

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 (<i>Monday-Friday: 8am-8pm, Saturday: 10am-2pm</i>). 	
	<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 <i>*Assistance with the NDIS only</i>	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: yod.dementia.org.au	
Rights Information & Advocacy Centre (RIAC)		
RIAC can assist with: <ul style="list-style-type: none"> Contacting My Aged Care and support with the assessment process Contacting the NDIS and information about the process Finding what services are available to suit your needs Understanding how services work Understanding the costs involved Understanding information given to you by service providers 	Contact: 03 5222 5499	
	Visit online: riac.org.au	
	Mail: PO Box 1763, Shepparton, VIC 3630	






Who can help me?	What do I need to do?	Done
Older Persons Advocacy Network (OPAN) Victorian branch: Elder Rights Advocacy		
<p>OPAN provides free, independent, and confidential support to older people seeking, or using, Government-subsidised aged care services, including:</p> <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 <p><i>*Assistance with My Aged Care only</i></p>	<p>Contact: 1800 700 600 (Monday-Friday: 8am-8pm, Saturday: 10am-4pm)</p> <p>Visit online: National website: opan.org.au</p> <p>Victorian branch website: era.asn.au</p>	 
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). <p><i>*Assistance with My Aged Care only</i></p>	<p>For more information and eligibility: Contact any of the below care finder organisations in the Greater Bendigo region:</p> <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 <p>For a list of care finder organisations: Visit online: myagedcare.gov.au/help-care-finder</p>	



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	

B. Who can help me access private services?




If you were 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 needs • Looking 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 respite • In-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 <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 		






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 needs Understand and exercise your rights Find 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 needs Understand and exercise your rights Find 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 <i>(Monday-Friday: 8am-8pm, Saturday: 10am-4pm)</i>		
	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		
<p>You or your carer may be eligible for financial support such as a carer payment and/or allowance.</p>	<p>Contact: Disability, sickness and carers line: 132 717</p>	
	<p>Visit online: servicesaustralia.gov.au/individuals/centrelink</p>	
	<p>If you would like support with accessing Centrelink payments, contact the Rights Information & Advocacy Centre (RIAC):</p> <ul style="list-style-type: none"> • Contact: 03 5222 5499 • Visit online: riac.org.au • Mail: PO Box 1763, Shepparton, VIC 3630 	
Financial planning		
<p>Receive financial advice (at a cost) about what will work best for your personal situation in relation to accessing aged care services.</p>	<p>Contact a financial planner directly.</p>	
Review or complete your will		
<p>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.</p>	<p>For simple circumstances, there are Do It Yourself (DIY) Will Kits available at post offices, newsagencies and online.</p>	
	<p>To receive assistance (at a cost), contact a private solicitor, or State Trustees Limited:</p> <ul style="list-style-type: none"> • Contact: 1300 138 672 • Visit 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. <p>For information, advice and the forms:</p> <ul style="list-style-type: none"> Advance Care Planning Australia <ul style="list-style-type: none"> Contact: 1300 208 582 Visit online: advancecareplanning.org.au Office of the Public Advocate <ul style="list-style-type: none"> Contact: 1300 309 337 Visit online: publicadvocate.vic.gov.au <p>For a booklet on advance care planning and making an enduring power of attorney</p> <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. 	<p>For information, advice and the forms:</p> <ul style="list-style-type: none"> The Office of the Public Advocate <ul style="list-style-type: none"> Contact: 1300 309 337 Visit online: publicadvocate.vic.gov.au <p>For a booklet on advance care planning and making an enduring power of attorney</p> <ul style="list-style-type: none"> Visit online: https://www.publicadvocate.vic.gov.au/resource/212-take-control-june-2022 <p>For assistance completing the forms (at a cost), contact a private solicitor or State Trustees Limited</p> <ul style="list-style-type: none"> Contact: 1300 138 672 Visit 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		
<p>They can provide:</p> <ul style="list-style-type: none"> • A helpline • Resources and information • Dementia advice, education or counselling 	<p>Contact: 1800 100 500 <i>(24 hours a day, 7 days a week, 365 days a year)</i></p>	
	<p>Visit in person: 1/10-16 Forest St, Bendigo <i>(restricted hours)</i></p>	
	<p>Visit online: dementia.org.au</p>	
	<p>dementia.org.au/resources/help-sheets <i>(Help sheets are available in multiple languages)</i></p>	
<ul style="list-style-type: none"> • Family carer education sessions 	<p>For upcoming sessions: dementia.org.au/events</p>	
<ul style="list-style-type: none"> • A post-diagnosis support program to help you manage your diagnosis and live well 	<p>dementia.org.au/support/living-with-dementia/post-diagnostic-support</p>	
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 <i>(Community Nursing Services)</i></p>	
	<p>Visit online: bendigohealth.org.au/services/detail/3249</p>	






Who can help me?	What do I need to do?	Done
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 and support to carers. 	<p>Contact: 1800 699 799 (<i>24hr help, 365 days a year</i>)</p> <p>Visit online: dementia.com.au</p> 	
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"> • Information and support • Assistance organising respite • Referral to services • Someone to talk things over with • Access to social and community activities and support 	<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  	

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 - Futures Hub, rear of Heathcote Health (39 Hospital Street, Heathcote)</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 7719 • Visit 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> 	
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	
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	