



FLEXIBLE RESPITE SERVICES FOR PEOPLE WITH DEMENTIA AND THEIR CARERS

INFORMATION FOR CONSUMERS

**UNDERSTAND ALZHEIMER'S
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This booklet was developed in consultation with consumers including people living with dementia and carers. Alzheimer's Australia recognises the significant contribution made by members of Alzheimer's Australia NSW consumer advisory groups, members of Alzheimer's Australia Dementia Advisory Committee and members of Alzheimer's Australia National Dementia Consumer Network.

The purpose of this document is to provide general information only. Information in this booklet has been sourced from:

- My Aged Care
<http://www.myagedcare.gov.au>
- National Disability Insurance Scheme (NDIS)
<http://www.ndis.gov.au>
- Alzheimer's Australia
<https://fightdementia.org.au/support-and-services/families-and-friends/taking-care-of-yourself/using-respite-care>
- Rethink Respite
<http://rethinkrespite.dementiaillawarra.com>
- Carers Australia
<http://www.carersaustralia.com.au/>



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INTRODUCTION

Recent government changes to the aged care and disability sectors are designed to ensure that people have more choice and control over the services they receive.

Ideally this should lead to increased and more flexible services for people with dementia and their carers, including respite services.

To meet the needs of people with dementia and their carers, respite delivered by services within disability and aged sectors should address the how, where, when, what and who of flexible¹ respite services:

How: Service providers should conduct a comprehensive assessment of the goals and needs of both the person with dementia and their carer and personalise respite services for consumers with regards to:

Where: The setting for the respite

When: The time, frequency and duration of the respite

What: Providing a good range and choice of appropriate activities to meet the person with dementia's interests and capacity

Who: The quality, training and personal characteristics of staff members

This booklet explains how people with dementia can benefit from using respite services and how these services can support carers. It will also help consumers to recognise and seek out flexible respite within the new aged and disability systems.

We acknowledge that not everyone will have access to high quality and flexible respite services. Some people may not have access to any respite services.

While the quality and availability of respite services may vary depending on where you live, it is very important that people with dementia and carers are equipped with the information to make informed decisions and choices about using respite services. The questions provided at the end of this booklet may help you decide whether the service is right for you.

This booklet is suitable for people who have never used respite services, those who are considering using them in the future, or those who have some experience of using respite services.

There is also a companion booklet to assist aged care and disability respite providers to deliver flexible services that meet the needs of people with dementia and their carers. Flexible Respite Services for People with Dementia and their Carers: Information for Service Providers is available at <https://fightdementia.org.au/resources/flexible-respite>

1. Phillipson, L., Cridland, E. and Cappetta, K. (2016) *Understanding the factors that contribute to 'flexibility' in the provision of respite for carers of people with dementia: A literature review*, prepared for Alzheimer's Australia for the 'Making Flexible Respite a Practical Reality' project funded by the Department of Social Services

WHAT IS RESPITE?

Respite care is a form of support for people living with dementia and their carers. High quality respite services can provide opportunities for the person with dementia to undertake activities that are meaningful to them and that they enjoy. They can also provide carers the opportunity to attend to everyday activities, work, go on holidays or simply have a break from the demands of their caring role, while ensuring the needs of people with dementia are supported. Respite care may be provided informally by family and friends, or by formal respite services.

"... (respite has) given Mum and I a new lease on life and a much more positive and confident way to deal with the stages of ageing and dementia without a feeling of isolation. We now look forward to a more positive future with growth, friendship and love."

(Carer of her mother living with dementia)

WHAT TYPES OF RESPITE SERVICES ARE AVAILABLE?

Respite may be provided for a few hours a week or for longer periods, depending on the needs of the person with dementia and their carers. Respite can take place in your home, at a day centre, in the community, in an overnight respite cottage or at a residential aged care facility. Eligibility for funded services and the services that are available in your local area also impact on the type of respite you may be able to access.

SUPPORT SERVICES (INCLUDING RESPITE) FOR PEOPLE AGED 65 AND ABOVE

Support Services for people aged 65 years and older include the:

- Commonwealth Home Support Program (Community and Home Support, Assistance with Care and Housing and Care Relationships and Carer Support)
- Home Care Packages
- Residential Aged Care (Permanent and Respite care) and
- Emergency Respite Care

Within these programs, respite services are accessible in the following ways:

Planned Respite

- **In-home respite:** usually involves a paid care worker coming to your home so that carers can go out for a few hours. Or, they may take the person with dementia out of the house for a few hours.
- **Centre-based day respite:** This type of respite usually takes place at a day centre. It offers personalised structured activities or group activities.
- **Overnight or weekend respite:** Overnight care may be provided in a variety of settings including a respite house ('cottage-style' respite) or the home of a host family.
- **Community access respite:** Community access respite provides social activities to people with dementia, either individually or as part of a group setting. This could include Men's Sheds or buddy programs.
- **Flexible respite:** Comprises a mixed model where needs can be met by one of the above respite services or a combination of activities in the home, community and centre-based options.

The emphasis is that the activity mix, length and location are chosen by the person with dementia and their carer.

- **Consumer Directed Respite Care:** There are a limited number of **Consumer Directed Respite Care** packages available through Commonwealth Respite and Carelink Centres. Consumer Directed Respite Care packages provide carers with an individual budget to meet their respite needs. They allow carers to have a greater say and more control over the design and delivery of respite services provided to them. For carers, this means you can make choices about the types of respite services you access, how and when they are provided, and who will deliver them.
- **Respite access in Home Care Packages:** People with dementia who have higher care needs can access support through Government subsidised **Home Care Packages**. All Home Care Packages are delivered on a consumer-directed care (CDC) basis. To receive Respite access in Home Care Packages, you will need to be assessed and approved from an Aged Care Assessment Team (ACAT). This is organised through My Aged Care (1800 200 422, <http://www.myagedcare.gov.au/>). This means that you have choice and control about what services you access as part of your package, according to your goals and needs. Respite services may be provided as part of a package if you choose it.
- **Respite in a residential aged care facility:** People who need help every day can arrange to stay in an aged care facility, either on a planned or emergency basis. To receive residential respite care in an aged care facility, consumers need an assessment and approval from an Aged Care Assessment Team.

Emergency Respite

- Emergency respite for people with dementia of all ages, regardless if they are under or over the age of 65 can be accessed through Commonwealth Respite and Carelink Centres.

ACCESS TO SERVICES INCLUDING RESPITE

My Aged Care is the key entry point to the Australian aged care system. My Aged Care provides information and advice about how to access aged care services, including respite services.

An assessment is required to access these respite services. You can call **My Aged Care** on **1800 200 422** to request an assessment to determine your eligibility. The phone line staff will try to engage the person with dementia to assess their needs, as well as the carer's needs, and their consent for assessment and service is needed. It should be noted that this is not a carer assessment but your need for respite can be flagged. My Aged Care will also be able to tell you what respite services are available in your local area.

The My Aged Care phone line staff may then arrange for an assessor to visit you in your home. Depending on your needs, they may refer the person with dementia to either a home support assessment conducted by the Regional Assessment Service (RAS) or a comprehensive assessment conducted by an Aged Care Assessment Team (ACAT).

People with entry-level care needs may have their needs assessed by the RAS to find out exactly what help they will need at home, which may include access to respite services. Together, you will be able to work out what sort of help and how much you need, and what it might cost.

People with higher or more complex needs may be assessed by a member of the ACAT, which could include a doctor, nurse, social worker or other health professional. They can help identify the right services for your needs and work out the level of care you need. They can recommend that you receive other services such as residential respite or permanent residential aged care.

WHO TO CONTACT FOR SERVICES (INCLUDING RESPITE):

If you're a person aged 65 and over:

National Dementia Helpline: 1800 100 500

Alzheimer's Australia runs this helpline and provides a range of services to support people with dementia and their families and friends.

My Aged Care: 1800 200 422

My Aged Care provides information and advice about how to access aged care services (home, community and residential care) including respite services.

My Aged Care is the key entry point to the Australian aged care system.

For further information please see www.myagedcare.gov.au or phone: 1800 200 422

Commonwealth Respite and Carelink Centres: 1800 052 222

For emergency respite care, call the Commonwealth Respite and Carelink Centres

Carer Gateway: 1800 422 737 or carergateway.gov.au

Carers can access information to assist them in their caring role, such as information on how to access respite support.

For further information visit carergateway.gov.au or call 1800 422 737 Monday to Friday between 8am and 6pm.

SERVICES (INCLUDING RESPITE) ACCESS FOR PEOPLE UNDER THE AGE OF 65 AND THEIR CARERS

National Dementia Helpline: Access to services including respite for people under the age of 65 is not clear cut. A first point of contact for people with dementia under the age of 65 is the National Dementia Helpline. Staff on the Helpline will help you with your specific needs and may refer you to a Younger Onset Dementia (YOD) Key Worker in your State or local area. Key Workers can provide you with YOD-specific information and assist you to link with appropriate services and supports. Where age-appropriate support is not available in communities for people living with YOD, many will rely on the My Aged Care system to provide them and their carers with support.

National Disability Insurance Scheme (NDIS): People with dementia under the age of 65 may be eligible to access support via the National Disability Insurance Scheme. The NDIS aims to support people with permanent and significant disability via an individualised support plan that is tailored to their goals, personal circumstances and disability support needs. The types of supports include personal care to support an individual in their home or the community and supports to assist people with disability to enjoy social and community interaction without relying solely on a carer.

Within the NDIS, 'Supports for Sustaining Informal Support' can also be provided when the 'care relationships' of the person may benefit from support or need sustaining. This can include training, behaviour support and 'respite like support' such as replacement care, use of group-based facilities or in-home support. The NDIS guidelines are very

clear that the person with the disability is the central focus of the plan and supports are aligned with their aspirations and goals. Therefore, any 'respite-like' services must meet this criterion with any subsidy based on the level of support required.

Further insight into 'Supports for Sustaining Informal Support' planning decisions:

https://www.ndis.gov.au/html/sites/default/files/documents/further_guidance_planning_decisions_0.pdf

You can check your access and eligibility for the NDIS at my access checker <https://myplace.ndis.gov.au/ndisstorefront/ndis-access-checklist.html>. You can also call the NDIS on **1800 800 110**.

Emergency Respite: Emergency respite for people of all ages, regardless if they are under or over the age of 65 can be accessed through Commonwealth Respite and Carelink Centres.

Carer Gateway: Carers can access information to assist them in their caring role, such as information on how to access respite support.

Carers Gateway is available at carersgateway.gov.au or by calling **1800 422 737**, Monday to Friday between 8am and 6pm.

WHO TO CONTACT FOR SUPPORT SERVICES (INCLUDING RESPITE):

If you're a person with dementia under the age of 65:

National Dementia Helpline: 1800 100 500

Alzheimer's Australia runs this helpline and provides a range of services to support people with dementia and their families and friends.

If you're under the age of 65, staff on the Helpline will help you with your specific needs and may refer you to a Younger Onset Dementia (YOD) Key Worker in your State or local area. Key Workers can provide you with YOD-specific information and assist you to link with appropriate services and supports.

National Disability Insurance Scheme (NDIS): 1800 800 110

People with dementia may be eligible for support via the NDIS. If they are eligible and they also receive informal support (e.g. from a spouse or family carer) they may be eligible for 'respite-like' support such as replacement support, group-based facilities or in-home support via the 'Supports for Sustaining Informal Support' or 'Community Care' subsidy.

Commonwealth Respite and Carelink Centres: 1800 052 222

For emergency respite care, call the Commonwealth Respite and Carelink Centres

Carers Gateway: 1800 422 737 or carersgateway.gov.au

Carers Gateway provides information about services and support available for people who care for someone with a disability, chronic illness, dementia, mental illness or frailty due to age.

Carers can access information to assist them in their caring role, such as information on how to access respite support.

For further information visit carersgateway.gov.au or call **1800 422 737**, Monday to Friday between 8am to 6pm.

RESPITE FOR PEOPLE WITH DEMENTIA WHO DON'T HAVE A CARER

As noted above, people with dementia may be eligible to access support for their needs via My Aged Care (if they are 65 years or older) or via the National Disability Insurance Scheme (if they are under the age of 65 years and eligible for the scheme). This applies regardless if a person with dementia lives alone, or with a partner and family. For people without a carer, the programs which support 'respite' or 'respite-like' support will only be relevant to the person if they have informal 'caring relationships' that require support.

WHY IS RESPITE IMPORTANT?

Respite used to be seen as a service primarily for the benefit of carers. This understanding is changing and respite is increasingly being recognised as equally as important for people with dementia as well. **Flexible respite considers the needs of the person with dementia as central, alongside the needs of the carer.**

“The art group started off really well because I had an artistic talent and I was able to do a whole lot of painting and drawings I wanted to do myself. So I went along with my own equipment and I got to work – we were putting together photograph albums we had about creating memories... I was glad of course to get outside the house and do something and Jill had time by herself to get done some of the things she wanted to get done. That was a good parting for a dual purpose.”

(Person living with dementia aged 86 years)

High-quality respite should provide the opportunity for people with dementia of all ages to participate in activities that are enjoyable and meaningful. This may include activities that provide them with companionship, stimulation, and engagement in the community, as well as meeting the needs of carers.

Respite can be beneficial for both people with dementia and carers when it:

- Supports the social participation of people with dementia and their ability to pursue activities of interest
- Gives carers time to look after themselves and their own work, health and social needs
- Helps keep carers well and improve the quality of care they provide
- Sustains carers so they can continue their caring role and the person with dementia can stay living in their own home

“Carers need to have time and look after themselves. You continue to do activities and look for day care centres or look for respite. Fay goes there 5 days a week, during the day from about 9.15 to about 4.30pm. It’s been fantastic and has allowed me to keep working part-time.”

(Carer, wife is living with dementia aged 68 years)

“The Mary Chester Centre turned out to be one of the happiest and worthwhile things about the whole Alzheimer’s experience. That respite service was fantastic, the way they treated people. Here was my beloved with a broken elbow playing table tennis and laughing, I couldn’t believe it; just absolutely amazing.”

(Former carer)

“Both Mum and I can get frustrated (more so Mum) about situations that arise e.g. Mum’s independence. Mum does not want to burden me, and I want to ensure Mum is safe while still enabling her to retain a certain amount of independence for as long as she can, with some assistance from Carey Gardens and me.”

(Carer of her mother living with dementia)

HOW CAN I MAKE THE MOST OF RESPITE SERVICES?

You should look for a respite service that will assess and respond to the needs of people with dementia and carers by looking at all of their needs and working out how they can cater to them, rather than being primarily concerned with whether a potential client fits a particular program criteria.

FIND A SERVICE THAT SUPPORTS BOTH OF YOU

Respite will work most effectively if you can find a service that both the person with dementia and carer find attractive and valuable.

In some cases, especially in more advanced cases of dementia, involving the person with dementia in all of the decisions and planning may not be possible. In this case, carers will need to advocate for the type of services they think will work for both parties. It will be important to reassure people with dementia if they are anxious that respite may in fact be a positive experience that provides them with opportunities to engage with others and participate in meaningful activities.

"He goes to the Men's Shed, two mornings a week and from here he can walk to the Men's Shed. He walks down and at lunch time, one of the other people who live in the village bring him home. He needs to be in respite where he can take part in the activities and be able to chat to people and socialise."

(Carer, husband is living with dementia aged 74 years)

PLAN AHEAD FOR A POSITIVE RESPITE EXPERIENCE

Carers and people with dementia should think about what they will be doing during the respite period. Some people with more advanced dementia may find new environments and people unsettling. It can be useful to start respite experiences early so there is time to adapt to the service. And to start with small breaks and build up to longer ones to gain confidence with respite. It may be useful for the carer to share some initial time with the person with dementia and the respite service provider prior to the first respite experience or during the early days of service delivery.

COMMUNICATE WITH RESPITE STAFF:

- Discuss the type of respite that is available and what will work best for you
- Communicate your needs clearly and openly - and seek an alternative service provider if a service is not responsive to your needs
- Give important information to the respite service provider such as the individual likes and dislikes of the person with dementia, as well as their life history. Providing a daily diary or routine to the respite staff will help them know what a normal day looks like for the person with dementia.

SHARE WITH OTHERS

Get some practical ideas by talking with other people in a similar situation about the ways they have managed to make respite a positive experience. You can contact the National Dementia Helpline on **1800 100 500** for information about support groups and other dementia services in your local area.

KEEP TRYING

Incorporating respite experiences into your life can be an adjustment for carers and people with dementia alike. It can take time to build a sense of trust. Occasionally difficulties can arise, particularly when using respite for the first time. Some families and carers find that the person with dementia does not wish to leave them or leave home to do something different, or that they want to come home whilst using respite. Other families and carers are concerned about changes in a person with dementia that occur when using, or after using, respite.

Some of these difficulties may be alleviated by exploring other respite services that may be better placed to respond to your concerns. If you're not happy with your first respite experience talk to one another and the provider about your concerns and

perhaps you might like to try again. It can take time to establish an activity or routine that will work for all. If you decide a particular service isn't right for you then you may also need to consider alternative types of services.

If you are considering going on a holiday or travelling within Australia and would still like to use respite services, you should discuss these plans with your Home Care Package or Consumer Directed Respite Care package case manager who may be able to help you make arrangements. Alternatively, you can contact the Commonwealth Respite and Carelink Centres (CRCC) in the area you are travelling to. CRCCs operate on a regional basis so be sure to talk to the one based in the area you are travelling to and not the one where you live.



HOW CAN RESPITE SERVICES HELP ME?

The following real-life examples demonstrate how good respite services can help people living with dementia, their carers and families.

Douglas and Helen

"I couldn't keep Helen at home without the respite services." (Douglas)

Married couple Douglas and Helen live in a regional town in NSW. Helen was diagnosed with dementia at the age of 57. Now 68, Helen's dementia has progressed significantly and she can no longer shower, dress or feed herself, and her mobility is also impaired. With the support of a Home Care Package and local respite services Douglas continues to care for Helen at home while also working part-time.

Helen receives 10-12 hours of personal care support per week plus respite services. She participates in a day centre program from 9am to 4pm most weekdays, where the staff are very flexible in accommodating her progressing needs. Helen attends an overnight respite cottage once a week so that Douglas can attend a regular social activity with his friends. Douglas also plans regular longer-term respite stays in a local residential aged care facility for Helen as required so he can go on holiday and visit family.

Douglas says that the biggest challenge is initially asking for help. He says that 'ask for help' is the greatest piece of advice he can give to other carers of people with dementia. By making use of the available respite services, Douglas has been able to care for Helen at home for many years. Their relationship has been sustained with the assistance of local respite service providers who have been flexible in how services are provided to Douglas and Helen to ensure that the needs of both are met.

Donna and Patsy

"The benefits of the day centre are too many to mention. They have given Mum and I a new lease on life and a much more positive and confident way to deal with the stages of ageing and dementia without a feeling of isolation. We now look forward to a more positive future with growth, friendship and love." (Donna)

Patsy, aged 85, lives alone in the suburbs. Her daughter, Donna, who lives two streets away, is her primary carer. Patsy has been attending a respite day centre for two days a week for over a year. Transport is provided to and from the centre. Prior to starting with the respite centre, Donna says that she was very stressed and felt like running away from the demands of caring for her mother as Patsy was very dependent on Donna for social interaction and reluctant to leave home without her.

Patsy was initially resistant to attending the centre but the staff members were so friendly and welcoming that they quickly put her at ease. Patsy enjoys the arts and crafts activities during the day and she helps other clients with their projects. This has given her an increased sense of purpose, confidence and belonging. Donna describes the respite centre as "like a magic pill!" where Patsy "has just blossomed." Patsy also enjoys the various outings she goes on while at the centre and the meals shared with new friends.

Respite has also greatly benefited Donna who says she is now better able to cope with her mum's dementia and deteriorating memory. It gives her time and space to attend to her own needs and staff often assist her by providing strategies for dealing with Patsy's new symptoms as they arise.

John and Helen

"The younger people help the older people with activities...keeps people happy there..." (John)

Married couple John and Helen live in Tasmania. John is a regular user of overnight respite services at the Old Vicarage Respite House (Alzheimer's Australia Tasmania). He was diagnosed with Frontotemporal Dementia in 2011.

Aged 58, John is one of the younger users of the respite services. He says the younger people with dementia like to make themselves useful by helping out in the kitchen. They also enjoy helping the older people who need a hand. For example, they actively seek out the older people and start up conversations to make them feel welcome there.

Respite services often only cater to older and frail people, yet the same services can also be used by much younger people. John's experience is one example of how respite services can better cater to the needs of younger people with dementia who may be physically active and mobile. There needs to be a greater range of supports and meaningful activities to cater to the needs of respite users of all ages.

Mavis

Mavis accesses a Day Centre and services in the community when required. With a flexible approach in place, she can change services when she or her partner need to. Mavis also accesses overnight respite when required. Mavis has stated *'If I wasn't coming to Hawthorn House I would be very bored at home. When I first came I was socially isolated and not able to talk to people. Since attending Hawthorn House my life has changed. I feel so much more confident. I can help other Ladies in the Club. I am able to help in the kitchen when I can. I feel comfortable in helping the staff and volunteers. There is always something going on it is never a boring place to be. I have made so many friends. I feel so good about myself.'*

Coming to Hawthorn House has changed Mavis' life. She no longer uses a walker, her medications have changed, her anxiety has decreased and she is more calm and relaxed. Mavis feels more self-confident and her feeling of self-worth has improved. The flexibility of services has enabled Mavis to stay at home and become more independent.

Bill

Bill accesses Hawthorn House services, including Cottage Respite. When he attends Hawthorn House Bill is very settled as he feels part of the community here. He participates in daily activities when he stays such as feeding the chooks, exercising Sadie (the dog), watering the garden and working in the Men's shed. He helps the overnight staff with meal preparation and dishes in the kitchen. With a high staff ratio Hawthorn House is able to personalise activities and engage people with dementia in their interests.

THINGS TO CONSIDER WHEN CHOOSING A RESPITE SERVICE

There are various things to consider when choosing the most appropriate respite service for you. The table below highlights some things to consider and questions to ask. The information² is not exhaustive, but it may help you to identify and seek out flexible respite services.

Questions / Things to consider	Notes
What setting will work best for you? e.g. in the community, in the home, in residential care, etc	
Where is the centre located? (Is this convenient for you?)	
Is the environment dementia friendly and inclusive? See http://www.enablingenvironments.com.au/	
Do the times of service (time of day and days of week) suit your needs?	
Are you able to access both day and overnight respite if you need it?	
Does the length of time of respite suit you?	
Can you access both planned and/or emergency respite from this service?	
What activities are available? (If you have particular hobbies or interest, it may be worthwhile asking if such activities can be catered for).	
Do the activities provide opportunities to share your experience and knowledge?	
Are there outings or day trips?	

2. Adapted from Phillipson, L., Cridland, E. and Cappetta, K. (2016) Understanding the factors that contribute to 'flexibility' in the provision of respite for carers of people with dementia: A literature review, prepared for Alzheimer's Australia for the 'Making Flexible Respite a Practical Reality' project funded by the Department of Social Services

Are there meaningful activities and engagement with the community?	
Does the service have consistent staff?	
Do the staff have dementia-specific training, knowledge and experience? (If you have specific needs or behavioural concerns, it is important to ask whether the service caters for these needs, and if so, explore what their approach is).	
Are the staff responsive to the needs of people with dementia and the carers?	
Do the staff show compassion and understanding?	
Do you need transport services, and if so, does the service provide suitable services?	
What is the cost of services? How is payment organised?	
If you require particular care arrangements (e.g medical, cultural, mobility), how will these needs be met?	

WHO CAN I CONTACT FOR FURTHER INFORMATION?

FOR RESPITE SERVICES THROUGH THE COMMONWEALTH HOME SUPPORT PROGRAMME, THE HOME CARE PACKAGES PROGRAMME, OR THROUGH A RESIDENTIAL AGED CARE SERVICE

- **My Aged Care:** 1800 200 422
<http://www.myagedcare.gov.au>

PEOPLE UNDER 65 YEARS OF AGE CAN REQUEST ACCESS TO THE NDIS BY CONTACTING 1800 800 110, TTY 1800 555 677, SPEAK AND LISTEN 1800 555 727, HELP WITH ENGLISH 131 450.

GENERAL CONTACTS THAT MAY ALSO BE ABLE TO HELP

- **National Dementia Helpline** - 1800 100 500 <https://fightdementia.org.au/services/helpline>
- **Carers Australia**
<http://www.carersaustralia.com.au/>
- **Carer Gateway** - 1800 422 737
<https://www.carergateway.gov.au>

WHO CAN I CONTACT IF I HAVE A COMPLAINT ABOUT RESPITE SERVICES?

In the first instance you should discuss your concerns with the respite provider. If you are not comfortable doing so, or if you receive an unsatisfactory response, you can raise your concerns about Australian Government subsidised services with the Aged Care Complaints Commissioner on 1800 550 552 (free call) or visit www.agedcarecomplaints.gov.au



FIGHTDEMENTIA.ORG.AU

Visit the Alzheimer's Australia website
for comprehensive information about
dementia, care information, education, training
and other services offered by member organisations.

Or for information and advice contact the
National Dementia Helpline on

1800 100 500

The National Dementia Helpline is an Australian Government funded initiative

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