions leaving your name and phone number. They will call you back).</i> • Visit online: carergateway.gov.au <i>(request a call back)</i> 	
	<p>If you are already registered: Contact Bendigo Health Carer Support Services directly:</p> <ul style="list-style-type: none"> • Contact: 03 5454 7719 • Visit online: bendigohealth.org.au/CarerSupportService 	






B. What do I need to do to enter an aged care home?

The below information only applies if you are **over 65 years of age** (or over 50 years if you are an Aboriginal and/or Torres Strait Islander person):





Who can help me?	What do I need to do?	Done
Apply for a place		
To apply for a place, speak to the aged care home directly.	<ul style="list-style-type: none"> Ask the aged care home how to apply. 	
Complete the paperwork to enter care		
<ul style="list-style-type: none"> The aged care home will provide you with the paperwork to complete. It is best to complete the financial paperwork before you enter care. 	<p>For general assistance completing the paperwork (<i>free service</i>) contact the Rights Information & Advocacy Centre (RIAC) Forms Clinic:</p> <p>Contact: 03 5222 5499</p> <p>Visit online: riac.org.au</p> <p>Mail: PO Box 1763, Shepparton, VIC 3630</p> <p>Financial Planner: For assistance (<i>at a cost</i>) in completing the financial paperwork, see a financial planner.</p>	
Organise a General Practitioner		
<p>If you have a regular GP, ask if they see patients in aged care homes.</p> <p>Not all GPs see patients in aged care homes - if your GP doesn't, you will need to transfer to a new one.</p>	<ul style="list-style-type: none"> Enquire with your GP. 	

C. Who can help me if I am having issues with my aged care home?

These services provide free, independent, and confidential support and information to older people seeking, or using, Government-subsidised aged care services.




Who can help me?	What do I need to do?		Done
Rights Information & Advocacy Centre (RIAC)			
<ul style="list-style-type: none">Find services that best suit your needsUnderstand and exercise your rightsFind solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint)Switch providers	Contact: 03 5222 5499		
	Visit online: riac.org.au		
	Mail: PO Box 1763, Shepparton, VIC 3630		
Older Persons Advocacy Network (OPAN) Victorian branch: Elder Rights Advocacy			
<ul style="list-style-type: none">Find services that best suit your needsUnderstand and exercise your rightsFind solutions to issues with your provider (i.e., help you talk to your provider, set up and attend a meeting with your provider, make a complaint)Switch providers	Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)		 
	Visit online: National website: opan.org.au		
	Victorian branch website: era.asn.au		

D. Where can I seek information, support and advice?

Who can help me?	What do I need to do?		Done
Dementia Support Australia			
Dementia Support Australia are a free service and can provide: <ul style="list-style-type: none">24/7 advice, recommendations and ongoing support to carers and residential aged care staffBehaviour management	Contact: 1800 699 799 (24hr help, 365 days a year)		
	Visit online: dementia.com.au		
Dementia Australia			
They can provide: <ul style="list-style-type: none">A helplineResources and informationDementia advice, education or counselling	Contact: 1800 100 500 (24 hours a day, 7 days a week, 365 days a year)		
	Visit in person: 1/10-16 Forest St, Bendigo (restricted hours)		
	Visit online: dementia.org.au		
<ul style="list-style-type: none">Family carer education sessions	For upcoming sessions: dementia.org.au/events		
<ul style="list-style-type: none">For resources related to residential care	dementia.org.au/resources/the-dementia-guide (Section 8)		
	dementia.org.au/resources/help-sheets (Residential care and dementia section)		

Other options for support:

Who can help me?	What do I need to do?		Done
Heathcote Dementia Alliance (HDA)			
<p>The HDA is a volunteer-run not-for-profit charity that aims to improve the quality of life of people living with dementia and their carers through:</p> <ul style="list-style-type: none">• Advocacy and help navigating the healthcare system• Linkages and connections to service providers and community• Online peer support• Artificial intelligence• Assistive technology• Housing solutions• Return to work pathways for carers	Contact: 0417 350 911		
	Visit in person: Phone to make an appointment 104 High Street Heathcote		
	Visit online: heathcotedementia.org		
Carers Victoria			
<p>Carers Victoria can provide:</p> <ul style="list-style-type: none">• A Telephone Carer Advisory Service• Carer counselling	Contact: 1800 514 845		
	Visit online: carersvictoria.org.au		

Who can help me?	What do I need to do?		Done
Local or online dementia support groups			
Contact Bendigo Health Carer Support Services or Dementia Australia to ask about local or online dementia support groups.	Bendigo Health Carer Support Services <ul style="list-style-type: none">Contact: 03 5454 7719Visit online: bendigohealth.org.au/CarerSupportService		
	Dementia Australia <ul style="list-style-type: none">Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i>Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i>Visit online: dementia.org.au		
Woodend Lifestyle Carers Group			
This is a volunteer social and educational support group for carers and those they care for living with dementia.	Contact: 03 5420 7132		
	Visit online: woodendlifestylecarersgroup.org.au		

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Supports and services in the later stages of dementia




The person I am caring for is now in the later stages of dementia.

A. What practical support is available?

At home or in an aged care home:






Who can help me?	What do I need to do?		Done
General Practitioner (GP)			
<ul style="list-style-type: none">A GP can set you up with supports and services to help make the caring role a bit easier.	<ul style="list-style-type: none">Ask about information, supports and services.		
Dementia Support Australia			
<p>Dementia Support Australia are a free service and can provide:</p> <ul style="list-style-type: none">24/7 practical advice, recommendations and ongoing support to carers and residential aged care staff.	<p>Contact: 1800 699 799 (24hr help, 365 days a year)</p>		
	<p>Visit online: dementia.com.au</p>		

At home only:




Who can help me?	What do I need to do?	
Bendigo Health Regional Community Dementia Service		
<p>The community dementia service can assist with:</p> <ul style="list-style-type: none"> • Dementia assessments (nursing) • Case reviews • Problem solving • General advice • Provision of resources <p><i>*If you have a Home Care Package through My Aged Care, speak to your case manager before contacting this service.</i></p>	<p>Contact: 03 5454 8078 (Community Nursing and Home Care Services)</p> <p>Visit online: bendigohealth.org.au/services/detail/3249</p>	
Additional services to help at home		
Find out if you are eligible for additional services through your Home Care Package	<ul style="list-style-type: none"> • Contact your case manager or Home Care Package provider to advise that your needs have increased. 	

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B. Where can I go for further information or someone to talk to (at home or in an aged care home)?

Who can help me?	What do I need to do?		Done
Dementia Australia			
They can provide: <ul style="list-style-type: none">A helplineResources and informationDementia advice, education or counselling	Contact: 1800 100 500 (24 hours a day, 7 days a week, 365 days a year)		
	Visit in person: 1/10-16 Forest St, Bendigo (restricted hours)		
	Visit online: dementia.org.au		
	dementia.org.au/resources/help-sheets (Help sheets are available in multiple languages)		
Palliative Care Victoria			
Palliative Care Victoria provides palliative and end-of-life care information and resources.	Contact: 03 9662 9644		
	Visit online: pallcarevic.asn.au		
CarerHelp			
CarerHelp is a website with information and resources for carers and family providing end-of-life care.	Visit online: carerhelp.com.au (Online service only)		
Carers Victoria			
Carers Victoria provide access to: <ul style="list-style-type: none">A telephone Carer Advisory ServiceCarer counselling	Contact: 1800 514 845		
	Visit online: carersvictoria.org.au		



Who can help me?	What do I need to do?	Done
General Practitioner (GP)		
You can always speak to a GP about what you are going through. They can connect you with other supports and services if you need.	<ul style="list-style-type: none">Contact directly.If you have a lot to discuss, book a longer appointment.	
Local or online dementia support groups		
Contact Bendigo Health Carer Support Services or Dementia Australia to ask about local or online dementia support groups.	Bendigo Health Carer Support Services <ul style="list-style-type: none">Contact: 03 5454 7719Visit online: bendigohealth.org.au/CarerSupportService	
	Dementia Australia Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i> Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i> Visit online: dementia.org.au	
Woodend Lifestyle Carers Group		
This is a volunteer social and educational support group for carers and those they care for living with dementia.	Contact: 03 5420 7132	
	Visit online: https://www.wlccg.org.au/	
Aged care home staff		
Speak to the staff at the aged care home for support, they can also refer you to other support services, like counselling, if you wish.	<ul style="list-style-type: none">Approach the aged care home directly.	

Resource development and acknowledgements

How was the resource developed?

This resource was developed as part of the Webster Rural and Regional Dementia Care project, supported by a bequest from Mr Gordon Webster, and led by the John Richards Centre for Rural Ageing Research, La Trobe University. The Webster project aims to facilitate better access to dementia care and support services within the Greater Bendigo region.

The resource was developed based on information collected from local carers and service providers through three research activities:

1. A survey for carers about their experiences accessing dementia care and support services within the Greater Bendigo region
2. An interview with carers to map the dementia care pathways they followed
3. A workshop with service providers to map the Bendigo-specific dementia care pathways

The resource was reviewed by local stakeholders who participated in the Webster project and the Webster Project Advisory Group during a consultation period.

Acknowledgements

Project participants

We gratefully acknowledge and thank all the carers and service providers who participated in the Webster project. It is through local carers sharing their experiences accessing dementia care and support services and local service providers sharing their knowledge of available supports and services, that this resource was created.

Project advisory group

We also gratefully acknowledge the time and input of the Webster Project Advisory Group, which consisted of the following members:

- Dr Angela Crombie, Director of Research and Innovation, Bendigo Health
- Bronwyn Phillips, Health Services Lead, Murray PHN

- Carmela Leone, PhD candidate - Webster Project, John Richards Centre for Rural Ageing Research, La Trobe University
- Libby Wade, Regional Dementia Nurse Consultant, Bendigo Health
- Lynne Horsfall, Carer representative
- Associate Professor Marc Budge, Clinical Director of Rehabilitation and Geriatric Medicine, Bendigo Health
- Dr Marita Chisholm, Carer representative
- Dr Rebecca Disler, ARC DECRA Research Fellow / Senior Research Fellow in Chronic Ill Health, The University of Melbourne

Production of this report

We acknowledge Clare Bear Creative for the graphic design of this resource.

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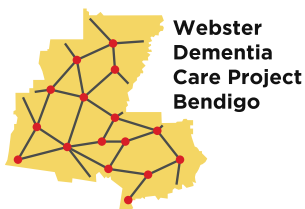
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