

YOUR ESSENTIAL GUIDE TO

Aged Care

S.A. - ADELAIDE NORTH



Bringing
the care back
into aged care





CARE IN MOTION

Community Care and Transport Inc.

**We can help you....
You can help your community!**



Services

Community Transport:

Social, medical, business & more

Aged Care Volunteer Visitors Scheme:

Free service for isolated older people



Volunteers Needed

- Driving
- Visiting
- Car Washing
- Flexible Hours
- Approved Centrelink
Activity



1300 132 932

www.communitycareandtransport.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 call **My Aged Care** on **1800 200 422**.

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 1800 811 188 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



Supporting the the **rights** of **older people**

aras

aged rights advocacy service inc.



Aged Rights Advocacy Service (ARAS) supports older people (and/or their legal representatives) who are:

- Living in residential aged care or a retirement village
- Receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home care Packages (HCP) services
- At risk of, or experiencing, abuse from family or friends.

Advocacy • Information • Education • Support

Locations:

- 📍 175 Fullarton Road, Dulwich SA 5065
- 📍 9/46-52 Ocean St, Victor Harbor SA 5211 (access from Corel Street).
By appointment only.
- 📍 2/1 First St, Nuriootpa SA 5355. By appointment only.
- 📍 21 Denny St, Berri SA 5343. By appointment only.

Tel **(08) 8232 5377** or toll-free **1800 700 600**

www.sa.agedrights.asn.au

ARAS is funded by the Australian Government

INDEX

Important and Useful Information:

Page 3:	Welcome to Aged Care Made Easy
Page 7:	Types of Care Available
Page 9:	How to apply for Government Assistance
Page 11-13:	Home Care Information
Page 15:	How to choose your Home Care Provider
Page 16-17:	Aged Care Homes
Page 18-19:	Tips on choosing your Aged Care Home
Page 21:	DVA Aged Care Service
Page 22:	Helpline
Page 24:	Flowchart
Page 25:	Check List for My Aged Care
Page 26:	Important phone numbers

Your Local Aged Care Service Providers:

Page 2:	Community Transport: <i>Community Care & Transport Inc</i>
Page 4:	Aged Rights Advocacy: <i>ARAS</i>
Page 6:	Bene: <i>Residential Care, Home Care & Lifestyle and Wellness</i>
Page 8:	Permanent & Respite Residential Aged Care: <i>Regis</i>
Page 14:	In Home Care & Support: <i>Pearl Home Care</i>
Back Cover:	Residential & In Home Care: <i>The Salvation Army</i>

That Bene feeling...



Respect, love, lifestyle support and nursing care options with family values. That's why so many families trust ours.

8131 2000 | bene.org.au



6496

Residential Care | Home Care | Lifestyle & Wellness

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.



Finding the smile in every day

regis.com.au | 1300 998 100

At Regis, we're here to keep you connected with the things that matter most to you.

We understand that everyone's situation is different. That's why we're proud to offer a diverse range of care options that are tailored to your needs, including permanent and respite residential aged care.

For the past 30 years, we've been dedicated to helping senior Australians find joy and fulfillment in every day.

Enquire today to find out how we can support you or your loved one.

Regis Playford


1 Wilton Street,
Davoren Park SA 5113



beyondblue

Depression. Anxiety.

**Talk it through with us,
we'll point you in the right direction**

 **1300 22 4636**

www.beyondblue.org.au/getsupport

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 may 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.

SHOPPING MADE EASY

www.agedcaremadeeasy.com.au

For all your helpful accessories and handy gadgets

CALL OUR CUSTOMER SERVICE LINE

 **1300 078 688**

to order any of the following products


agedcare
made easy

ETAC REACHER



~~\$72~~

NOW \$62

- 60cm length
- Lightweight
- 90° angled handle
- Hard wearing rubber for good grip
- Magnetic handle to help pick up metallic objects

MAGNETIC WHITEBOARD WITH MAGNETIC MARKER



2 for \$25

- A4 magnetic reusable whiteboard with marker
- Never forget an appointment again
- Use for Shopping List, even birthday reminders
- Also comes with Aged Care Made Easy Helpline if you need info about the aged care process

ONE TOUCH AUTOMATIC CAN OPENER



~~\$58~~

NOW \$47

- Ideal for one handed use
- Automatic one touch
- Auto turn off
- Easy to replace batteries
- 1 year warranty

BETTER LIVING PORTABLE SENSOR LIGHT STRIP



~~\$28~~

NOW \$20

- Portable battery operated sensor strip light
- ideal for darkened areas
- motion and light detection sensors
- magnetic adhesive strip for easy use
- Batteries included

ALL PRICES Plus GST and Shipping

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 - \$10,271.10 a year (may take 3 – 6 months)

LEVEL 2 Low Level Care Needs - \$18,063.85 a year (may take 9 – 12 months)

LEVEL 3 Intermediate Care Needs - \$39,310.50 a year (may take 9 – 12 months)

LEVEL 4 High Level Care Needs - \$59,593.55 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 you're 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 **1800 811 188** 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.)*



HOME CARE

**Professional and affordable
in-home aged care**

At **Pearl Home Care**, our philosophy is to provide world-class senior care at home, so that elderly Australians can stay living in their own homes and age with independence, dignity and ease.



In-home care and support - Nursing care
Post-hospital support - Dementia programs
Comfort calls and companionship - Palliative care



**NO sign-up fees
or exit penalties**



**A FULL money
back guarantee**



**NO hidden
management charges**



**NO lock-in
contracts**

For more information on the services available in your area, contact your local Pearl Home Care office for a **complimentary and obligation FREE** in-home assessment and care plan estimate.



PH: 1300 421 111 M: 0451 421 111

- Unit 2, 191 Melbourne St, North Adelaide, SA 5006

- 4/119 Grange Rd, Allenby Gardens 5009, SA 5009

admin.adelaide@pearlhomecare.com.au

www.pearlhomecare.com.au

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

- 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?



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 subsidises 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 AN-ACC).

- 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 \$58.98 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)
- Costs - Basic Daily Fee / Accommodation Costs dependent on a means assessment / Possibly a Means Tested Care Fee based on 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).
- Connect with an Aged Care Consultant who can assist in finding appropriate accommodation and explain all costs.

TIPS ON CHOOSING THE RIGHT AGED CARE HOME FOR YOU OR YOUR LOVED ONE



Finding the next level of care can be a challenge initially, however, in the right environment you will have a wonderful social life and peace of mind knowing that you will receive the support you need day or night.

1 *Before you start looking for an Aged Care Home, decide what it is that you really want.*

What is important to you? If you are wanting to remain living with your partner look for an Aged Care Home that can accommodate that for you. What environment are you looking for? Something surrounded by nature or something really modern or both.

If you have a pet and don't want to live without your companion, there are Aged Care Homes that will allow you to bring your pet. Make a list of what is most important to you.

2 *Short list a variety of Aged Care Homes in an area you would ideally like to live.*

Our advice is to do this earlier rather than later as some Aged Care Homes have a waiting list.

3 *Ideally visit a few Aged Care Homes.*

By visiting a few Aged Care Homes, you can see if they are what you are looking for and compare. Have a look at the rooms, can you imagine yourself in there and can you personalize it to suit you.

4 *How does it feel and sense when you walk in there? Your initial feeling is normally right.*

Are you greeted with a smile? Do the residents and staff look happy? Do you get a sense of Community? Trust your instinct.

5 *How do the 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, are they friendly? Do they look happy and not stressed and pressured?

6 *How do the staff make you feel?*

Do the front office staff greet you kindly? Take your calls with warmth and patience. Do Carers smile as you walk by? Is there a social worker or Chaplain to talk to about your journey if required?

7 *Do the residents look happy?*

Strike up a conversation with a resident or family member (they will tell you what it is like there), do ask a few people so you can get a good balance. Do the residents have a committee? Or a process so their opinions, choices are heard and acknowledged.

8

Do they have a life style team?

What activities do they offer? Do they suit your likes? Do they have weekend activities and or evening activities as well? Do they bring the community to the residents, like integrational programs or book clubs?

9

Dining experience

Do they have extended meal times and access to food outside of meal times? Is there a chef on the premises? or are the meals frozen and brought in from elsewhere? Will they cater for your food tastes and requirements?

10

Dementia Care

Are the residents engaged with meaningful activity, staff or each other?

Is it a small-scale environment or could they get lost in large spaces and winding corridors?

11

Medical and Palliative Care

What are the RN ratios? Is there a visiting GP? Will you feel supported if your Health 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?

12

Communication, culture and good leadership are the keys to a successful Aged Care Home.

It's not possible to get things right 100% of the time, but if they are open to communication and change and have the ethos that empowers residents and staff you are on the right track to choosing the right Care Home for you.

13

Seek independent advice from a financial aged care specialist .

Especially if you have a home or assets prior to making your decisions.

14

This is the time in your life where you should be able to be and do what it is you like.

It's time to rest, to be creative, time to read in the sun, socialise and be cared for in the best possible way.





MATESHIP

is at the forefront of every Men's Shed, they are a place for men to knock about with a group of likeminded mates

Most men have learned from our culture that they don't talk about feelings and emotions many do not take an interest in their own health and well-being.

Unlike women, most men are reluctant to talk about their emotions and that means that they usually don't ask for help. Probably because of this, many men drink more, take more risks and suffer more from isolation, loneliness and depression.

Relationship breakdown, retrenchment or early retirement, loss of children following divorce, physical or mental illness are just some of the problems that men may find 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 old-fashioned mateship. And, importantly, there is no pressure.

Men can just come and have a yarn and a cuppa if that is all they're looking for. Members of Men's Sheds come from all walks of life – the bond that unites them is that they are men with time on their hands and would like something meaningful to do with that time. Men's sheds have developed a safe and happy environment where men are welcome to work on community projects, specific projects or a project of their choice and where the only 'must' is to observe safe working practices, all in a spirit of mateship.

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



Call 1300 550 009
to find your local Mens shed

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**



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

Over the past few years, after receiving a lot of phone calls from our beautiful, distressed senior friends through our booklets, Aged Care Made Easy decided what was desperately needed was a free Helpline. Over the last 12 months that is exactly what we have done.

We are here for you to listen to your concerns and answer any questions you have about the Aged Care System. We understand first hand how frustrating it can be, whether you are looking at needing to move your partner into an Aged Care Facility or whether you are needing help at home and don't know how to go about it - we will help you every step of the way.

If you are just wanting someone to understand your frustration, please call us as that is why we are here. We feel it is an honour to help our wonderful seniors.

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...




agedcare
made easy
HELPLINE

1800 811 188

CALL OUR FREE HELPLINE TODAY



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

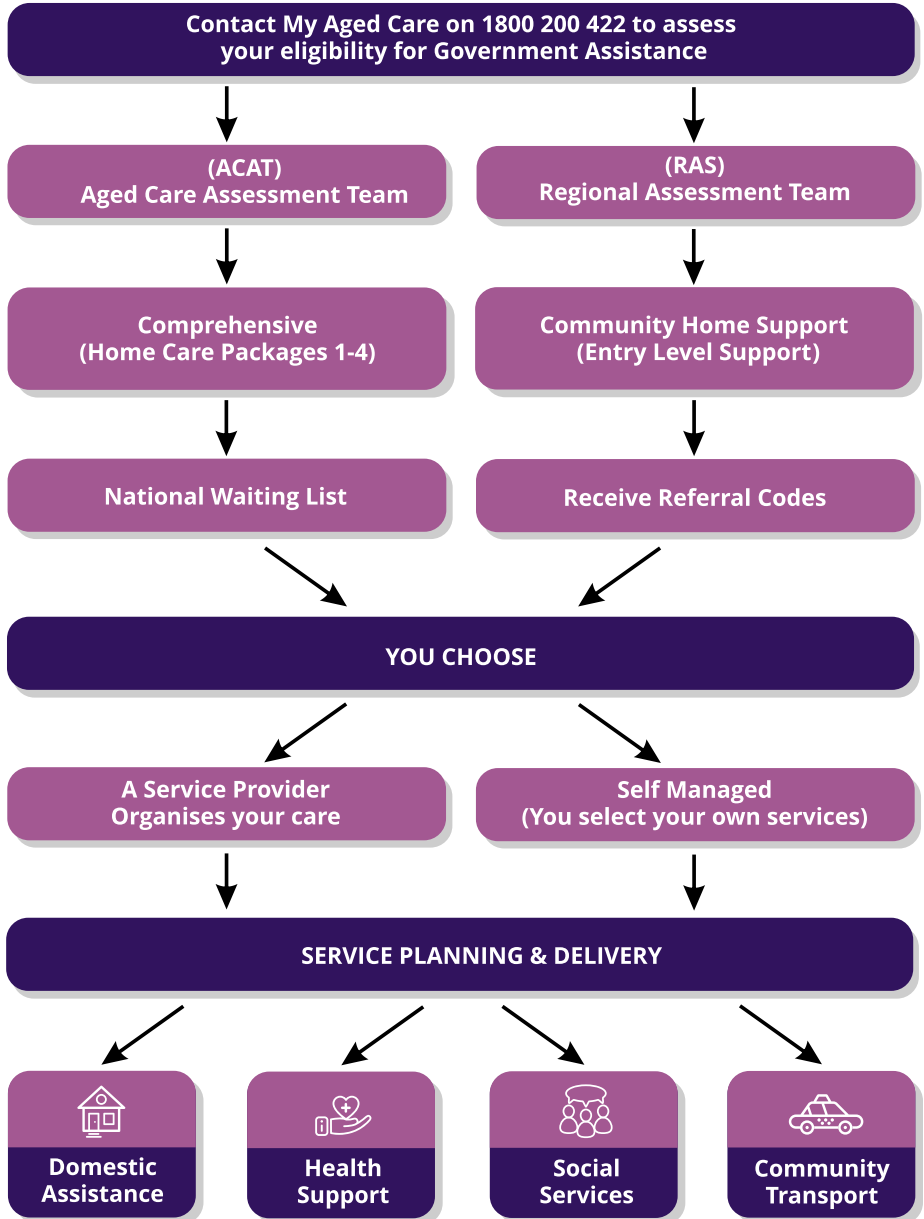
Men with emotional or relationship concerns.

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

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



CHECKLIST FOR MY AGED CARE



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



A phone call each day to check you're OK

Red Cross can provide you with a daily telephone call to check on your wellbeing through a service known as **Telecross**.

This provides peace of mind if you live alone and are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning or within a nominated time frame each day.

Friendly volunteers make calls each morning, 365 days a year. If the call is not answered, **Red Cross** will take action to make sure you are OK. Even if you have visitors during the week, a phone call first thing in the morning can make a difference if an emergency response is required. The calls provide reassurance as well as help to maintain independence. This is also available for people who need temporary assistance in the absence of a carer.

This social support program is funded through the Commonwealth Home Support Program and is available nationally through MyAged Care referrals.

Call My Aged Care on 1800 200 422 to get a referral code then call **Telecross on 1300 885 698**, if you are on a Home Care Package let your provider know you want this service.

IMPORTANT PHONE NUMBERS

Aged Care Complaints	1800 951 822
Anxiety Disorders	1300 794 992
Asthma Australia	1800 278 462
Beyond Blue	1300 224 636
Cancer Council Helpline	13 11 20
Carers Australia/ Emergency Respite	1800 422 737
Carers Helpline	1800 242 636
Centrelink Older Australians	13 23 00
Continence Foundation of Australia	1800 330 066
Diabetes Australia	1800 177 055
Disability and Sickness Carers Line	13 27 17
Elder Abuse Helpline	1800 628 221
First Nation Support Line	1800 959500
Lifeline	13 11 14
My Aged Care/ Assessments	1800 200 422
National Aged Care Advocacy Line	1800 700 600
National Dementia Helpline	1800 100 500
Veterans & Families Counselling Services	1800 011 046
Veterans' Home Care	1300 550 450

COPING WITH DEMENTIA

Helpful Tips on coping with and understanding Alzheimer's and Dementia.

Seniors with Alzheimer's or Dementia commonly upset the people closest to them. It is important to remember that they are not doing this intentionally to hurt you. Their brains are failing and the delusions are symptoms of the disease.

People with dementia and Alzheimer's often feel anxiety, frustration, and a sense of loss. Those feelings, plus memory loss and confusion, can also lead to paranoia. This happens because of their declining cognitive abilities. They're trying to make sense of their reality as best they can. Focus on reassuring them and show them that you care about how they're feeling.

Don't argue or use logic to convince

- Arguing will only make them upset and more insistent. Instead, let them express their feelings, and opinions. It helps if they feel heard and validated.

Use a calm, soothing tone - Bring the adrenaline level down by speaking in a gentle, calm tone, or offer a gentle touch or hug. **Create a calm environment** - This will help reduce the tension and stress. Reduce noise and commotion by turning off the TV, asking others to leave the room, or playing relaxing music at a low volume. Aromatherapy is another way to create a soothing environment.

Stick to simple answers as to not overwhelm them or cause more agitation or confusion. Distract them with activities they enjoy as soon as possible after sympathizing with them. This will help them to stop obsessing. Maybe offer a favourite snack or drink. Or see if they want to go for a walk.

Seek support and advice from people who understand - **remember you are not alone**, there are so many support groups and people that can help.



Care from the *heart.* since 1880.



At The Salvation Army Aged Care, we are an inclusive, welcoming community that offers choice and helps maintain independence for older Australians. We know that our residents and clients have led rich lives, and we take the time to get to know each person and what makes them feel comfortable. This informs the care that we provide and enriches our own lives, making us who we are and what we do.

Get in touch with your local Salvos Aged Care service:

📍 Linsell Lodge Aged Care Centre – Angle Park

1300 111 227

🌐 agedcare.salvos.org.au
f [TheSalvationArmyAgedCare](https://www.facebook.com/TheSalvationArmyAgedCare)
📷 [@salvosagedcare](https://www.instagram.com/salvosagedcare)



Aged Care