S.A - Metro East Adelaide

agedcare™ made easy

Your Essential Guide to

Aged Care

Featuring Local Services & simplifying My Aged Care for you

2022

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Home Care

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www.calvarycare.org.au

WELCOME TO AGED CARE MADE EASY

As you enter your senior years, the types of care and services available to you can be very confusing, particularly if you can't or are having trouble accessing information online.

Our passion is to help you understand the **My Aged Care** process and this essential step by step guide does just that.

This guide outlines the types of care, funding and home care packages that may be available to you. This will also provide you with information to help you navigate the Aged Care process. More importantly, it features local services which you can directly connect with, whether you are looking for in-home help, independent living or residential aged care.

Please familiarise yourself with this guide to understand your options and if you feel you need more help or you need to book in for an assessment, or if you need urgent assistance call **My Aged Care on 1800 200 422** .

MAKING AGED CARE EASY FOR YOU

Upon your successful assessment you will be given a referral code, which can be used to access services from providers featured in this guide. Aged Care Made Easy have done all the research for you - the service providers listed on page 5 are all local to your area and are happy to assist you in any way they can.

If any of this process confuses you or you need more help please call our **National 1300 078 688 Helpline.**

ACKNOWLEDGEMENT OF COUNTRY

Aged Care Made Easy acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them, their cultures, and to Elders past, present and emerging.

Aged Care Made Easy
PHONE 1300 078 688
admin@agedcaremadeeasy.com.au
www.agedcaremadeeasy.com.au

Follow us

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Please note the information contained in this booklet was current at the time of printing.

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Residential Care | Home Care | Lifestyle & Wellness

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Cuteness overload at Regis

The Lifestyle Calendar at Regis Aged Care is always full of a variety of events and activities for residents to enjoy and partake in. Pet therapy is one of the ample activities in place to bring cuteness overload and bundles of joy to our residents.

Molly and Bailey are regular visitors to **Regis Kingswood**. They are two furry friends who make a visit every week, accompanied by pet therapy volunteers, Melinda and David. Molly visits every Wednesday morning and Bailey every Thursday, making sure to go around and say Hello to everyone in the Home. The residents love to see them on a regular basis for endless cuddles and pats.

Last year the residents of Regis Kingswood wanted to do something special for their fluffy buddies for all their affection and hard work as volunteers. They requested to get them uniforms, which were presented to them at the most recent volunteer celebration. Now they have a matching Regis jacket to wear during the winter months to keep them cosy and warm.

Pet Therapy, also known as Assisted Animal Therapy, is becoming increasingly used throughout aged care. The benefits of therapy animals are scientifically proven. Pets not only offer companionship and unconditional love, but also have the ability to boost health and general wellbeing, especially in older people.

There are many benefits to spending time with animals, including decreasing stress levels, easing social discomfort and increasing happiness. Regis has included Pet Therapy into the Lifestyle Calendar across many Homes and has already seen these benefits among residents.

The Lifestyle Calendar at Regis Kingswood focuses on having a diverse range of activities to ensure there's something that meets everyone's interests. There are cultural programs, regular outings to Adelaide's best locations, as well as entertainment in the Home. Most importantly, the Lifestyle Team focuses on connecting residents with the local community through an array of activities and events.

Find out more about the community at Regis Kingswood by calling 1300 998 100 or visit regis.com.au.

At Regis, we believe a good life is built on great relationships.

Through our range of tailored aged care services, we are committed to helping people realise their wellbeing goals and lead meaningful lives.

Talk to us today and discover the Regis difference.

Regis Kingswood
9 Brenchley Grove,
Kingswood SA 5062

Regis Burnside
6 Booth Avenue,
Linden Park SA 5065

regis aged care

TYPES OF CARE AVAILABLE

- Help at home
- Short-term care
- Aged care homes

What types of Services are available:

Services that keep you well and independent:

- Meals and other food services
- Personal care services
- Nursing care services
- Allied Health / Therapy services
- Specialised support services

Services that keep you safe in your home:

- Domestic assistance
- Home maintenance services
- Home modification services
- Goods, equipment and assistive technology
- Assistance with care and housing

Services that allow you to interact with your community:

- Transport services
- Social Support services

Are you eligible for government-subsidised aged care services?

To be eligible you must be aged 65 years or older, or 50 years or older if you are Aboriginal or Torres Strait Islander.

You may also be eligible if you are:

- On a low income, homeless or at risk of being homeless, and aged 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people).
- Find you are struggling to remember or perform daily tasks.
- Been diagnosed with a medical condition or you have reduced mobility.
- Experienced a change in family care arrangements or if you have suffered a recent fall.
- Have recently returned home from a hospital admission.

To find out if you are eligible, you will need to have an assessment.

If you meet the requirements, you can either apply for an assessment online or call **My Aged Care on 1800 200 422** and organise with them for an Aged Care Assessor to visit you at home to carry out an assessment. They will talk to you about your circumstances and needs and work with you to identify what services might suit you best.

Life as you like it

Aged care services at home

'That's Julie. She helps me with my exercises and getting around the house every day.'

We know it's important to our aged care clients to have regular and familiar support workers. And that's why we will provide a team you know you can rely on.

Home Care Packages – Care for you, designed by you.

To tailor a home care package, call 1800 792 359 or email agedcareenquiries@lwb.org.au

Living Life Without Barriers, your way

Life Without Barriers provides a range of flexible supports to help our Home Care clients live full and active lives, in the homes and communities they love. But it's the care and support you don't see, which comes from strong and trusted relationships based on our people and our values, that really makes the difference.

When Life Without Barriers support worker, Janine, found out about Harry's long-held wish to marry the woman he loves, she set out to make that dream a reality and do what we do for all our clients – help them live life, as they like it.

"Harry's long-term partner, Flo, had moved into a nursing home and Harry's health was declining due to kidney cancer. We began helping Harry with everyday chores like cleaning the house, getting the groceries, and remembering to take medication.

"Harry told me he wanted to marry Flo before he died. After much planning, Harry proposed to Flo and she accepted," *Janine said.*

Plans for a commitment ceremony are now under way.

"I feel honoured that so many of my clients, like Harry, trust me to help them live their best life. We believe in our slogan: 'Care for You; Designed by You' which means we tailor packages to clients' wants and needs and help make dreams come to fruition whenever possible."

* Names have been changed to respect client privacy.

LIFE WITHOUT BARRIERS

What do I need to apply for Government Assistance?

You just need your Medicare card. The application takes at least 10 minutes, so make sure you have a little time to spare.

What will they ask me?

The first step is an eligibility check. Their priority is getting you the help you need. To do this, they will ask about:

- your health
- how you are managing at home
- any support you're currently receiving.

(Experience has shown us you have to talk about your worst day not your best day as the assessor may assume you are fine and don't need help).

Your answers will help them understand your needs and whether you are eligible for a face-to-face assessment.

If you are eligible, they will ask you for a few details to complete your application.

My Aged Care will keep a record of your application, so you won't have to provide the same information again at your assessment.

(Please note they will call you back from an unlisted or private number and they will only call you back twice so ensure you answer).

If you find that you are not eligible and want more information, you can call My Aged Care to discuss your situation.

(You may want to consider looking at providers who are not government-funded, ie. private care).

How does the Help at Home Subsidy work?

The Australian Government subsidises the cost of home support services that you may receive in the comfort of your own home. What you need to pay depends on your services and in some cases, your financial situation.

How do I access these services?

Depending on your care needs, services can be accessed through the Commonwealth Home Support Programme or a Home Care Package. The assessment process determines what program is more suitable for you.

HOME CARE INFORMATION

There are 2 types of care needs for help at home:

Commonwealth Home Support Programme (CHSP) (Entry-level care)

If you are able to manage, but need support with a few tasks, you could be eligible for subsidised support services through the Commonwealth Home Support Programme (CHSP).

This program aims to help those who need a low level of support to keep living independently.

Home Care Packages (HCP) (More complex care)

Home Care Packages are for those with greater or more complex care needs. If you need care and support services on an ongoing basis, you may be eligible for a Home Care Package.

A Home Care Package can provide a wide range of services that are designed to help you to continue to live independently in your own home longer.

After your face-to-face assessment, the Aged Care Assessment Team will send you a letter.

The letter will contain:

- the assessment decision - confirming whether you are eligible for a Home Care Package
- the level of package you have been approved for, if eligible
- the reasons and evidence supporting the decision
- a copy of your support plan developed during your assessment. (what assistance you require moving forward).

Next step if you are eligible -

There is a lot of demand for Home Care Packages. So, although you are approved for a package, there may be a wait before one can be assigned to you. Packages are allocated fairly through the national priority system, based only on date of approval and priority for care. You are placed in the system from the date stated on your approval letter.

Once you decide to make an application the wait for approval is often difficult or distressing so it is always wise to start your application - before your care needs become critical. You can move up to a higher level of care as your needs change. *(You will need to be reassessed).*

Home Care Package levels, funding and approximate waiting time

Funding for the Level 1 - 4 Packaging and approximate waiting time for a medium priority is as follows:

Home Care Package Levels;
LEVEL 1 Basic Care Needs - 9,026.45 a year (may take 3 – 6 months)
LEVEL 2 Low Level Care Needs - $15,877.50 a year (may take 9 – 12 months)
LEVEL 3 Intermediate Care Needs - $34,550.90 a year (may take 9 – 12 months)
LEVEL 4 High Level Care Needs - $52,377.50 a year (may take 9 – 12 months)

Priority level

Those with urgent circumstances are approved as high priority. This ensures they get access to care much quicker.

As well as the level of package you are eligible for, your letter also indicates your priority for receiving services. Your assessor assigns your level of priority after considering your needs and situation.

If you disagree with the level you have been given, you can appeal the decision. Your letter will have your assessor's contact details.

If your waiting to find your place in the national priority system and your expected wait time:

Call My Aged Care on 1800 200 422.

Tip: If you have been in hospital and feel you need short term help at home, speak to a Social Worker at the Hospital, who will organise help at home while you recover.

NEED CARE SOONER?

There are a few options you can explore to get help earlier:

Interim packages

You may be able to get help sooner by choosing to receive an interim package. An interim package is a Home Care Package of a lower level than the one you're approved to receive. Wait times can be shorter for lower package levels. Agreeing to an interim package means you'll be able to access care services sooner, while you wait for your approved Home Care Package to be allocated.

The Commonwealth Home Support Programme (CHSP)

Another option is to seek help through the Commonwealth Home Support Programme. Tell your assessor if you would like to explore this option, and they will help you find out if you're eligible for specific services.

What should I do while I wait?

Contact a few of the service providers in our guide to discuss what they can do for you. Find out about fees, availability and any concerns you may have. You will be pleasantly surprised at how helpful they will be.

How will I know when my package is available?

You'll receive a letter about three months before you receive your first package.

Contact your provider of choice and confirm availability in the coming months.

Your next letter will include your referral code, which is your key to receiving services, your provider will ask you for this to proceed. They will then be able to see your assessment information, support plan and package level.

(You have 56 days to enter into a Home Care Agreement with your chosen provider or your package will expire).

If you are not eligible - what can you do?

If you're not eligible for a Home Care Package, your letter will tell you why, and who to contact for help. If you want to fund your own care, please call your local private service provider.

If you are unsure, you can call the Aged Care Made Easy helpline on 1300 078 688 for more information.

Non government-funded services (private)

These services may be an option if you need care while waiting for your approved or interim package to become available. There are a lot of private Aged Care Service providers that would be happy to help.

What if I need more help at home?

If you've had a face-to-face assessment in the past, there may come a time when you need to be reassessed. The assessment you had would have been based on the needs that you had at that time. However, circumstances can change. Perhaps some other daily tasks have become more difficult for you.

- You should contact your current services provider to review your care plan.
- They will review your care plan and see if there's something more they can do to support you.
- Your service provider will contact your My Aged Care assessor. Your assessor may amend your support plan to meet your changing needs or they may determine that a reassessment by ACAT is required.

TIP: Did you know... you can pause your package at any time - as long as you notify your service provider. Please check to confirm all fees paused. *(Reasons include going on holidays, staying with family members and therefore don't require services.)*

Australian Mens Shed Association

The Men's Shed movement has become one of the most powerful tools in addressing health and wellbeing and helping men to once again become a valued and productive member of our community.

Not all Men's Sheds are the same – if you looked inside, you might see a number of men making furniture, perhaps restoring bicycles for a local school, fixing lawn mowers or making a cubby house for Camp Quality to raffle. You might also see a few young men working with the older men obtaining new skills and learning something new from the other men. You might see local elders making traditional weapons or designing arts and crafts. You will see tea-bags, coffee cups and a comfortable area where men can sit and talk. You might also see an area where men can learn to cook for themselves or how to contact their families by computer.

So what is so special about the 'Men's Shed'? Most men have learned from our culture that they don't need to talk about feelings and emotions. This can affect their health and well-being and they usually don't ask for help or open up about how they are feeling. Often because of this, many men take more risks and suffer more from isolation, depression and physical or mental illness. This can be difficult to deal with on their own.

Good health is based on many factors including feeling good about yourself, being productive, contributing to your community, connecting with friends and maintaining an active body and mind. Becoming a member of a Men's Shed provides a safe and busy environment where men can find many of these things in an atmosphere of mateship. You can just come and have a yarn and a cuppa if that is all they're looking for.

*Call : **1300 550 009** Australian Men's Shed Association to find your local Men's Shed.*

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DVA AGED CARE SERVICES

If you are a senior veteran or a war widow/widower, you may be able to get aged care services from the **Department of Veterans' Affairs (DVA)** and **My Aged Care** at the same time, as long as you don't get the same service from both.

Department of Veterans' Affairs services - DVA's aged and community care services are usually 'entry level' services for lower care needs – they are generally not suitable for more complex care needs.

Eligible veterans or war widows/ widowers may be able to receive services under the following DVA programs:

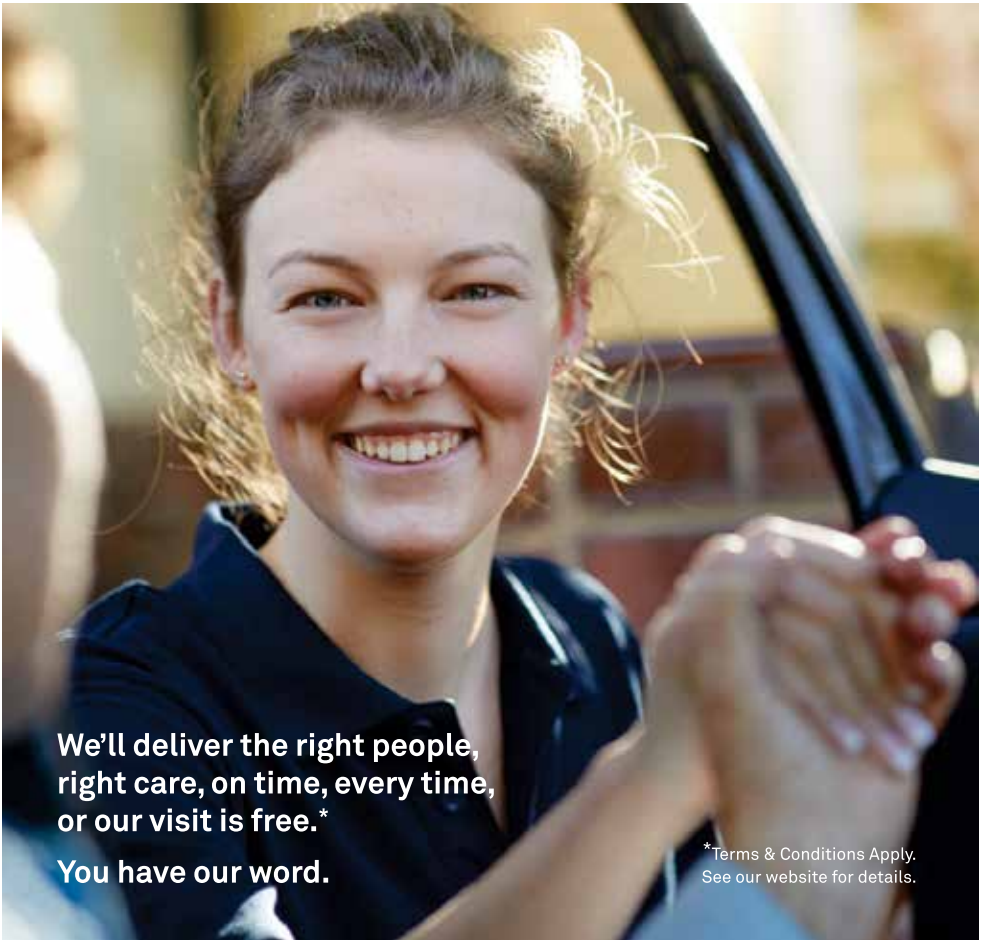
Veterans' Home Care (VHC) Program

- domestic assistance
- personal care
- safety related home and garden maintenance
- respite care (in-home, residential and emergency).
- Community Nursing Program
- medication management
- wound care
- help with hygiene.

Other services for the veteran community

- aids and appliances through the Rehabilitation Appliance Program
- allied health services
- Veterans' and Veterans' Families Counselling Service (VVCS)
- Veterans' Access Network.

For more information on services and payments you may be eligible for as a veteran or war widow/widower, call **DVA on 1800 555 254 or visit www.dva.gov.au**



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at home CREATED BY life care

Only one residential aged care provider has a Musician In Residence. Kelly Menhennet has graced the stages of WOMADelaide. Today, she graces our residents with songs and the nostalgia they evoke. Kelly is one of many ways we deliver a premier residential care experience.

Find out more today. www.lifecare.org.au 1800 555 990

life care

RESPITE CARE

Short term care

Short-term care provides care and support services for a set period of time. There are different types of short-term care depending on your needs, that all aim to help you with day-to-day tasks to either restore or maintain your independence. Depending on the type of short-term care you access, help can be provided for a few days to a few months at a time.

What help is available?

There are three types of short-term care. Each serves a different purpose.

- **Short-term restorative care:** Help with everyday tasks.

  For those who are starting to need help with daily tasks and want to delay or even avoid the need for long-term care and support services. A team of health professionals will help you reverse or slow the difficulties you are experiencing and develop a plan for how you can manage them yourself.

- **Transition care:** Help to recover after a hospital stay. For those who need to recover and regain independence after a stay in hospital.

  Specialised care and support will help you move safely from hospital and back to everyday life, avoiding the need for longer term care and support.

- **Respite care:** Help to give you or your carer a break

  For when you or your carer need to take a break for a short period of time. This could be for a few hours at your home, a day out in the community, or a short stay for a few nights in an aged care home to provide for your everyday needs without your carer.

The Australian Government subsidises short-term care providers directly to make care more affordable. You are expected to contribute to the cost of your care if you can afford to do so. How much you may pay varies depending on the type and level of care and services you will receive.

The maximum amount you could be asked to pay:

- $10.85 per day, if you receive care while living at home (17.5% of the single aged pension).
- $52.71 per day, if you receive care while living in a residential setting (85% of the single aged pension).

If you have received approval for any services and you have not heard back as to when you may receive them, or its urgent call **My Aged Care on 1800 200 422** and let them know.

Emergency respite

If you need emergency respite care, contact the **Carer Gateway on 1800 422 737.**

Situations where emergency respite care might be needed, include:

- An urgent situation that makes it difficult for your carer to look after you.
- Major illness or death of a primary carer

Community respite

Community respite is provided under the Commonwealth Home Support Programme (CHSP) to those found eligible. The CHSP supports the relationship between you and your carer through a range of planned respite services that allow carers to take a break from their usual caring duties.

How does community respite work?

Community respite is best suited if you need occasional carer support for some day-to-day tasks or activities. It is available during the day, overnight, or for the weekend.

Types of community respite:

- **Centre-based respite**
- **Cottage respite**
- **Flexible respite**

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(opposite Wayville Showgrounds)
P: 08 8274 1544 **F:** 08 8357 2366
E: wayville@platinumpharmacygroup.com.au

PharmaSave
DISCOUNT CHEMIST

HOW TO CHOOSE YOUR HOME CARE PROVIDER

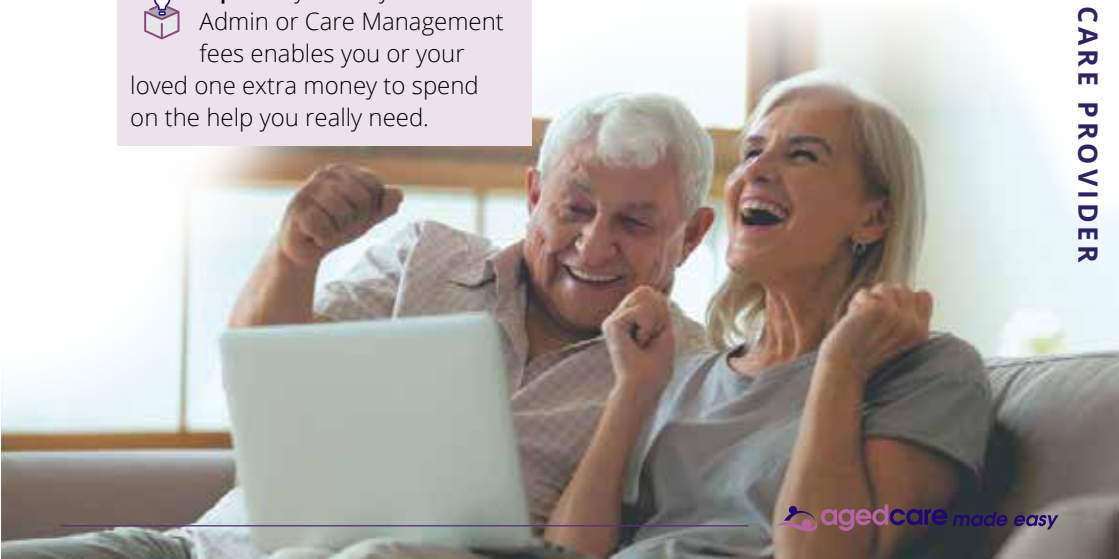
Thanks to Consumer Directed Care, you now have greater choice, more flexibility and the ultimate control over your home care services. You can choose your level of involvement including the self management of your package.

Shortlist the providers in this guide who you think may meet your needs, then organise a meeting or phone call to discuss their services with you.

Important Questions to ask the Provider are:

- *How are their Home Care Services different from the others?*
- *What are their Core Values?*
- *How long have they been providing Home Care for?*
- *What are their Care Management and Package Management fees per month?*
- *What is their hourly service rate?*
- *How would your funds best be allocated?*
- *Will you receive monthly statements?*
- *Can they show you what your support plan would look like?*
- *Can you have the same Care Giver every time? How hard would it be to change the Care Giver if you are not happy with them?*
- *How do they check the quality of Care given by their Staff?*
- *What do you do if you have a complaint about the quality of the service you are receiving?*
- *If you need to be re-assessed to receive more care will your Care Manager organise it?*
- *Do they have an exit fee if you choose to go with another provider?*

Tip: Every dollar you save on Admin or Care Management fees enables you or your loved one extra money to spend on the help you really need.



AGED CARE HOMES

An aged care home is for elderly people who can no longer live at home and need ongoing help with everyday tasks and ongoing health/nursing care.

Leaving your own home and entering an aged care home isn't an easy decision, nor does it have to be a daunting experience. An aged care home can give you the care and provide services you need to maintain your quality of life. It's a great opportunity to forge new friendships, pursue new hobbies and improve your social life.

The government funds a range of aged care homes across Australia that can provide care and support services. Each aged care home is different, so it's important to choose the right one for you.

What can an aged care home provide?

Aged care homes can help you with everyday tasks, personal care, and nursing care. They provide:

- **Accommodation**

  Your room comes fully furnished with bedding which you can personalise and your own touch.

- **Hotel-type services**

  Services to meet your day-to-day needs such as meals, laundry and social activities. This includes the services that maintain the aged care home. This covers cleaning, heating and cooling, and maintenance of the grounds and building.

- **Care services**

  Personal care such as bathing, eating, help with taking medications, and carrying out health treatments. Clinical care according to your needs. This can include special bedding, nursing services and therapy services such as speech therapy, podiatry (foot care) and physiotherapy.

How does it work?

The Australian Government subsidies a range of Aged Care homes in Australia to make care more affordable. 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 your care needs by the home

  (Using a tool called the Aged Care Funding Instrument or ACFI).

- how much you can afford to contribute to the cost of your care and accommodation

  (Using a means assessment).

TIP: Our advice is to seek a financial Aged Care Specialist as your decision can affect your Centrelink/DVA entitlement.

What will it cost?

Each home sets their own prices, within a prescribed limit, and costs will vary. How much you will have to pay depends on the place you choose and an assessment of your 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). A maximum amount that everyone pays for the hotel services they receive.
- Accommodation costs. A varying cost for your room based on a means assessment. (the maximum is currently $259.26 per day)
- Varying cost for the care services you receive based on a means assessment.

Some aged care homes don't receive subsidies from the Australian Government. There are a wide range of private aged care homes that offer great flexibility and choice.

Know your loved ones financial assets position before you start looking for a care facility. The care facility may assume you can afford to pay A RAD (Refundable Accommodation Deposit) Seek Legal advice from an Aged Care Financial Specialist before you make any financial decisions. Sometimes selling your family home isn't the answer.

Am I eligible for a subsidised place?

Eligibility is based on need, determined through a face-to-face assessment.

Your financial situation doesn't affect your eligibility to live in a government-subsidised aged care home. It will impact the amount you may have to pay.

How long does it take?

Finding the right aged care home for you can take some time, so it's best to start early. To find out if you are eligible, call My Aged Care to request an assessment of your care needs or find out more about what's involved.

What else do people ask at this step?

I'm eligible for an aged care home. What happens now?

When you find out you're eligible, there are two things you should do next:

- Have a look through our **Essential Aged Care Guide** and start looking around your chosen area.
- Connect with an Aged Care Home that meets your needs. (some of them allow you to bring your pets, have hairdressing salons and so much more).

TIPS ON CHOOSING THE RIGHT AGED CARE HOME

Moving to an aged care facility can be a daunting experience, but that doesn't mean it can't be an empowering experience or you don't have choices in where you live.

If you are investigating care homes for any reason– consider some of the following points;

1

Trust your gut – How does it feel when you walk in there? Are you greeted with a smile, do residents and staff look happy? Do you get a sense of community? If it doesn't feel right, trust that it might not be the place for you or your loved one.

2

How does it smell? – If it smells nice – then you can tell that the staff are caring for the residents in a manner that you would want for yourself, or a loved one.

3

How do staff look? – Are they in uniform with a name badge, do they have the right communication equipment on them. Do they sit with the residents and engage with them, do they make chit chat when they walk by? Do they look happy and not stressed and pressured?

4

How do staff make you feel? Do the front office staff greet you kindly, take your calls with warmth and patience and guide you through the myriad of paperwork. Do carers smile as you walk by? Is there a social worker or chaplain to talk to about your journey if required?

5

Are staff valued? Where do staff sit on the organisational chart? Does the facility have an empowering mission and vision statement? – Look for words like person centred care, best lives, dignity and independence. Do they have a large turn over of staff?

6

Are residents visible? – Strike up a conversation with a resident or family member (they will tell you what it's like, don't worry) but do ask a few for balance if you can. Do they have a residents committee or do the residents have a process to be heard?

7

Dementia care – Are residents engaged with a meaningful activity, staff or each other? Is it a small-scale environment or will they get lost in large spaces and winding corridors?

8

Do they have a lifestyle team – What activities are on offer? Do they suit your likes ? Do they have weekend activities and Sundowning programs? Can you see them in action when you walk around the site? Do they bring the community to the residents - like intergenerational programs or book clubs. Keeping people connected to their community is so important.

9

Dining experience – Do they have extended mealtimes and access to food outside of meal times. Is there a chef or are the meals frozen and brought in from elsewhere? Will they cater to your food tastes – example vegan or gluten free menu.

10

Medical & Palliative Care – What are the RN ratios'? Is there a visiting GP? Will you feel supported if your heath declines or will you be sent to hospital every time you are unwell. If you become palliative, Will they assist you with advanced care planning? Do they have palliative care meetings on a regular basis?

Communication, culture and good leadership are the keys to a successful Aged Care facility, it's not possible to get things right 100 percent of the time, but if they are open to communication, have an ethos that empowers residents and staff and are a learning environment – you are on the right track to choosing the care home for you!

GETTING YOUR AFFAIRS IN ORDER

An Advance Health Directive (AHD) is a legal document that you create - while you are well with your Medical Professionals. It enables you to make decisions about the treatment you would want - or not want - to receive if you ever became sick or injured and were incapable of communicating your wishes. In such circumstances, your AHD would effectively become your voice.

Your Advanced Health Directive covers medical, surgical and dental treatments, including palliative care and life-sustaining measures. It also can cover your wishes in relation to resuscitation and organ donation.

An AHD comes into effect only if you were unable to make a reasonable judgement or communicate about a treatment decision. And, only at the time that the treatment was required.

When to make an Advance Health Directive

The best time to make an advance health directive is now, before any urgent health condition arises. However, it's particularly important to make one if:

- you're about to be admitted to hospital
- your medical condition is likely to affect your ability to make decisions
- you have a chronic medical condition that could cause serious complications

You can discuss this with your doctor or alternatively call **Advance Care Planning Australia – 1300 208 582**

Do Not Resuscitate order (DNR)

A DNR order is a Medical Order to withhold cardiopulmonary resuscitation (CPR) techniques. All families with aging parents should talk about what to do in the event of a serious or terminal illness. Such an order informs the health care team that in the event of a cardiac arrest, cardiopulmonary resuscitation will not be conducted. Measures will then be provided to comfort the dying process. The DNR guidelines in Australia stress that the order be issued in consultation with the patient, their family, agent or guardian (if applicable) and senior medical staff.

Power of Attorney (PoA)

A power of attorney allows you to appoint people you trust to make decisions about both your 'personal (including health) matters' and/or 'financial matters' if you are unable to. Financial matters relate to decisions about your financial or property affairs, including decisions about paying expenses, making investments, selling property (including your home) or carrying on a business.

What is the difference between a PoA and an Enduring Power of Attorney EPoA?

A key difference between a **PoA** and an **EPoA** has to do with when they are in effect.

A **PoA** is only in effect when you are mentally capable; - it ends if you become incapable. To be mentally capable you must understand the nature and effect of the **PoA** at the time you are making it.

An **EPoA** can be in effect when you are mentally capable AND most important it continues to be in effect if you become mentally incapable.

An **AHD** is arranged between you and your medical professionals. The DNR Order, PoA and EPoA are all serious documents that can significantly affect your legal rights. It is recommended that you seek independent legal advice before signing these documents.

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Need help and support with **MY AGED CARE?**

Finding Support Services?
Types of Care Available?

We are here to give you all the support you need in navigating the Aged Care Process

> **FREE PHONE SUPPORT**
> **AUSTRALIAN COMPANY**
> **PEOPLE WHO CARE**
> **PEOPLE WHO LISTEN**

For free advice or just a chat, we are here for you...

CALL OUR HELPLINE TODAY

ARE YOU FEELING O.K?

Getting older may bring its share of challenges. At times you may find it difficult to stay mentally healthy and strong. Lots of us may have to deal with illness, frailty, loss of independence, grief, loss, financial stress, changing of living situations and all of a sudden you may feel overwhelmed and a little isolated. *Try not to let these feelings prevent you from getting the most out of life. Help and support is available.*

Some people find it hard to share what they're going through for fear of being a burden. You may think that you should "put on a brave face", but the reality is that there are so many people that can help- even just chatting to friends and family can be a good start.

If you feel you are still not feeling your best self, speak to your Doctor or Health Professional to see what other options are available. Sometimes professional counselling or a Psychologist can help you understand what is going on and how best to deal with it.

Here are some helpful numbers:

Beyond Blue
Anyone feeling anxious or depressed.
PH: **1300 224 636**

Lifeline
Anyone having a personal crisis.
PH: **13 11 14**

Open Arms
Veterans and families counselling.
PH: **1800 011 046**

Mens Line Australia
Men with emotional or relationship concerns.
PH: **1300 789 978**

Other helpful tips to feeling your best self:

- Eat Well
- Get enough Sleep
- Exercise regularly
- Spend time with friends and family
- Share your feelings with others
- Doing enjoyable and relaxing activities
- Volunteering and helping others

Having Difficulty on the Stairs?

Maintain your independence, let Acorn Stairlifts keep you safe to enjoy your freedom!

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COMMUNITY NOTICES

Payneham Senior Citizens over 50s club

Enjoy Bowls, cards, Rummikub, Thai Chi and more.
54 Coorara Avenue Payneham South.
Call Rosemary 8431 2252 for times

Local Clubs

Retire Active – Adelaide

Tennis, bowls, art, gold, gardening, photography, dancing, computers, social groups, bush walking and more ...
4/25 Leigh Street Adelaide – Call 8211 9711 for times

Get your Social On

Respite Recreation and Revitalisation

The 3Rs program is for older adults to take part in weekly group activities including outings, music, art, exercise and more, make new friends and learn new skills.
Across the Eastern Adelaide Region, Monday – Friday
Call 8366 4144

Let's Laugh

Knitting Group

Fancy some knitting and a good chat?
Come and join our weekly knitting group beginners welcome.
Burnside Community Centre – call 8366 4166 for times

Create & Crafty

ARC Campbelltown

Activities for 60 years and over – squash, indoor bowls, mature aged badminton, yoga, aqua fit and more.
Call 8366 9350 for more info

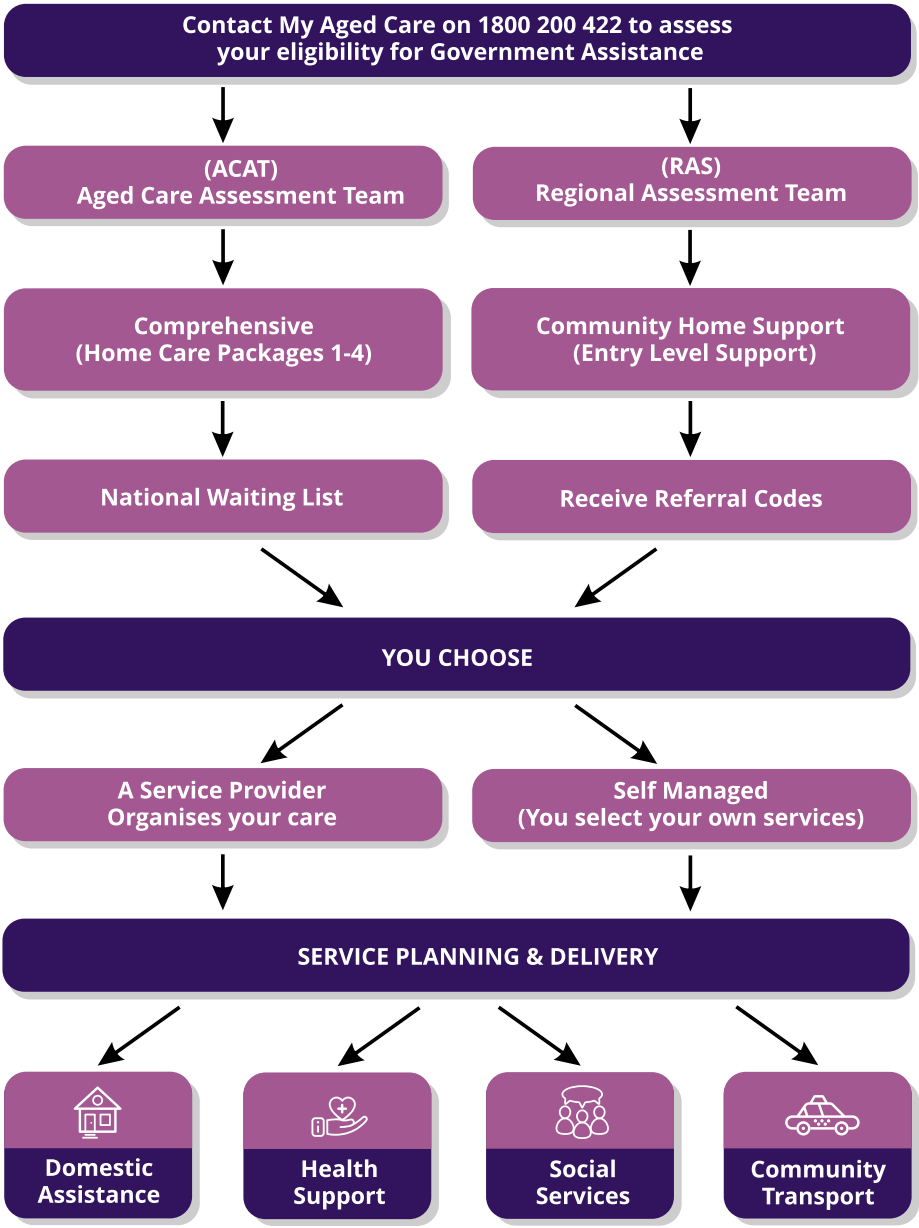
Get Moving

Heart foundation Walking Groups

In your area, free to join and a great way to meet new people and look after your health.
Call 8366 9222

Look after your Health

TO APPLY FOR GOVERNMENT ASSISTANCE FOR HOME CARE AND/OR AGED CARE FACILITIES



CHECKLIST FOR MY AGED CARE

- ☐ Contact My Aged Care on **1800 200 422**
- ☐ Have you received your assessment over the phone?
- ☐ Have you been referred for Regional Assessment Service (RAS) ?
- ☐ Have My Aged Care organised an ACAT assessment? (6-8 weeks)
- ☐ Have you received your letter of assessment?
- ☐ Do you know what home care package you will be eligible for?
- ☐ Do you have your referral code from the assessor?
- ☐ Have you reviewed the selection of local Aged Care Service providers in this guide to see if they meet your needs?
- ☐ Have you clarified the fees and costs associated with the delivery of your care and services?
- ☐ Have you reviewed your Home Care Agreement with a family member, carer, friend or advocate?
- ☐ Have you entered into your Home Care Agreement and started receiving services?

Tip: There may come a time when you need to be reassessed as your needs change.

the power of humanity

AUSTRALIAN RED CROSS

A phone call each day to check you're OK

Telecross is a free Red Cross service which provides a short reassuring daily phone call to people living in the community to ensure they are safe and well.

The services assists a wide range of people in the community every day - Elderly people living alone, people with disabilities, younger people and special needs groups; as well as people who need temporary assistance in the absence of a carer or during times of rehabilitation or support during or after a natural disaster, such as fire or flood.

The service operates 365 days a year throughout Australia and has been successfully operating for over 20 years. Every day, thousands of people are contacted by trained Red Cross Telecross volunteers.

You will first need to call My Aged Care on **1800 200 422** and they will give you a referral code. Then call Telecross on **1300 885 698** to organise your phone call back.

IMPORTANT PHONE NUMBERS

Anxiety Disorders Information Line
PH: 1300 794 992

Asthma Australia
PH: 1800 278 462

Beyond Blue
PH: 1300 224 636

Carers Helpline
PH: 1800 242 636

Centrelink / Older Australians
PH: 13 23 00

Disability and Sickness Carers Line
PH: 13 27 17

Diabetes Australia
PH: 1300 136 588

Elder Abuse Help Line
PH: 1800 628 221

Grief Counselling
PH: 1300 845 745

Health Direct
PH: 1800 022 222

Health Services for Veterans
PH: 13 32 54

Life Line
PH: 13 11 14

My Aged Care
PH: 1800 200 422

National Aged Care Advocacy Line
PH: 1800 700 600

National Dementia Helpline
PH: 1800 100 500

Older Persons Advocacy Network
PH: 1800 700 600

Indigenous Interpreting Service
PH: 1800 079 098

National Sexual Assault & Domestic Violence Counselling
PH: 1800 737 732

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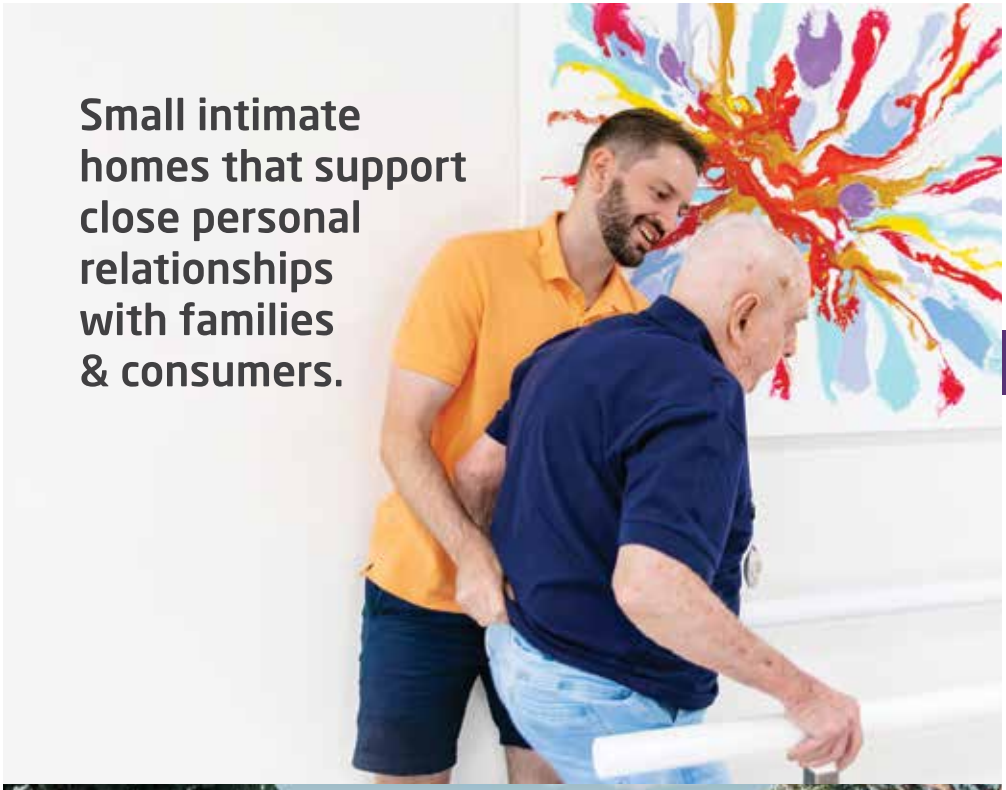

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Commonwealth Home Support Programme (CHSP) Over 65+

Australian Government
Department of Health