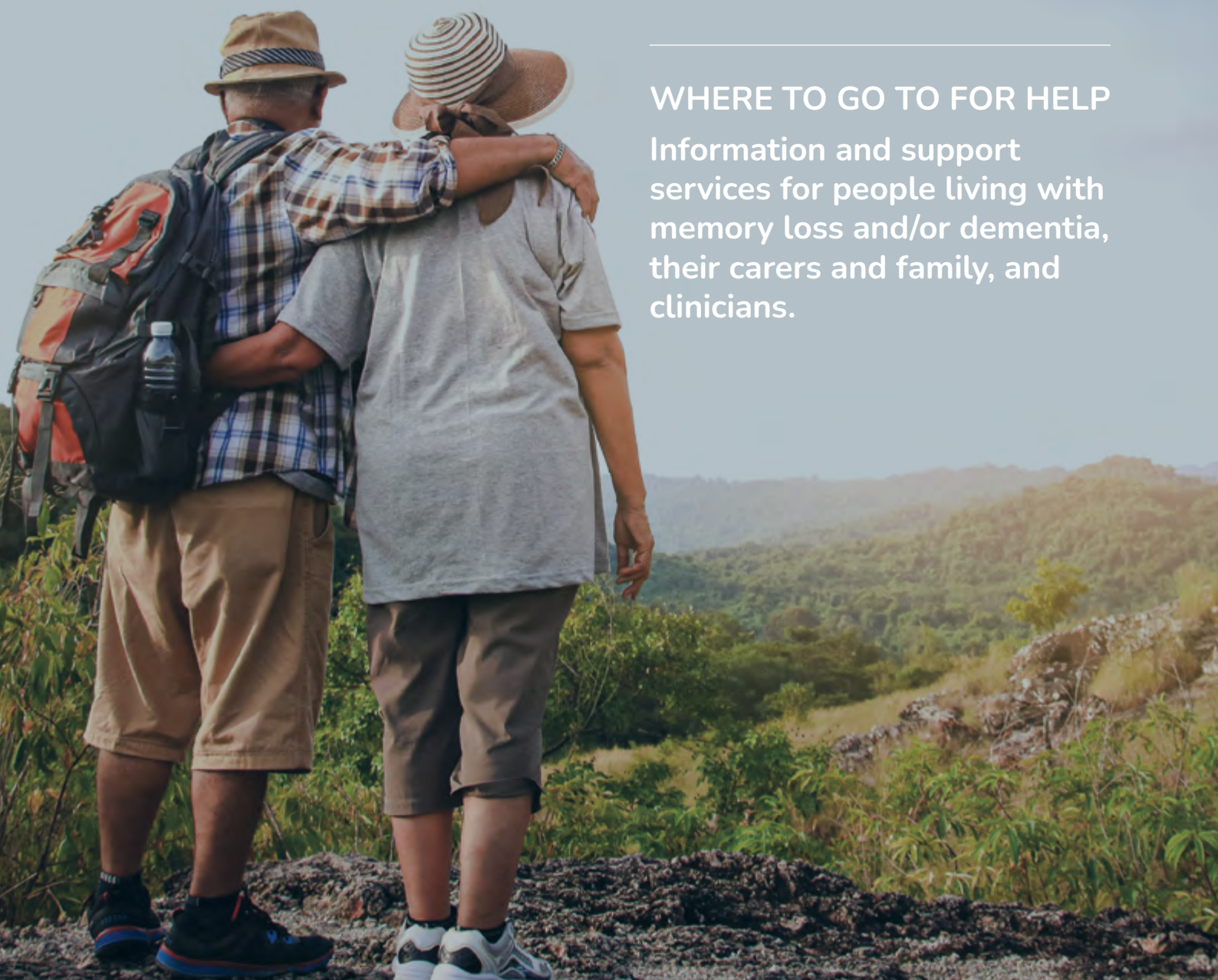


Central Coast Guide

FOR DEMENTIA SERVICES & SUPPORT

WHERE TO GO TO FOR HELP

Information and support services for people living with memory loss and/or dementia, their carers and family, and clinicians.





For assistance with access to organisations listed in this booklet:

- **Hearing and speech impaired** - there are call services if you are deaf, have hearing loss or speech disability. Phone National Relay Services **1300 555 727**.
- **Interpreter Support** - If you need an interpreter (free service) call **131 450**. It is important to know that people living with dementia often revert to their birth language.

Guide developed in 2022.

Accurate as of April 2026.

The Central Coast Dementia Alliance acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respects to those lands that provide for us. We acknowledge and pay respect to the ancestors that walked and managed these lands for many generations before us. We acknowledge and recognise all Aboriginal people who have come from their own country and who now call Darkinung Country their home. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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What is CCDA?

The Central Coast Dementia Alliance (CCDA) formed in 2018 with the vision of members actively working together to improve the wellbeing of people living with memory loss and dementia, as well as their carers and families, in the Central Coast community.

CCDA's Aims

The aim of the CCDA is to ensure a collaborative and integrated approach to the planning, implementation, and evaluation of projects that improve the health, care, and quality of life for people living with dementia, their carers and their families. We also aim to support those that provide care and services. We intend to achieve this through a formal partnership between key stakeholders, along with input from people living with dementia and their carers.

For more information or to express your interest in joining the CCDA, please email us at **Central-Coast-Dementia-Alliance@thephn.com.au**



What is dementia?

Dementia is **not** a normal part of ageing, although more commonly seen in older people, dementia can impact people of all ages. Dementia is a disease of the brain that can affect memory, thinking and behaviour, and how someone performs everyday tasks.

The symptoms of dementia can be caused by different diseases, including Alzheimer's disease, vascular dementia, dementia with Lewy Bodies, frontotemporal dementia, or alcohol-related dementia.

Dementia gradually affects a person's ability to carry out daily activities, such as driving, shopping, getting dressed, going places, and managing money. Over time, it can be difficult for a person living with dementia to live by themselves.

When should I seek help?

Memory loss or changes to someone's thinking or behaviour can be caused by various conditions, including vitamin deficiency, hormone deficiency, infection or medications – the changes may not be caused by dementia.

If the changes are being caused by dementia, finding out early can help a person living with dementia, their carer and family to:

- Understand what is happening and why
- Make timely decisions about planning for the future
- Access support and services to help them stay living independently at home

It is recommended you have a regular GP and local pharmacy.

What happens next?

If you are experiencing symptoms, such as memory loss and confusion, your doctor may order tests. The tests may include blood tests and a brain scan. You may also be asked some questions to check your thinking and processing abilities and be asked to write or draw on a piece of paper.

You may be referred to Central Coast Local Health District (CCLHD) Dementia Services (formerly DABSS), where staff have specialised skills and experience in assessing memory loss and dementia. As part of their assessment, they may spend one or two hours with you, your carer and family, to ask all the questions needed, to feedback to your doctor.

You could also be referred to other specialist clinicians such as a neurologist, geriatrician, neuropsychologist or psychogeriatrician (old age psychiatrist), for further assessment and diagnosis.





GPs

GPs provide person-centred care, continuity of care over time, whole person care, diagnostic and therapeutic skill, clinical care coordination, leadership and advocacy, and referral and navigation of patients through the health system.

Health Direct – Find a health service

healthdirect.gov.au/australian-health-services



CCLHD – Geriatric Medicine Department

Home visits and outpatient geriatric clinics are available for patients requiring these services. Home visits are for patients with difficulty accessing clinics either because of frailty, behaviour or mobility issues. Outpatient clinics are for patients who are more mobile and can access the Outpatient Department at Gosford and Wyong Hospitals.

GP REFERRAL IS REQUIRED.

For patients living in the Gosford region:

Ph: 4320 3141 Fax: 4320 2986

For patients living in the Wyong region:

Ph: 4394 8099 Fax: 4394 8098



Private Geriatricians

The Central Coast has many Geriatricians working in the private sector. For a list of specialists available, see the Health Direct – Find a health service website.

Health Direct – Find a health service
healthdirect.gov.au/australian-health-services

GP REFERRAL IS REQUIRED.
CONSULTATION FEES VARY.



Private Neurologists

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Health Direct – Find a health service
healthdirect.gov.au/australian-health-services

GP REFERRAL IS REQUIRED.
CONSULTATION FEES VARY.



CCLHD Dementia Services (formerly DABSS)

The Dementia Service clinician can assist with information, advice, education and support. Dementia assessments assist with management of the impact of dementia through person-centred assessments and care planning.

A free memory screening assessment service is available via a doctor's referral.

Clinicians provide assessments and care planning for behavioural changes associated with dementia for people living at home, in residential aged care facilities and in hospital.

Palliative Care Coordination is also available for the person living with advanced Dementia, and is living at home.

Carer support groups operate on a monthly basis in four locations across the Central Coast in Woy Woy, Erina, The Entrance and Lake Haven.

General enquiries: Phone the Community Access and Intake Line:-

Phone: 1300 725 565
Fax referrals to: 02 4320 9333

Central Coast HealthPathways (for clinicians)
centralcoast.healthpathways.org.au/



CCLHD Neurology and Neurosciences Department

Staff can assist in the process of diagnosis in conjunction with other health staff, depending how the client presents and current needs at that time. **Contact:**

Neurology: Ph: 4320 2404
Fax: 4320 3783

Neurosciences: Ph: 4320 5600
Fax: 4320 5606

What else do I need to know?

Your doctor can also refer you to **allied health services**, if you need them. These include:

- Aboriginal health worker
- Audiologist (hearing)
- Chiropractor
- Diabetes educator
- Dietitian
- Exercise physiologist
- Occupational therapist
- Osteopath
- Physiotherapist
- Podiatrist
- Psychologist
- Social worker
- Speech therapist
- Eye specialist
- Dental

Support services are available for positive brain health for all members of community:

Catholic Care Memory Innovations Centre can also help support positive brain health for seniors in our community by improving quality of life and wellbeing. **Phone:** 02 9481 2659

Hearing Australia provides testing, ongoing care and device repair services either online, in centre or in your home as well as hearing management through counselling and rehabilitative programs. Erina **Phone:** 02 4348 2700

NSW Health's Active & Healthy website features a directory of community physical activity and fall prevention programs and general physical activity programs for adults aged 50 years and over. **Website:** activeandhealthy.nsw.gov.au

Healthy Ageing Online Learning Hub helps older adults make small changes to improve their health and wellbeing. The hub features online learning modules with quizzes, online exercise programs designed for beginners with videos, factsheets with helpful tips and information, an exercise manual and logbook with images and easy-to-follow instructions. **Website:** healthpromotion.com.au **Phone:** 02 4230 9720

Get Healthy Service is a free phone and online-based health coaching service. This service supports people to make lifestyle changes and reach their health goals. Coaches support people to eat healthy, get active, reach and stay a healthy weight, reduce alcohol consumption, manage health while living with type 2 diabetes or cancer. **Website:** gethealthynsw.com.au **Phone:** 1300 806 258

Stepping On is a 7-week fall prevention program for adults aged 65 years and over and Aboriginal adults aged 45 years and over. The program will help you learn how to reduce your risk of falling and how to maintain your independence. **Website:** healthpromotion.com.au **Phone:** 02 4230 9720

Mind+Move from Catholic Healthcare is a range of health and wellness programs offering a diverse and exciting range of activities including day trips, fitness classes and online activities. **Website:** catholichealthcare.com.au/centralcoast **Phone:** 1800 841 713

Central coast council 50+ Leisure & learning centre offers various programs, no codes required. Available to all. **Main phone** 1300 463 954 | **Ettalong** 02 4304 7222
Gosford 02 4304 7065 | **Lake Munmorah** 02 4358 8390 | **Long Jetty** 02 4332 5522
Terrigal 02 4384 5152 | **Toukley** 02 4396 5078 | **Wyang** 02 4352 1553

Community Therapy a mobile allied health team with a passion for supporting older adults and people living with disabilities. They partner with home care providers and NDIS participants. **Phone:** 1300 031 935

Where can I get information?

If you have been diagnosed with dementia, it's important to know where to access information, to help you and your carer:

- Understand the symptoms and progression of the disease
- Understand strategies that can be put in place to support your changing needs and behaviours
- Be informed about useful services and resources

Knowing where to find information and answers can also help carers to:

- Develop skills to care for the person living with dementia while looking after themselves
- Know where to meet and spend time with others who are having similar experiences

DEMENTIA AUSTRALIA

National Dementia Helpline: 1800 100 500, 24 hours

A free, confidential service that provides support and access to counsellors, who can help the person living with dementia, their carers and family manage the impact of dementia. The Helpline also provides information about dementia and support services in your area, and has a list of local education opportunities.

The website has brochures, help sheets, videos, a lending library, technology and resources, including resources designed specifically for the **Aboriginal and Torres Strait Islander** (*Your Story Matters*), **Culturally and Linguistically Diverse** (CALD), and **LGBTI** communities.

dementia.org.au

FORWARD WITH DEMENTIA

Information for People with Dementia, Carers and Health Professionals

This website gives you answers after a dementia diagnosis.

You'll find up-to-date information from clinicians and researchers, practical suggestions and stories from people with dementia and carers, and tools to help you manage living with dementia.

Many people with dementia live full and meaningful lives after diagnosis.

forwardwithdementia.org.au



CCLHD DEMENTIA SERVICES (FORMERLY DABSS)

The Dementia Service clinician can assist with information, advice, education and support. Dementia assessments assist with management of the impact of dementia on the person and their family through person-centred assessments and care planning.

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Carer support groups operate on a monthly basis in four locations across the Central Coast.

CCLHD Dementia Support Services (formerly DABSS)

General enquiries: Phone the Community Access and Intake Line

Phone: 1300 725 565

Fax referrals to: 02 4320 9333

Central Coast HealthPathways (for clinicians)

centralcoast.healthpathways.org.au/



Changes in behaviour

Sometimes dementia can cause changes in a person's behaviour which may be upsetting for them, as well as for their carer and family. Changes can also occur due to an underlying illness, pain or discomfort. It's important to always discuss any concerns or behavioural changes with your doctor.

Assistance with changes in behaviour can be accessed by contacting the services below:

CCLHD DEMENTIA SERVICES (FORMERLY DABSS)

Clinicians provide assessments and care planning for behavioural changes associated with dementia for people living at home, in residential aged care facilities and in hospital.

Phone: CCLHD Dementia Support Services 1300 725 565

Fax referrals to: 02 4320 9333

DEMENTIA SUPPORT AUSTRALIA

Phone: 1800 699 799, 24 hours

Dementia Support Australia provides over the phone advice on how to manage and respond to changes in behaviour. Staff can also refer carers and family to other support services that can help. This may include a face to face assessment with the Dementia Behaviour Management Advisory Service (DBMAS) or Severe Behaviour Response Teams.

dementia.com.au

DEMENTIA AUSTRALIA – NATIONAL DEMENTIA HELPLINE

Information, counselling and support.

Phone: 1800 100 500 | **dementia.org.au**

Social Support Groups & Programs

Family and friends, church groups, men's and women's groups, social and sporting clubs are places where you may find support. However, there are also support groups that are just for people living with dementia and carers.

Dementia support groups are for people living with dementia. The groups provide a supported, social environment with activities and outings. The groups also provide respite for carers, so they can go shopping, go to appointments, play golf, learn a new skill, or catch up with friends.

YOUNGER ONSET DEMENTIA (YOD)

There are services designed specifically for people **under 65 years** diagnosed with dementia. These services provide information, support, counselling and referral to other services that can help. For further information call the **National Dementia Helpline** on **1800 100 500** or visit **dementia.org.au**.

Family Coast Support

FCS offer a day program for people living with younger onset dementia. Located in Berkeley Vale. **Phone:** Damian - 0404 526 123 **Email:** info@familycoastsupport.com

SOCIAL SUPPORT GROUPS/CENTRE BASED RESPITE FOR PEOPLE LIVING WITH DEMENTIA - DAY PROGRAMS

(Approval codes required. Please note, days and times are subject to change)

Integrated Living

Dementia specific day respite Centres at Gosford, Gorokan & Woy Woy on the Central Coast. These groups are to support people living with dementia to access their local communities. Integrated Living deliver programs and are able to track client outcomes through these. Programs are designed to enable clients to use their current skills and abilities.

The centres run 5 days per week and are also respite for their carers. They also hold informal carers' groups.

Phone: 1300 782 896 | Team Leader - **Phone:** 0475 586 227
integratedliving.org.au. Transport available

River Oak Social Club run by Hammond Care At Home Central Coast

For people living with Dementia and/or frail aged

Address: Green Point Community Centre 96 Koolang Road, Green Point NSW 2251

Phone: 1800 826 166 | **Email:** RiverOakSocialClub@hammond.com.au.

Monday-Thursday, community transport options available.

Catholic Healthcare - Warnervale Wellness Centre

Warnervale - corner of Sparks and Minnesota Roads. Community transport options available. **Phone:** Michelle Webb - 0498 011 516

Woy Woy and North Friendship Group run by Coastlink

For both My Aged Care and NDIS Participants **Phone:** 02 4321 1022. Transport available

SOCIAL PROGRAMS/COMMUNITY ACCESS GROUPS FOR PEOPLE LIVING WITH DEMENTIA

Helpful Resources for social support and activities for people living with dementia (NDIS/MAC require approval codes to access)

Dovida (formerly Home instead)

Green Point Community Centre. Fridays 10am - 12pm.
Currently for Home Instead clients only. **Phone:** 02 4342 3477

Mosaic Multicultural Connections

Various sites **Phone:** 02 4334 3877

Anglican Care Friendship group

Warnervale, Wednesday 10am - 2pm. Only available to Anglican Care support at home recipients. **Phone:** 02 4393 8550

Novacare social centres

143 Dora Street, Morristet. **Phone:** 1300 363 654

Meals on Wheels Community Restaurants

Woy Woy - Friday | **Bateau Bay** - Tuesday & Thursday | **Tuggerah** - Wednesday
Phone: 02 4357 8444

Wesley

Tuggerah Seniors Social Club. Monday to Friday 10am - 2pm. Some transport available.
Phone: 02 9263 5166 - Ask for Seniors Social Hub

ADSSI Limited

ADSSI Limited is a not-for-profit home and community care organisation. They provide in-home care through the Commonwealth Home Support Program, Support at Home Program, National Disability Insurance Scheme (NDIS), and the NSW Government.

Phone: 1300 578 478

Pelican Day Club (RSL Day Clubs)

The Day Club is weekly gathering for people looking for friendship, gentle activities, and lively conversation. Pick up and drop off is available depending on location. Cost is \$10 per week which includes morning tea, lunch and all activities.

Every Wednesday 9:30am-1:30pm – The Entrance-Long Jetty RSL Sub-Branch Community Hall, 80 Wyong Road Killarney Vale (Entry to hall is in Hume Boulevard).

Phone: Lauren 0419 605 514

Individual service providers may offer programs - check with your service.

SOCIAL GROUPS FOR BOTH PERSONS LIVING WITH DEMENTIA AND THEIR CARERS

Helpful Resources for social support and activities for carers and health providers

A list of resources for social support across the Central Coast to assist health and care providers to support their patients and/or clients.

Younger Onset Dementia Social (YODSS) Central Coast

A volunteer run social support group for those diagnosed with Younger Onset Dementia, and their carers. YODSS meet at the Ourimbah RSL on the 2nd Friday each month from 2pm to 4pm.

Phone: Chris Jones - 0424 152 257

Email: ceejay22@live.com.au

Synapse

Dedicated to reconnecting the lives of those affected by neurocognitive disability including Younger Onset Dementia

Phone: 1800 673 074

Rotary DCAF Dementia Cafés

A place for people living with dementia and their carers to meet and socialise in a relaxed and friendly environment. At the following locations:

Umina - Groups meet on the 2nd and 4th Mondays of the month at the CWA Hall in Umina from 10am–12pm.

Phone: Cherie – 0425 222 778 or Heather - 0414 446 177

Kincumber - Held fortnightly (first and third Tuesdays of the month) from 10.30am - 12pm at the Kincumber Neighbourhood Centre (K.N.C). **Phone:** Sandy Hunt-Sharman - 0408 944 102

Terrigal - Held on the 2nd and 4th Monday of the month from 10am to 12noon at CWA Hall, Terrigal. **Phone:** Maggie Vincent - 0434 315 327

Bateau Bay - First and third Tuesdays of the month from 10am to 12pm at Bateau Bay PCYC on the ground floor. **Text:** Julie - 0427 426393, or **email** weetaliba@bigpond.com



Support for carers

Caring for someone can be rewarding, however there can also be challenges. Carers may need to learn to balance looking after themselves while caring for someone else.

If you are a carer, seeking support from family and friends, and sharing your concerns with other carers is important. However, there may be times when you need to talk to a trained professional, who:

- Will understand how you are feeling
- Can help you to find solutions
- Can suggest services to support you and the person you are caring for

CCLHD Dementia Services (formerly DABSS) – Carer Support Groups

Carer Support Groups operate on a monthly basis in four locations across the Central Coast. The groups are for people who are supporting/caring for people living with dementia in the community. Groups provide information, education and support.

Venues: Woy Woy, Erina, The Entrance, Lake Haven

Phone: CCLHD Dementia Support Services 1300 725 565

Fax referrals to: 02 4320 9333

CCLHD – Carer Support Unit and Carer retreat

A retreat for carers of patients in Gosford hospital, offering support, resources, information, business facilities, parking, Tai Chi, meditation and refreshments. The Carer Retreat provides a place for carers to relax and re-energise and has a variety of information and resources to support the situation you may be going through

Phone: 02 4320 5556 or 02 4320 5557 | Fax: 02 4320 5555

Email: CCLHD-CSUCC@health.nsw.gov.au

Hours: Mon-Fri from 9am to 4:30pm

Address: 91 Holden Street, Gosford (opposite Gosford Hospital).
cclhd.health.nsw.gov.au/patients-and-visitors/carers-support/

National Australia Carer Gateway

Phone: 1800 422 737

Mon-Fri from 8am to 6pm

The Carer Gateway is a national phone service and website that provides advice, information, resources, and links to support services. The website includes an interactive service finder to help locate the nearest carer support services.

carergateway.gov.au

CARERS NSW AUSTRALIA

Phone: 1800 242 636

Mon-Fri from 9am to 5pm

Carers NSW provides information, support and counselling to help improve the health, wellbeing, resilience and financial security of carers.

carersnsw.org.au

Young Carers

Phone: 1800 242 636

Mon-Fri from 9am to 5pm

Young Carers provides support for those under 25 years who are looking after someone in their family, taking them to appointments and/or doing the shopping or cooking. The website has stories from other carers, tips, resources and education scholarships.

youngcarersnetwork.com.au

Outreach Liaison Worker for the Central Coast and Hunter

Phone: 02 9289 4280 | **Fax:** 02 9280 4755 | **Mobile:** 0437 986 903

Email: keikoc@carersnsw.org.au

Dementia Australia - National Dementia Helpline

Information, counselling and support.

Phone: 1800 100 500 | **dementia.org.au**

Carers Australia NSW – Counselling

Phone: 1800 242 636 | carersnsw.org.au



You can get information about dementia and carer support groups, including when and where they occur, by calling the National Dementia Helpline on 1800 100 500.

Specialised programs for persons living with dementia and their carers

STAYING AT HOME RETREAT RUN BY HAMMONDCARE

A complimentary overnight carer wellbeing and respite program for carers and people living with dementia.

In this program you will access tailored support, education and practical suggestions from experienced staff to help you to support the person living with dementia to stay at home longer.

Phone: 1800 826 126
hammondcare.com.au/sah

REFRESH RETREATS RUN BY BAPTISTCARE

The Refresh Retreats program aims to equip carers with the knowledge, tools, and support needed to care for somebody living with dementia at home, whilst the person living with dementia receives quality care and a simultaneous program of engaging activities.

Set within a calming, peaceful environment, the retreat runs over 3 days & 2 nights and offers an opportunity for those experiencing life with dementia to take time out for respite and connection. FREE program: includes, accommodation & meals.

Enquiries: Refreshretreats@baptistcare.org.au **Phone:** 1300 275 227

Overnight Cottage Respite

COTTAGE RESPITE

Cottage respite is available overnight or over a weekend in a community setting.

A cottage respite referral code through My Aged Care* is required through an assessment. May also be available to NDIS participants.

My Aged Care - Phone: 1800 200 400

COTTAGE RESPITE OPTIONS ON THE CENTRAL COAST INCLUDE:

Jean Marion Cottage

The Jean Marion cottage, located in Narara on the Central Coast, was established by Hammond Care. It is a small suburban home that offers short term overnight respite care from 2-10 days in a home-like environment for people living with dementia. A client contribution is charged; however this can be negotiated, depending on the person's circumstances and can be discussed with the service manager.

Jean Marion Cottage - Phone: 02 4337 5850 | **Email:** support@hammond.com.au
82A Reeves St, Narara NSW 2250

* See page 25 for more information on My Aged Care

Corella Cottage - Uniting NSW

Corella Cottage is co-located with Starrett Lodge at Hamlyn Terrace. Day, late and overnight respite stays are offered for up to 10 days at a time. Home cooked meals, social activities, transport service available to pick up clients if required. Able to accommodate clients utilising CHSP, Support at Home and private funds.

Codes required - Cottage Respite or Flexible Respite

Phone: 1800 864 846

Ailsa Craig Cottage - NovaCare

Ailsa Craig Cottage is located at Hamilton, Newcastle, only 200m from Broadmeadow Station. Respite stays can be from 1-14 nights. Day respite is also available Mon-Fri 9-3pm. The cottage has capacity for low-care clients only. Able to accommodate clients utilising CHSP, HCP and private funds.

Codes required - Cottage Respite or Flexible Respite

Phone: Leeta Jones-Buchanan 4961 6264

RESPITE IN A RESIDENTIAL AGED CARE FACILITY

A short stay in a residential care home is available. People are eligible for 9 weeks respite per financial year. This can be extended by approval from ACAT in blocks of 21 days at a time. **Cost** - 85% of single aged pension. This is the base rate, plus an additional or extra service fee if the facility charges it.

Phone My Aged Care on **1800 200 422** for an assessment by the Aged Care Assessment Team (ACAT) for approval for residential respite. Can book through My Aged Care.

However: If needing most costs covered by The Carer Gateway, respite is booked through the Carer Gateway staff. Carer Gateway do not reimburse if the Carer has self-organised the respite.

myagedcare.gov.au/respite-care?fragment=residential
carergateway.gov.au/respite/what-respite

Urgent Respite Care

NATIONAL AUSTRALIA CARER GATEWAY

Phone: 1800 422 737

Mon-Fri from 8am to 6pm

The Carer Gateway is a national phone service and website that provides advice, information, resources, and links to support services. The website includes an interactive service finder to help locate the nearest carer support services.

carergateway.gov.au



Aboriginal and Torres Strait Islander Organisations on the Central Coast

NUNYARA ABORIGINAL HEALTH UNIT – CCLHD

Nunyara has strong links to the Aboriginal community and provides several services including specialised Aboriginal health services, advocacy and support.

The health services provided by Nunyara include:

- Aboriginal Chronic Care
- Aboriginal Hospital Liaison
- Aboriginal Palliative Care

Phone: 02 4320 2698



NGIYANG PREGNANCY, CHILD AND FAMILY HEALTH SERVICE – CCLHD

The Aboriginal Pregnancy and Child and Family Health service NGIYANG provides culturally sensitive pregnancy care, early child development, immunisation, parenting support, education and referrals. This free service is available for all Aboriginal families living on the Central Coast. NGIYANG is staffed by child and family health nurses, midwives and social workers who offer home visits and clinic appointments. Aboriginal health workers are also available to provide parenting support and help families to access developmental health checks and immunisations.

NGIYANG is located at 2/2A Bounty Close Tuggerah NSW 2259 **Phone:** 02 4394 9148

BUNGREE ASSOCIATION

Bungree Aboriginal Association is an Aboriginal Community based organisation which provides a wide range of services to help Aboriginal and Torres Strait Islander people.

As the largest Aboriginal not for profit organisation on the Central Coast, Bungree is a multi-service organisation delivering programs and services to the Central Coast, as well as parts of Newcastle and the Upper Hunter in New South Wales.

Bungree:

- provides services for Aboriginal people across the Central Coast region
- is one of the largest Aboriginal not for profit organisations on the Central Coast and currently employs approximately 35 staff
- is one of the largest Aboriginal providers of housing on the Central Coast
- is recognised as one of the most successful providers of Aboriginal social services in the Central Coast
- is a registered provider for the National Disability Insurance Scheme (NDIS)
- Care finders provide support for vulnerable older people to access aged care and other supports

Phone: 02 4350 0100

MINGALETTA

Mingaletta is the only Aboriginal and Torres Strait Islander community hub based in the Umina and Woy Woy Area of the Central Coast.

This not-for-profit hub provides access to a range of community-based activities, programs and services including health, welfare and educational programs aimed at improving the quality of life for Aboriginal and Torres Strait Islander people.

At Mingaletta, Aboriginal and Torres Strait Islander people are welcome to be part of a community and celebrate their culture.

As a proud member of Barang, Mingaletta is working with other organisations of the Central Coast to empower Aboriginal people through a unified voice. **Phone:** 02 4342 7515

ELEANOR DUNCAN ABORIGINAL SERVICES

Eleanor Duncan Aboriginal Services is a non-for-profit, Aboriginal Community Controlled Organisation and the only Aboriginal Medical Service on the Central Coast, Darkinjung Country. Yerin Eleanor Duncan services over 4000 Aboriginal and Torres Strait Islander People on Darkinjung Country including their own facility at McPherson Road Mardi and clinics at Wyong and Umina Beach.

Eleanor Duncan Aboriginal Services provides medical and dental care and education, mental health and alcohol and other drugs supports and intervention services, permanency support, family preservation, targeted youth support services, antenatal, postnatal and parenting support groups and support services, National Disability Insurance Scheme, chronic disease management (integrated team care) and wrap around homelessness care coordination through a transdisciplinary framework. **Phone:** 02 4351 1040

GUDJAGANG NGARA LI-DHI

This is an Aboriginal organisation that cares for families, children and young people who reside in the Central Coast in their cultural context.

Focus is on collaboration with organisations delivering complementary services to Aboriginal people, providing an integrated response to their needs. Partnerships work towards proficiency in culturally competent service delivery, embedded in an Aboriginal World View to improve the safety, welfare and wellbeing of Aboriginal people. **Phone:** 02 4305 8807

DARKINJUNG LAND COUNCIL

Since its creation, Darkinjung Local Aboriginal Land Council (LALC) has constantly focused on improving the health and wellbeing of the community. The council achieves this objective by implementing policies and procedures through the operational functions of the Aboriginal Land Council and in accordance with the NSW ALR Act. The Darkinjung LALC boundaries stretch from Catherine Hill Bay in the north, Hawkesbury River to the south, Pacific Ocean to the East and Watagan Mountains to the West. **Phone:** 02 4351 2930

THE GLEN FOR MEN AND WOMEN

The Glen Group operates residential drug and alcohol rehabilitation centres on the Central Coast of NSW – The Glen for Men at Chittaway Point (est. 1994) and The Glen for Women at Wyong Creek (est. 2022). Indigenous and non-Indigenous men and women from all over Australia are welcome. **Phone:** 02 4388 6360

Other Community Support

ACON'S AGED CARE VOLUNTEER VISITORS SCHEME (ACVVS) - CENTRAL COAST & HUNTER

Social support service that matches older LGBTQ+ people to an LGBTQ+ volunteer. Volunteers visit at a minimum of 1 hour per fortnight, but more frequent support can be provided. These connections reduce isolation while supporting members of the community to be their authentic self.

The ACVVS is available to people living in residential aged care, or anybody receiving/ applying for support at home. The ACVVS is appropriate for people living with dementia, and their carers, who meet this criteria.

Phone: 02 4962 7700 **Email:** vmapstone@acon.org.au

AGED CARE VOLUNTEER VISITORS SCHEME

This scheme supports volunteer visits to provide friendship and companionship to older people. Visits are available to anyone who:

- Receives government-subsidised residential aged care or Support at Home, including care recipients approved or on the National Priority System for residential or Support at Home packages
- is socially isolated

Phone: 02 4329 7122 **Email:** acvvs1@volcc.org.au **Website:** volunteeringcentralcoast.org.au

DRIVING MISS DAISY

Companion driving services offering passenger help and friendly assistance for their daily needs. **Phone:** 1800 324 791 or 0458 734 044 - Gary Bruderlin

COMMUNITY TRANSPORT - CENTRAL COAST

Transport options are available through your service provider.

Phone: 02 4355 4588 | ccct.org.au

WESTFIELD TUGGERAH SENSORY SUPPORT

Westfield Tuggerah aims to create an inclusive environment for customers, by offering a shopping experience where all customers feel welcomed and valued

Quiet Time - During Quiet Time hour, the lights are dimmed, music volume is adjusted alongside limiting some day to day activities. Many of the retailers participate by also dimming their lights, lowering their music and creating special offers just for Quiet Time.

When: Every Tuesday 10:30am-11:30am

Sensory Headphones – Sensory headphone kits are provided at no cost and can be hired from the concierge desk. Sensory headphones are designed to reduce stimulation in a shopping centre environment.

westfield.com.au/tuggerah/event/5igkNwDqq9cUgNOavKunrx/quiet-time

Phone: 02 4305 5351

westfield.com.au/tuggerah/service/4Q1Zlw76aQU4OwokWkaIGC/accessibility



HIDDEN disabilities
Making the invisible visible

WHAT IS THE HD SUNFLOWER PROGRAM?

Living with a Hidden Disability can make daily life more demanding for many people, but it can be difficult for others to recognise, acknowledge or understand the challenges faced. Wearing the Sunflower discreetly indicates to staff, colleagues and health professionals that the wearer (or support person with them) has a hidden disability and may need additional help or simply more time.

FOR PEOPLE WITH A HIDDEN DISABILITY

Individuals can purchase the products online and choose to wear them to be identified as someone needing extra time without having to ask for it or to enable access to assistance if required.



CENTRAL COAST LIBRARIES FREE MONTHLY WELLBEING PROGRAMS

Exercise your brain:

Erina Library - **Phone:** 02 4304 7650, Kincumber library - **Phone:** 02 4304 7641

Colour me calm at Lake Haven library **Phone:** 02 4350 1570.

Please contact your local library to research further.

COLES SUPERMARKETS

Quiet Hour – Quiet Hour provides a low-sensory shopping experience by making changes in store, such as reducing noise and distractions.

When: Coles Quiet Hour times vary across different stores with some retail stores offering this every day.

coles.com.au/about-coles/community/accessibility/quiet-hour#NSW

WOOLWORTHS SUPERMARKETS

Quiet Hour – This program is designed to reduce anxiety and sensory stress for customers with specific needs, including dementia and Autism, by providing a quieter and less stimulating environment in store.

When: Every Tuesday 10:30am-11:30am at selected retail stores

woolworthsgroup.com.au/page/media/Latest_News/woolworths-rolls-out-quiet-hour-to-select-stores-across-australia

MCA ART PROGRAM

Art and Dementia program that aims to create new connections and life-enriching experiences through contemporary art for people living with dementia and their support networks. mca.com.au/learn/art-dementia/

THE DEMENTIA SHOP

Online resources for dementia aids. dementiashop.com.au

TABTIMER

Provides assistive technology and assisted listening devices to help people complete various tasks on time. Their products are used by many with diverse needs, including the aged, people with disabilities, and people with medical conditions.

tabtimer.com.au

ALPHA LIFECARE

Dementia sensory items that help with unmet comfort needs. Also service Aged Care / Hospital and Community Care with beds and pressure care equipment to care for those living with dementia. **Email:** selwyn.cox@alphalifecare.com.au or **phone:** 0428 238 854.

M4DRadio

Music for dementia online radio station. A group of 5 themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories. **m4dradio.com**

AGELESS GRACE

Timeless Fitness for Body and Brain, Ageless Grace® is a fun, simple way to exercise – seated, standing or even lying down based on the science of neuroplasticity to work all parts of the body and brain. **agelessgrace.com.au**

DOGGIE DATES NSW

A great opportunity to socialise your dogs and meet other friendly, like-minded people, share ideas and get exercise for you and your buddy. **doggiedatesnsw.com.au**

SURVIVORS' CHOIR

A vibrant and welcoming community for individuals impacted by stroke, parkinson's disease, acquired brain injuries, dementia and trauma. Free program including morning tea.

Tuesday 1:00pm - 2:30pm, Terrigal Uniting Church **Phone:** Heather 0449 835 865

TRANSITION ANGELS

Transition Angels are your trusted relocation experts, dedicated to making your move seamless and stress-free. From expert packing and unpacking to professional removalists, decluttering specialists, and thorough move-out cleaning, we take care of every detail, so you don't have to. Let us handle the logistics while you focus on your fresh start.

Website: transitionangels.com.au or **Phone:** 0418 509655

YOUR STORY

Captures and preserves precious family memories, experiences and advice through high-quality video production, across Australia. We gently guide you or your loved one to reflect, open up and share what matters most – the funny moments, the tough lessons, the quiet wisdom. **Phone:** 0449 233 533 **Email:** Michelle@YourStory.net.au **Website:** YourStory.net.au

How do I access the services?

If you need help at home, help caring for yourself, or want to know more about respite or residential care, the best place to start is either **NDIS** for those with younger onset dementia, or **My Aged Care**.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

NDIS Access process (this may be a valuable resource for early onset dementia cases)

For people aged between 9–65yrs wanting to enquire about applying for NDIS, a person can contact NDIS 1800 800 110 to enquire who the Partner in The Community is for their area (Social Futures Central Coast). They can either attend the Gosford or Wyong office in person or phone 1800 522 679.

If a paper version of the Access Request is completed, this can be emailed to enquiries@ndis.gov.au, attend the Gosford or Wyong Social Futures office or mail it to PO Box 700, Canberra, ACT 2601.

A Local Area Coordinator (LAC) will contact to support the person to understand the Access process. This will include discussing evidence of disability - medical reports from specialists, GP and other health professionals confirming diagnosis and the functional impact diagnosis has on activities of daily life, treatments that have been explored and exhausted and domains of support required.

The NDIS may request additional evidence to support the Access request, a letter will be sent advising what additional evidence is required, and 90 days is provided to enable this to be submitted.

If NDIS Access is approved, a letter will be sent confirming Access is met. A NDIS Planner will develop a plan based on the evidence provided and the information gathered at the meeting with LAC. The plan will be sent out and support will be provided to understand the plan and to connect with service providers by either Local Area Coordinator or Support Coordinator.

If Access is declined, a letter from NDIS will be sent. If the person disagrees with the decision, a request for an Internal Review can be submitted. This can be done by contacting NDIS on 1800 800 100, sending email to enquiries@ndis.gov.au. Support can be provided by Local Area Coordinator to connect with community and mainstreams supports.

Website: ndis.gov.au/applying-access-ndis

MY AGED CARE

My Aged Care is your starting point for accessing Australian Government-funded aged care services. They provide the information and support you need to understand, access and navigate the aged care system. If you need some help around the house or think it's time to look into aged care homes, My Aged Care is here to help.

Contacting My Aged Care;

Phone: 1800 200 422 **Website:** myagedcare.gov.au

Visit in person: To book an appointment with an ACSO, call the Services Australia Aged Care line on 1800 227 475

Assistance accessing aged care services

MY AGED CARE SPECIALIST OFFICER AVAILABLE AT SERVICES AUSTRALIA, WOY WOY AND GOSFORD

The My Aged Care face-to-face representative at Services Australia is the Aged Care Specialist Officer – ACSO, however all Services Australia staff can assist with basic aged care enquiries and information.

Phone: 1800 227 475

Email: acso.nwnsw@servicesaustralia.gov.au

CARE FINDERS

Care finders help vulnerable older people in the target population to navigate, understand and access aged care services and other relevant supports in the community. Care finders can work with people at any stage of their aged care journey, including those who are not yet receiving aged care services, people who have an aged care assessment but have difficulty accessing the support identified on their Support Plan or those who are receiving aged care services.

Wesley - Phone: 02 9263 5177

Bungree - Phone: 02 4350 0100

Hammond - Phone: 1800 826 166

AGED CARE DECISIONS

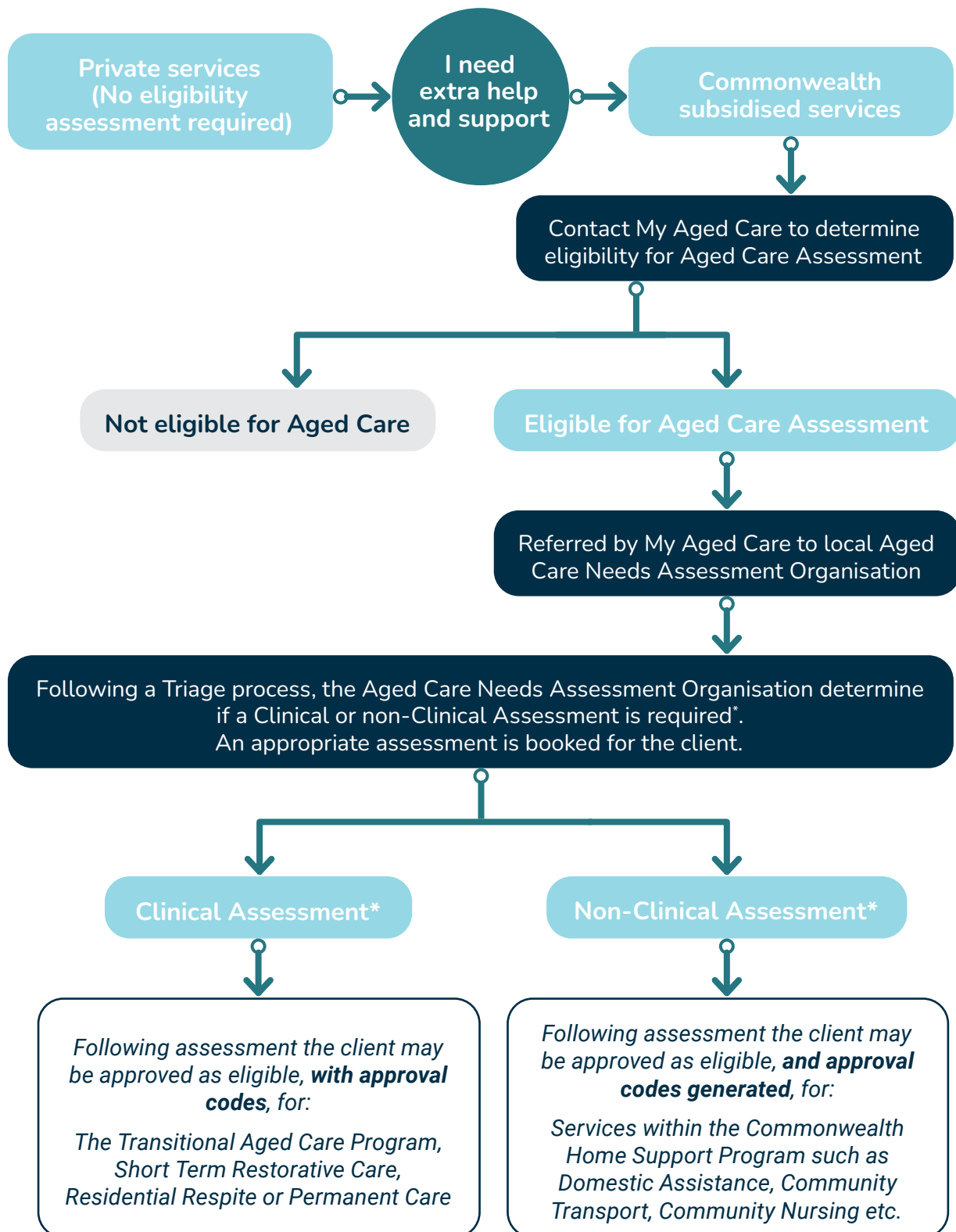
A free service that assists with navigating, accessing and choosing aged care services.

Phone: 1300 775 870



Accessing My Aged Care

The process for people over age of 65 (over the age of 50 and of Aboriginal and/or Torres Strait Islander origin) to Commonwealth subsidised services.



* In the My Aged Care system, both clinical and non-clinical assessments are used to determine an individual's needs for aged care services. However, clinical assessments involve a health professional with specific qualifications to evaluate medical conditions and determine eligibility for services like residential aged care, while non-clinical assessments are typically conducted by individuals with expertise in assessing overall needs and support requirements, often for home care services.



What's the difference between the Commonwealth Home Support Programme and Support at Home?

Commonwealth Home Support Programme - 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. Only recommended to those who need one or two services.

Support at Home is for those with more complex needs.

What services can I access while living at home?

Help at Home services may include:

- **Allied Health and Therapy Services** - including Aboriginal and Torres Strait Islander Health Workers, Dietitians/Nutritionists, exercise physiotherapists, occupational therapy, podiatry, psychology, speech pathology
- **Memory Innovations Centre by Catholic Care** - Professionally run programs which focus on having fun, connecting with other and stimulating your brain.
- **Domestic Assistance** - help with cleaning, clothes washing, shopping
- **Goods, Equipment and Assistive Technology** – car modifications, communication aids, reading aids, self-care aids etc.
- **Home Maintenance** – major and minor repairs and maintenance, gardening
- **Meals and food services** – at home or at centre meals, food preparation, lessons, training and food advice
- **Personal Care** – assistance with showering and dressing
- **Social Support** - group support and activities in the community
- **Transport** - helping you get to appointments, go shopping, and get out and about
- **Assistance with Care and Housing** – financial and legal advocacy, assessment referrals, dealing with hoarding and squalor
- **Flexible Respite** – in-home day and night respite, host family day and night respite, mobile respite, centre based respite, residential respite etc.

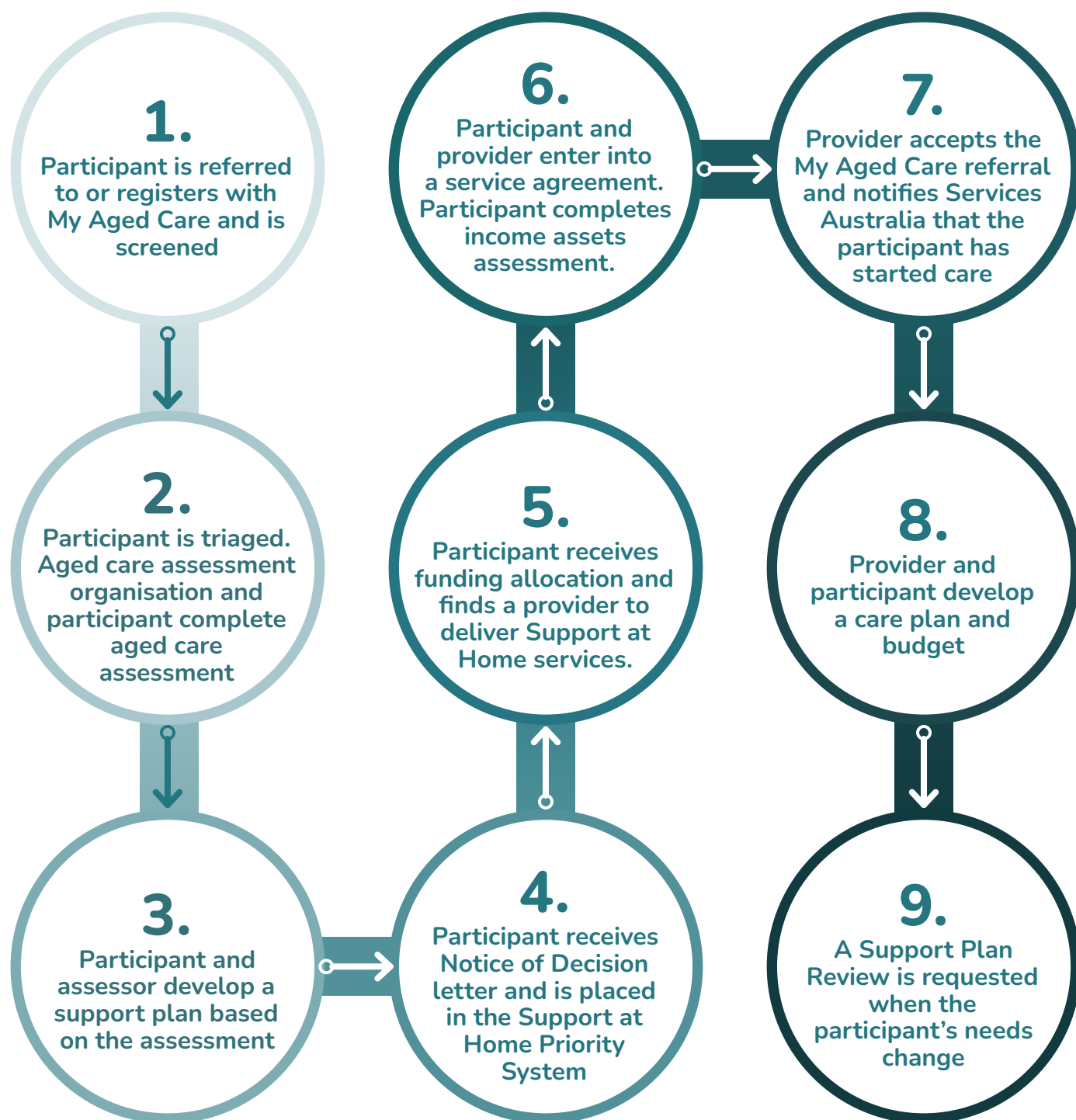
There are multiple service providers on the Central Coast

Phone: 1800 200 422

MyAgedCare.gov.au

Accessing Support at Home Services

The diagram below outlines the step-by-step process for accessing Support at Home services.



For participants assessed from 1 July 2025, a new classification framework specifies different funding levels based on the information captured during their assessment.

The framework improves on the previous 4 Home Care Package levels and consists of:



Classification and budgets for ongoing services

Classifications

The new Support at Home has 8 classifications for ongoing services, replacing the four Home Care Package levels. Each classification has a budget for participants to access services.

A new participant's classification and budget is determined at assessment based on their needs.

Existing Home Care Package clients (and those waiting on the National Prioritisation System) will not be reassessed into one of the new classifications. They will be allocated a budget that aligns to their current Home Care Package level (or the level they have been approved for and are waiting to access). If their needs increase in future, they would be reassessed into a new Support at Home classification with a higher budget.

Annual Support at Home budgets are broken into quarterly (3-monthly) budgets.

Participants can carry over unspent funds of up to \$1,000 or 10% of the quarterly budget (whichever is greater).

Support at Home costs

You will need to contribute towards the cost of some services, while other services will be free of charge.

This will depend on your ability to pay based on your level of income and assets. Please contact My Aged Care for more information on 1800 200 422 or go to [MyAgedCare.gov.au](https://myagedcare.gov.au) or visit any Services Australia service centre.

The table below summarises standard Support at Home contributions:

	Clinical Support	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5% and 50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home	Part pensioners and CSHC holders will pay between 17.5% and 80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (eligible for a Commonwealth Seniors Health Care Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

Reference: [MyAgedCare.gov.au](https://myagedcare.gov.au)

The three Short-Term Classifications

- Assistive Technology and/ or Home Modifications (AT-HM)
- Restorative Care Pathway
- End-of-Life Pathway

The AT-HM scheme

The table below outlines the approximate funding amounts for the funding tiers for assistive technology and/or home modifications

Funding tier	Funding allocation cap	Time allocated to expend funding
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000	12 months

NOTE: Participants with specific complex and rapidly progressing conditions as listed within the AT-HM scheme, may have approval to access a range of assistive technology over 24-month period to ensure they can remain living at home. Funding may be extended for an additional 24 months (48 months in total).

Restorative Care and End of Life Pathways

For these pathways, the approximate funding amounts are:

Service	Budget amount
Restorative Care Pathway	\$6,000 (16 weeks) Can be increased to \$12,000 when eligible
End-of-Life Pathway	\$25,000 (12 weeks)

Service List

The Support at Home program's defined service list outlines what services are available to participants and those that are out of scope.

Each of the classifications have their own service types and participant contribution arrangements.

Participants are not automatically eligible for services on the service list. They must be **assessed** as needing the service, which will be documented in their notice of decision and accompanying support plan.

Service list categories

Clinical supports	Independence	Everyday living
Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.	Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently	Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes



Residential Aged Care Facilities

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.



How do they operate?

The Australian Government subsidises a range of aged care homes in Australia. 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 the person's care needs by a residential care funding assessor, using a tool called the Australian National Aged Care Classification (AN-ACC)
- how much people can afford to contribute to the cost of their care and accommodation (using a means assessment completed by Services Australia)

To get the funding, subsidised aged care homes have to meet Aged Care Quality Standards to ensure quality care and services are provided.

GOVERNMENT-SUBSIDISED AGED CARE HOMES

- Receive subsidies to make care more affordable
- Regulated by the Australian Government
- Independent accreditation through the Aged Care Quality and Safety Commission (ACQSC)
- Some places may not be subsidised

PRIVATE AGED CARE HOMES

- Private aged care homes don't receive subsidies from the Australian Government
- Retirement homes or independent living units don't necessarily provide care services
- Retirement homes are regulated by state and territory governments.

What will it cost?

Each home sets their own prices for their rooms within a prescribed limit, and any additional or extra services, and costs will vary.

How much people will have to pay depends on the place they choose and an assessment of their income and assets.

Typically, there are three types of costs associated with all aged care homes:

- **A basic daily fee**

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.

- **Means tested care fee**

A varying cost for the care services received based on a means assessment.

People can get an idea of what they may have to pay by using the Fee Estimator on the My Aged Care website myagedcare.gov.au/how-much-will-i-pay

More information about the costs and fees can be found on the aged care homes costs page on the My Aged Care website.

myagedcare.gov.au/aged-care-home-costs-and-fees

Urgent Residential Respite Care

NATIONAL AUSTRALIA CARER GATEWAY

Phone: 1800 422 737 **Mon-Fri from 8am to 6pm**

If you need emergency respite care, call Carer Gateway who can assist to book emergency respite care where available. carergateway.gov.au

Checklist

- Contact My Aged Care to discuss the need for residential aged care and arrange an assessment.
- Find out what aged care homes are in your preferred location using the 'Find a Provider Tool' on the My Aged Care website myagedcare.gov.au/find-a-provider
- Estimate the fees and charges using the Fee Estimator on the My Aged Care website myagedcare.gov.au/how-much-will-i-pay
- Submit an application to the home/s of choice (each aged care home will provide their own form) and complete:
 - an online application for a means assessment through Services Australia, or
 - contact the Residential Care Assessment team on 1800 227 475 to obtain the appropriate form, or
 - arrange a means assessment and submit it to:
 - Services Australia, or
 - the Department of Veteran's Affairs.
- Before moving into an aged care home, ensure the person understands and signs the Resident Agreement and understands their rights and responsibilities, and understands their fees (for some, this will be the enduring guardian).

myagedcare.gov.au/sites/default/files/2021-07/steps-to-enter-an-aged-care-home.pdf

Financial Information

Services Australia Carer Financial Support

Services Australia provides financial support to Carers, including Carer Allowance and Carer Payment to people who meet the eligibility criteria.

Phone: 13 27 17 Mon-Fri 8:00am - 5:00pm

Apply for Carer Allowance, Payment or Supplement through: servicesaustralia.gov.au

CARER ALLOWANCE

A supplementary payment if you care for someone who needs daily support.

CARER PAYMENT

A payment if you give constant care to someone with disability or a medical condition, or an adult who's frail aged. This payment can help if you provide constant care to someone who needs care for at least 6 months. This payment is also if you're caring for someone at the end of their life.

CARER SUPPLEMENT

The supplement is an annual lump sum payment to help people with the costs of caring for a person with disability or a medical condition if the person is receiving Carer Payment or Carer Allowance.

CONTINENCE AIDS PAYMENT SCHEME (CAPS)

The scheme assists eligible people with permanent and severe incontinence to pay for incontinence products.

Apply by contacting the National Continence Helpline on 1800 330 066 to confirm eligibility for and information on applying to the scheme

To find out more continence.org.au

DISABILITY PENSION (UNDER 65 YEARS)

The pension provides financial help for people with a permanent physical, intellectual or psychiatric condition that stops them from working.

Apply through Centrelink/Department of Human Services
humanservices.gov.au/individuals/services/centrelink/disability-support-pension

Financial information and support

SERVICES AUSTRALIA

Services Australia provides financial support, including a carer allowance and carer payment, to anyone who is eligible. They also have financial information that can assist with financial difficulties. An assessment is required if you are accessing Home Care Packages, respite care, or residential care. Means assessment is essential otherwise recipient will pay maximum fees.

Phone: 13 27 17 Mon-Fri from 8am to 5pm humanservices.gov.au

DEPARTMENT OF VETERANS AFFAIRS (DVA)

If you or your partner has served in the Australian defence force, you may be eligible for financial support or benefits, household help, medical equipment, home or health care. A DVA assessment may be required if you are accessing Home Care Packages, respite care, or residential care.

Phone: 1800 555 254 dva.gov.au

FINANCIAL INFORMATION SERVICE

Services Australia has a free Financial Information Service that helps people make informed decisions about their finances. Financial Information Service Officers can help you plan for your future financial needs. With this information, you will be better able to understand what happens when you move into aged care or start a Home Care Package.

Phone: 13 23 00 and say "Financial Information Service" when you are asked for the reason for your call. servicesaustralia.gov.au/financial-information-service

MONEY SMART

This website contains practical tips, a financial calculator, budget planner, planning for retirement, and information on how to avoid scams.

moneysmart.gov.au

SALVATION ARMY

Emergency Financial Assistance. Financial or material assistance, and support for people in crisis. **Phone:** 1300 371 288 Mon-Fri from 9am to 5pm salvationarmy.org.au

SERVICE NSW SAVINGS FINDER

Visit a Service NSW Centre or **Phone:** 13 77 88 service.nsw.gov.au

MORGAN'S FINANCIAL

Specialist financial advice for retirement, aged care, and dementia care planning, helping clients understand their options, maximise entitlements, structure assets, and create strategies for funding care and living expenses with confidence and peace of mind.

Email: sophie.doyle@morgans.com.au **Phone:** 02 43250884

Planning ahead

Dementia affects everyone differently. However, as the disease progresses, the person living with dementia may need support to make decisions about their health, day-to-day living, finances and legal matters.

Planning ahead is very important. This ensures that important decisions are made while the person is able to make those decisions for themselves, and make their wishes known.

NSW law assumes that everyone has the mental capacity to make decisions. That is, they understand and weigh up information presented to them, make an appropriate decision, and clearly communicate their choices.

Capacity can however be affected temporarily because of illness or the effects of medication, or permanently affected due to conditions such as intellectual disability, dementia, mental illness, or brain injury.

Source: reproduced from NSW Government Planning Ahead Tools – Plan ahead for your future legal, health and financial decisions, tag.nsw.gov.au/.

For more information, see the section on page 39 - Guardians, Wills and Power of Attorney

DEMENTIA AUSTRALIA

Provides practical assistance with planning ahead by providing resources, tools and the information you need to make decisions and put them into action. The information is for anyone living in Australia.

dementia.org.au/information/about-dementia/planning-ahead

Legal Matters

For more information on any legal matters listed below:

- **NSW Civil & Administrative Tribunal (NCAT)**
ncat.nsw.gov.au/case-types/guardianship.html - **Phone:** 1300 006 228
- **NSW Trustee & Guardian and NSW Public Guardian – Planning Ahead**
tag.nsw.gov.au
Phone: 1300 10 20 30
- **LawAccess NSW - Phone:** 1300 888 529 business hours. Provides free telephone information, including location of nearest Legal Aid office or Community Legal Centre.
lawaccess.nsw.gov.au
- Contact a solicitor
- Speak to a GP



GUARDIAN

Guardian: A guardian is a substitute decision-maker with authority to make personal or lifestyle decisions about the person under guardianship. A guardian is appointed for a specified period of time and is given specific functions (e.g. the power to decide where the person should live, what services they should receive and what medical treatment they should be given). A private guardian may be appointed such as a family member or friend, provided the circumstances of the matter allow for this and they meet the criteria set out in the legislation.

Enduring Guardian: An enduring guardian is someone a person appoints to make personal or lifestyle decisions on their behalf when they are not capable of doing this for themselves. People choose which decisions they want the enduring guardian to make. These are called functions. People can direct the enduring guardian on how to carry out the functions. The appointment of an enduring guardian comes into effect when a person loses capacity to make personal or lifestyle decisions.

Public Guardian: The Public Guardian promotes the rights and interests of people with disabilities through the practice of guardianship, advocacy and education. The Public Guardian is a statutory official appointed by the Guardianship Division of the NSW Civil & Administrative Tribunal (NCAT) or the Supreme Court under the Guardianship Act 1987.



WILL

A will is a legal document that sets out who a person wants to receive their assets including jewellery, sentimental items, money and property when they die. Making a will is the only way people can ensure their assets will be distributed according to their wishes.

If someone dies without a will (intestate) the person's estate will be distributed according to a pre-determined formula, with certain family members receiving a defined percentage of the assets despite what the person may have wished.



POWER OF ATTORNEY

A Power of Attorney is a person who has legal authority to look after a person's financial affairs on their behalf. NSW Trustee & Guardian can prepare a Power of Attorney and act as the attorney under a Power of Attorney. When NSW Trustee & Guardian prepares a Power of Attorney, people can appoint either:

1. The NSW Trustee & Guardian to act as the attorney.
2. A person of their choosing to act as attorney and NSW Trustee & Guardian as substitute attorney.
3. A person of their choosing to act as attorney.

Enduring Power of Attorney: An enduring power of attorney is a legal document appointing an attorney or attorneys who can act on a person's behalf in financial matters under their instruction while they have capacity or without their instruction if they lose capacity.

Financial Manager: A financial manager is a legally appointed substitute decision-maker with authority to make decisions about and manage a person's financial affairs (e.g. their money, property and other financial assets, such as share portfolios) and their legal affairs (e.g. instructing a solicitor). A private financial manager may be appointed or a family member or friend, provided they are a 'suitable person' as required by the legislation.

NSW Trustee: When a person appoints the NSW Trustee & Guardian as attorney they offer either Future Assist or Active Assist.

Future Assist: A Power of Attorney designed to provide people with a safety net should unforeseen events occur.

Active Assist: A Power of Attorney where people are able to choose the level of assistance they require.

All of these documents can be drawn up by a solicitor, or can be drawn up and lodged with the Registrar of your local court house.



ADVANCE CARE PLANNING

Advance Care Planning is a process that helps people to plan for future medical care. This process involves the person thinking about their values, beliefs, and wishes about what medical care they would like to have if they cannot make their own decisions.

An important part of the planning process is for the person to discuss their wishes with their family and other people who are close to them, as well as talking to their General Practitioner or other health professionals about any medical conditions they have.

People may also choose to write down their wishes in an Advance Care Directive, which outlines their specific treatment wishes.



ADVANCE CARE DIRECTIVE

An Advance Care Directive, which is sometimes referred to as a 'Living Will', is a document. It should provide a clear statement that sets out a person's directions, including their wishes and values, that need to be considered before medical treatment decisions are made on their behalf. Discussions around these issues are best done with people who are important to the person and their doctor.

A standard form is available from Advance Care Planning Australia - advancecareplanning.org.au



NSW CIVIL & ADMINISTRATIVE TRIBUNAL (NCAT)

The NCAT Guardianship Division makes decisions about people who have a decision-making disability. The Guardianship Division determines applications about adults who are incapable of making their own decisions and who may require a legally appointed substitute decision-maker.

For more information:

- **NCAT** ncat.nsw.gov.au/case-types/guardianship.html | **Phone:** 1300 006 228

Palliative Care and End of Life Planning

Many people want to spend the end of their life in their homes, with friends and family around them, rather than be transferred to a hospital. Palliative Care is a service that provides care and support to people that chose to die in their home.

The goal of palliative care is to reduce suffering and manage symptoms being experienced by someone at the end of their life, including pain. Palliative care also provides specialised guidance, emotional and practical support to the carer, family and friends.

If you want to access palliative care services, talk to your doctor.

PALLIATIVE CARE AUSTRALIA

Phone: 02 6232 0700 Business hours

The Palliative Care Australia website provides information and resources, as well as a service directory, so that you can find a service near you.

palliativecare.org.au

DEMENTIA PALLIATIVE CARE COORDINATION SERVICE

Contact CCLHD Community Access & Intake 1300 725 565

The coordination service aims to provide person-centred end of life care coordination, care navigation, and assessment with a focus on symptom management and quality of life for the person living at home with advanced dementia and their carers. Referral via Dementia Services (formerly Dementia and Behaviour Support Service).

CCLHD SPECIALIST PALLIATIVE CARE SERVICE

Available for people in the community and in hospital. **Phone:** 02 4336 7777

A referral must be made by a medical officer (can be by a GP) and faxed to the Palliative Care Service on **Fax:** 02 4336 7773.

Website: cclhd.health.nsw.gov.au/services/palliative-care-services/

For referral criteria and referral form see Central Coast HealthPathways: centralcoast.healthpathways.org.au

FINAL FOOTPRINTS SUPPORT PROGRAM

The Final Footprints Support Program is an end-of-life care coordination service designed to support people with a life-limiting illness to enhance their wellbeing.

Phone: 1300275227 **Email:** eolcare@baptistcare.org.au

ELDAC (END OF LIFE DIRECTIONS FOR AGED CARE)

eldac.com.au

ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.

The ELDAC Care Model is a guide to help aged care staff and health professionals meet the needs of older Australians coming to the end of their life. It reflects national policies and practices in palliative care.

ELDAC has five toolkits to help your practice:

- Primary Care
- Home Care
- Residential Aged Care
- End of Life Law
- Working Together

It is important to talk to the GP and family/carer/guardian when the prognosis is poor, or when health is deteriorating to ensure that end of life planning is discussed with the person.

Life planning documents may include an Advance Care Plan or an Advance Care Directive (ACD). See health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx for more information.

If the person is wishing to remain living at home during this time, it will be crucial to have a GP who can do home visits when required and to sign a death certificate when that time comes.



Other Support Services

SENIORS RIGHTS SERVICE

Seniors Rights Service is an advocacy service for older residents of nursing homes, hostels and retirement villages and people receiving Community Aged Care Packages.

Seniors Rights Service promotes and protects the legal rights of each person.

Phone: 1800 424 079 or 02 9281 3600, Level 4, 418A Elizabeth Street, Surry Hills NSW 2010 **seniorsrightsservice.org.au**

OLDER PERSONS ADVOCACY NETWORK (OPAN)

The Older Persons Advocacy Network's free service supports older people and their representatives to address issues related to Commonwealth funded aged care services.

Phone: 1800 700 600 **opan.com.au**

NSW AGING & DISABILITY ABUSE HELPLINE

The Helpline offers a free service that provides information, support and referrals relating to the abuse of older people living in the community across NSW. This service places the safety of the older person first, is confidential and callers remain anonymous.

Ageing and Disability Abuse Helpline **Phone:** 1800 628 221 (Mon-Fri 8.30am-5.00pm)

ageingdisabilitycommission.nsw.gov.au

LEGAL AID AND ELDER ABUSE

Legal Aid NSW's Elder Abuse Service assists older clients on the Central Coast at risk of, or experiencing elder abuse. Clients must be over 65 years, or over 50 years for Aboriginal clients. They must live on the Central Coast. The service has lawyers and a social worker working together to support the client. They can help with a range of legal problems that affect older people. You can contact the service.

Phone: 02 4324 5611

Office location: Gosford

AGED CARE QUALITY AND SAFETY COMMISSION

The Aged Care Quality and Safety Commission provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

Phone: 1800 951 822

Email: info@agedcarequality.gov.au

agedcarequality.gov.au



HOME MEDICINES REVIEW (FOR THOSE LIVING AT HOME)

A program funded by the Australian Government and Pharmacy Guild where local GPs and Pharmacists work together to review and help individuals manage medications at home.

[nps.org.au/consumers/managing-your-medicines#getting-a-home-medicines-review-\(hmr\)](https://nps.org.au/consumers/managing-your-medicines#getting-a-home-medicines-review-(hmr))

Ask your GP for a referral **ppaonline.com.au/programs/medication-management-programs/home-medicines-review**

ALTERNATIVE TRANSPORT OPTIONS

The Staying on the Move with Dementia resource provides information on alternative transport and how to access them.

dementia.org.au/resources/dementia-and-driving-nsw

DRIVING

All Australian licence holders have a legal responsibility to notify the Roads and Maritime Service (formerly RTA) to notify of any changes to their medical status. Please discuss with your GP or consultant.

Links to provide information about licensing requirements and guidance for the difficult transition from driver to non-driver.

dementia.org.au/resources/dementia-and-driving

IF YOU REQUIRE AN OCCUPATIONAL THERAPY DRIVING ASSESSMENT:

Occupational Therapy Driving Assessment and retraining

Phone: Jacqui Henry 0415 606 292 | jacqui@domainhenry.com.au

There are other options available on the Central Coast, please check with RMS for these.

EHEALTH RECORD

My Health Record is a secure online summary of a person's health information.

myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home

NATIONAL CONTINENCE HELP LINE

Information about managing continence including the continence aids payment scheme.

Phone: 1800 330 066

continence.org.au/get-help/national-continence-helpline

RSPCA COMMUNITY AGED CARE PROGRAM – FORMALLY KNOWN AS PETS OF OLDER PERSONS SERVICE (POOPS)

RSPCA NSW understands that to an elderly owner, a pet can mean everything. Their Aged Care program aims to keep pets and their elderly owners happy, healthy and together in their own homes for as long as possible. To do this, they assist elderly pet owners over the age of 65, Indigenous pet owners over the age of 50 and palliative care patients of any age.

- Services the Aged Care program offers include: temporary foster accommodation and/or emergency pet boarding if the owner requires medical treatment, respite or other assistance
- assistance with veterinary treatment
- home visits to assist the elderly with basic pet care
- assistance with pet grooming
- assistance with transport to and from the local veterinarian
- a volunteer network to assist with dog walking and short periods of in-home care if the owner requires medical treatment, respite or other assistance

Phone: RSPCA Community Programs helpline **(02) 9782 4408**.

The helpline operates Monday to Friday, 9am – 5pm. During weekends and public holidays contact the RSPCA Contact Centre on **(02) 9770 7555**.

rspcansw.org.au/support-services/crisis-support-programs/aged-care-support/

SUPPORTED WAGE SYSTEM – AUSTRALIAN GOVERNMENT

A system when people are unable to find or keep a job at full wages due to the effect of disability on their workplace productivity.

jobaccess.gov.au/stories/about-employment-assistance-fund

EMPLOYMENT ASSISTANCE FUND

Employers may be eligible for financial help from the Australian Government for equipment, modifications and services to support employees with a disability.

jobaccess.gov.au/employment-assistance-fund-eaf

ACCESSING SUPERANNUATION

For circumstances where a person with dementia can apply to access money in their superannuation fund early

servicesaustralia.gov.au/who-can-access-their-superannuation-early?context=21971



AIDER (NSW RURAL FIRE SERVICE)

AIDER is a one-off free service for infirm, disabled and elderly residents to support them to live safely and confidently in areas where bushfires may start.

Phone: 02 8741 4955

rfs.nsw.gov.au/plan-and-prepare/aider

ACCESSING AUSTRALIAN GOVERNMENT PAYMENTS AND SERVICES

Individuals may be eligible for payments and services if unable to work or are limited in the amount of work they are able to do as a result of having younger onset dementia.

servicesaustralia.gov.au/health-and-disability

NILS (NO INTEREST LOANS SCHEME)

The No Interest Loans Scheme (NILS) offers safe and affordable access to credit to people on low incomes in NSW.

goodshelp.org.au/nils-provider-finder/

CENTRAL COAST COUNCIL - ASSISTED WASTE COLLECTION SERVICES

For those with a medical certificate verifying need for assistance to get waste bins taken out and brought in for weekly collection.

Contact Central Coast Council to have an application form posted out

Notes

[illegible]

ACKNOWLEDGEMENTS

We would like to thank the New England Dementia Partnership for allowing us to base this booklet on their booklet entitled **Memory Problems and Beyond – New England and North West NSW**.



EMERGENCY CONTACT NUMBERS

Ambulance, Fire, Police

Phone: Triple Zero (000) (24 hours)

Lifeline (crisis support)

Phone: 13 11 14 (24 hours)



CONTACT NUMBERS

Dementia Australia – National Dementia Hotline

Phone: 1800 100 500 (24 hours)

Dementia Support Australia (behaviour support)

Phone: 1800 699 799 (24 hours)

Emergency Respite Care

Contact Carer Gateway

Phone: 1800 422 737 (Business hours)

My Aged Care

Phone: 1800 200 422 (Business hours)

National Disability Insurance Scheme

(Younger Onset Dementia)

Phone: 1800 800 110 (Business hours)



*Use this QR code to
suggest updates relevant to
information in this booklet*

CENTRAL COAST DEMENTIA ALLIANCE

Email: Central-Coast-Dementia-Alliance@hneccphn.com.au