

Multicultural Seniors Information Guide

TO GOVERNMENT FUNDED SUPPORT SERVICES
AVAILABLE TO ASSIST YOU TO LIVE WELL



Which services do I need?

The need for information and assistance can arise at any time in your life and trying to find your way through the system of information can be very difficult. This booklet has been developed to assist you and your family gain insight into the government-funded services available to people aged 65 years and over to live a healthy and fulfilling life.



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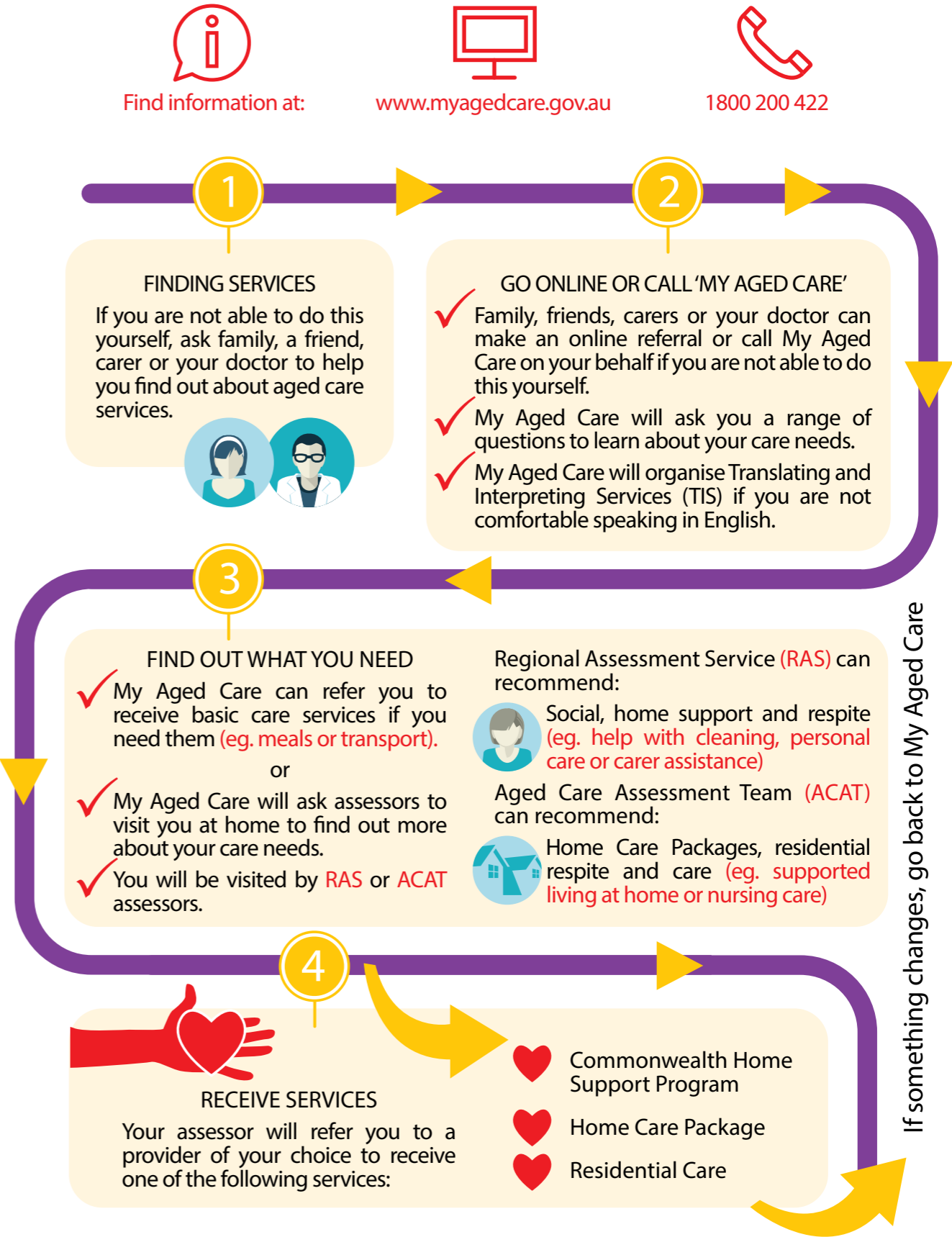
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Partners in Culturally Appropriate Care (PICAC) NSW & ACT is part of the nationwide PICAC Alliance which is funded by the Australian Government to support aged care service providers to deliver care that meets the needs of culturally and linguistically diverse (CALD) people. PICAC NSW & ACT is auspiced by MCCI.

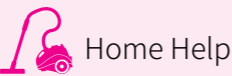
My Aged Care
The Consumer Journey



The Aged Care System in Australia



Help at Home COMMUNITY BASED SERVICES



Home Help



Shopping



Transport



Respite Care



Nursing Care



AGED CARE HOMES



Accommodation



Personal Care



Recreation Facilities



RESIDENTIAL RESPITE



Specialist Care



Health Services

NON-GOVERNMENT FUNDED OPTIONS



Recreation facilities



Health & Beauty Services



Food Outlets



Meeting Spaces



Independent Living SHARED FACILITIES AND SERVICES



Translating & Interpreting Service

The Translating and Interpreting Service (TIS) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.



USE TIS FOR

face-to-face
meetings



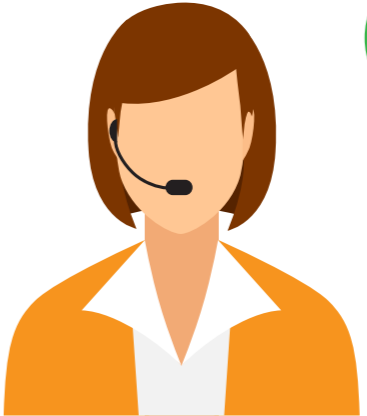
medical
appointments and
hospital visits



aged care
assessments



immediate
phone
interpretation
24 hours a day



How to Use the Translating & Interpreting Service

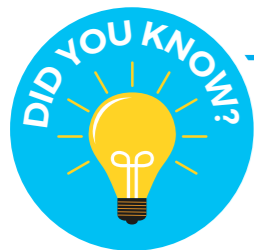
You can call My Aged Care through TIS.

1.

Tell the operator in English the language you speak.
2.

The operator will then connect you with an interpreter who speaks your language.
3.

Explain to the interpreter that you would like to contact My Aged Care on 1800 200 422 and the TIS operator will call them for you. Once My Aged Care answers the phone, the interpreter will interpret your conversation.



ATIS (Automated Telephone Interpreting Service) uses voice recognition technology to identify the language requested and automatically connect you with an interpreter in that language. ATIS can be used for agency initiated calls, not for calls initiated by the non-English speaker.

Non-English speakers must call **131 450** to access an interpreter.

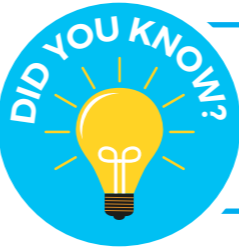


Find out more

Translating & Interpreting Service www.tisnational.gov.au 131 450

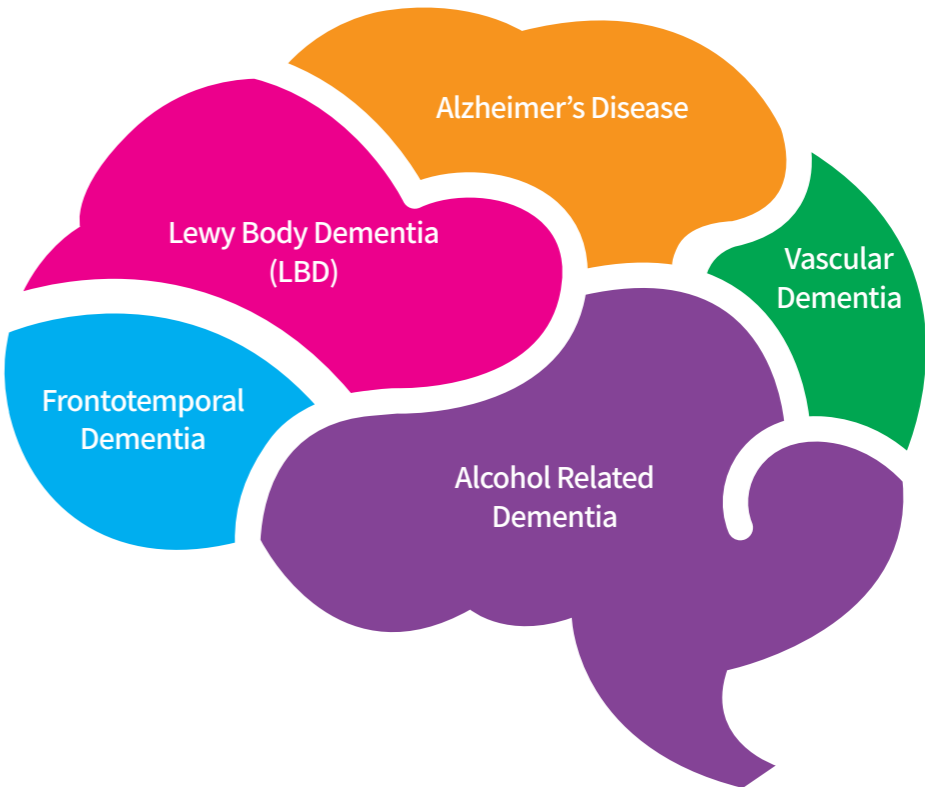


Dementia



Dementia is an umbrella term for over 100 different types of diseases affecting cognitive abilities. Alzheimer’s disease is the most common type of dementia. Though dementia mostly affects older people, it is not a part of normal ageing.

Types of Dementia



Alzheimer's disease	Alzheimer's disease damages the brain	Results in impaired memory, thinking and behaviour as the disease progresses to deeper parts of the brain, long-term memory is also lost
Vascular dementia	Dementia associated with problems of circulation of blood to the brain	Associated with learning, memory and language loss and it includes slowness and lethargy, difficulty walking, emotional ups and downs
Lewy body dementia (LBD)	Lewy body dementia is a disease is caused by the degeneration and death of nerve cells in the brain.	Difficulty with concentration and attention, visual hallucinations, Parkinsonism
Alcohol related dementia	Related to the excessive drinking of alcohol	Affects memory, learning and other mental functions
Frontotemporal dementia	Due to progressive damage to the frontal and temporal lobes of the brain.	Can lead to reduced intellectual abilities and changes in personality, emotion and behaviour.

The Symptoms of Dementia

1+1=?
Difficulty performing familiar tasks

Changes in mood or behaviour

Disorientation of time and place

? ! ?



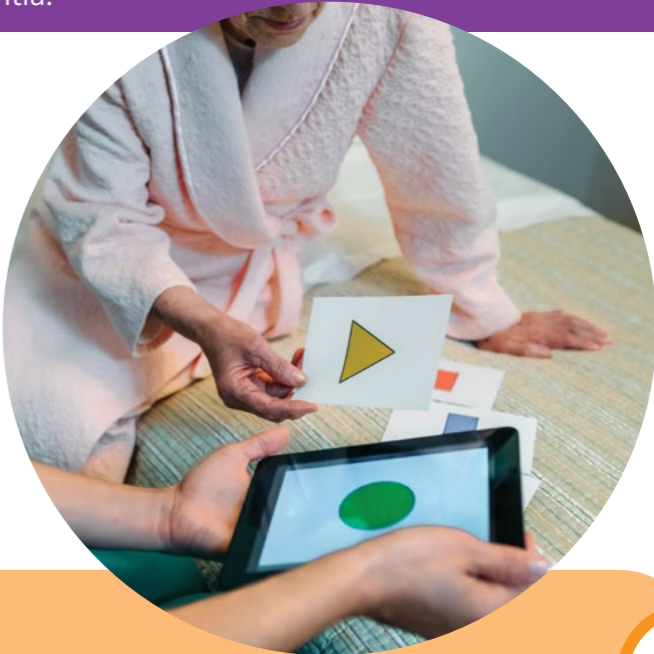
Social isolation

Problems with memory and/or language

Problems with abstract thinking

How to Get Help

1. Become informed and recognize the symptoms in either yourself or a friend or family member.
2. Talk to a professional, initially your GP (doctor) who will then make a referral.
3. Get a diagnosis by a professional.
4. Seek out information about services available and appropriate care or support options.
5. Access the appropriate health and social care services for support along the journey through dementia.



Find out more

Dementia Australia offers a range of sensitive and flexible services to support you if you have dementia or are caring for someone with dementia. Information is available in 43 different languages.

 www.dementia.org.au  **1800 100 500**

Dementia Support Australia (DSA) is a service led by HammondCare that brings together expertise in dementia care from across the aged care industry.

 <https://dementia.com.au>  **1800 699 799**



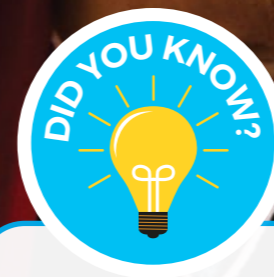
Being a Carer

A carer is anyone who provides care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. A carer might cook and clean for the person they care for, help them use the bathroom and wash themselves, manage their medication and get them to doctors appointments, or just provide emotional support. Some carers provide care for only a few hours a week, however for many carers caring is a full time responsibility.

Carer Support

Sometimes carers feel overwhelmed, lonely or stressed, particularly if they feel unsupported in their caring role. These feelings are normal but it is important to ask for help if you feel this way. You might have other family members or friends who can help, or it may be necessary to seek additional support from formal services. Carers may also be eligible for financial support from Centrelink, such as the Carers Allowance or Carer Payment.

There are a number of services available to carers such as:



The person you care for might be able to get additional care and support from government aged care or disability services. If the person you care for has a disability and is under the age of 65 they may be eligible for disability support from the National Disability Insurance Scheme (NDIS). For more information, call 1800 800 110 or go to www.ndis.gov.au. If the person you care for is over 65, go to page 2 for more information on My Aged Care.

Find out more

Carers Australia is the national peak body representing Australia's unpaid carers. They work to improve the health, wellbeing, resilience and financial security of carers and to ensure that caring is a shared responsibility of family, community and government.

Carers Australia works in collaboration with state and territory partners and member organisations, the national Network of Carers Associations, to deliver a range of essential national carer services.

www.carersaustralia.com.au 1800 242 636

Carer Gateway is a national online and phone service that provides practical information and resources to support carers.

www.carergateway.gov.au 1800 422 737



Planning Ahead

Circumstances in your life can change quickly. Planning ahead helps you think about what you need to have in place to take care of yourself and people you love.



WILL

Who will get all my things when I die and who makes sure my wishes are carried out?

Having a clear, legally valid and up-to-date will is the best way to help ensure that your assets are protected. Also, you can change your will at any time and many times as long as you have decision-making capacity ie. make decisions for yourself.



POWER OF ATTORNEY

Who will make decisions about money if I can't?

You can choose a family member, friend or NSW Trustee & Guardian to be your attorney. You can also cancel your Power of Attorney at any time as long as you have decision-making capacity. Refer to the contact list below for information about other states.



ENDURING GUARDIAN

Who will make decisions about my health and where I live if I can't?

You can appoint Enduring Guardians to make health and lifestyle choices for you if you lose the ability to make these decisions.



ADVANCE CARE PLANNING

What medical treatment and care do I want in the future?

Talk to your doctor and people close to you about the types of medical and health care you might want to receive if you are unable to speak for yourself.

Your Checklist For Planning Ahead

You may want to use the following checklists to help you with planning ahead.

1. YOUR PLANNING AHEAD CHECKLIST

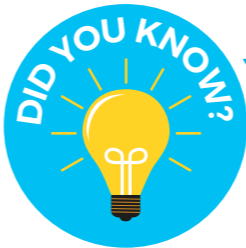
PLANNING AHEAD RECORD	YES / NO	OTHER INFORMATION
Have you made an Enduring Guardian?		Where is it? Who is your Enduring Guardian?
Have you written a Record of My Wishes form?		Where is it?
Have you made a Power of Attorney?		Where is it? Who is your Attorney?
Have you written an Advance Care Directive?		Where is it?
Have you thought about organ and tissue donation?		Do you need to register? Who have you told?
Have you made a funeral plan?		Where is it?

2. YOUR **CONTACTS** CHECKLIST

PERSON TO SPEAK TO	YES / NO	THEIR CONTACT DETAILS
Have you spoken to health and social care professionals about your wishes? If so, has an Advance Care Planning Summary been completed on your behalf?		
Have you spoken to a family member or friend about your wishes?		
Have you had your planning ahead documents (will, Power of Attorney and Enduring Guardianship) prepared by a professional?		
Have you appointed a person or trustee organisation to be the executor of your will?		

3. YOUR **INFORMATION & DOCUMENTS** CHECKLIST

INFORMATION / DOCUMENT	WHO KNOWS WHERE IT'S KEPT?	NOTES
Your birth certificate		
Your bank account details		
Your life insurance policy details		
Your home insurance policy details		
Your car insurance policy details		



Will preparation services are provided free for people eligible for a full Centrelink Age Pension (including people receiving other government benefits, such as a Department of Veterans' Affairs Pension, who would otherwise be eligible for a full Centrelink Age Pension).



Find out more

Older Persons Advocacy Network (OPAN) is a national body that delivers free advocacy, information and education services to older people across Australia.

 www.opan.com.au  **1800 700 600**

NSW Trustee & Guardian has information about planning ahead in a range of languages, also various publications for Aboriginal communities.

 www.tag.nsw.gov.au  **1300 364 103**

The **Planning Ahead Tools** website provides simple information about making a will, Power of Attorney and Enduring Guardianship.

 www.planningaheadtools.com  **1300 554 791**

Advanced Care Planning Australia is a national program and delivers information on Advanced Care Planning and Advanced Care Directives.

 www.advancecareplanning.org.au  **1300 208 582**

Legal Aid gives free information across the Australia about wills, Power of Attorney and Enduring Guardianship. They can also refer you to place to make these documents.

Legal Aid ACT  www.legalaidact.org.au  **1300 654 314**

Legal Aid NSW  www.legalaid.nsw.gov.au  **1300 888 529**

Legal Aid NT  www.legalaid.nt.gov.au  **1800 019 243**

Legal Aid QLD  www.legalaid.qld.gov.au  **1300 65 11 88**

Legal Aid SA  www.lsc.sa.gov.au  **1300 366 424**


Legal Aid TAS  www.legalaid.tas.gov.au  **1300 366 611**



Legal Aid VIC  www.legalaid.vic.gov.au  **1300 792 387**
(they provide 19 different languages)



Legal Aid WA  www.legalaid.wa.gov.au  **1300 650 579**




State Administrative Tribunals assists in cases where a person does not have legal capacity or there are concerns about whether someone had capacity when a Power of Attorney/ Enduring Guardianship was prepared.



NSW Civil and Administrative Tribunal (NCAT)
 www.ncat.nsw.gov.au  **1300 006 228**



VIC Civil and Administrative Tribunal (VCAT)
 www.vcat.vic.gov.au  **1300 018 228**



ACT Civil and Administrative Tribunal (ACAT)
 www.acat.act.gov.au  **(02) 6207 1740**
(select option #1)

QLD Civil and Administrative Tribunal (QCAT)
 www.qcat.qld.gov.au  **1300 753 228**

SA Civil and Administrative Tribunal (SACAT)
 www.sacat.sa.gov.au  **1800 723 767**

WA State Administrative Tribunal (SAT)
 www.sat.justice.wa.gov.au  **(08) 9219 3111**

NT Civil and Administrative Tribunal (NTCAT)
 www.nt.gov.au  **(08) 8999 5511**

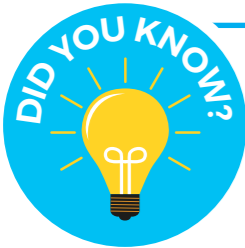
TAS Civil and Administrative Tribunal
 www.guardianship.tas.gov.au  **1300 799 625**



Types of Care Available

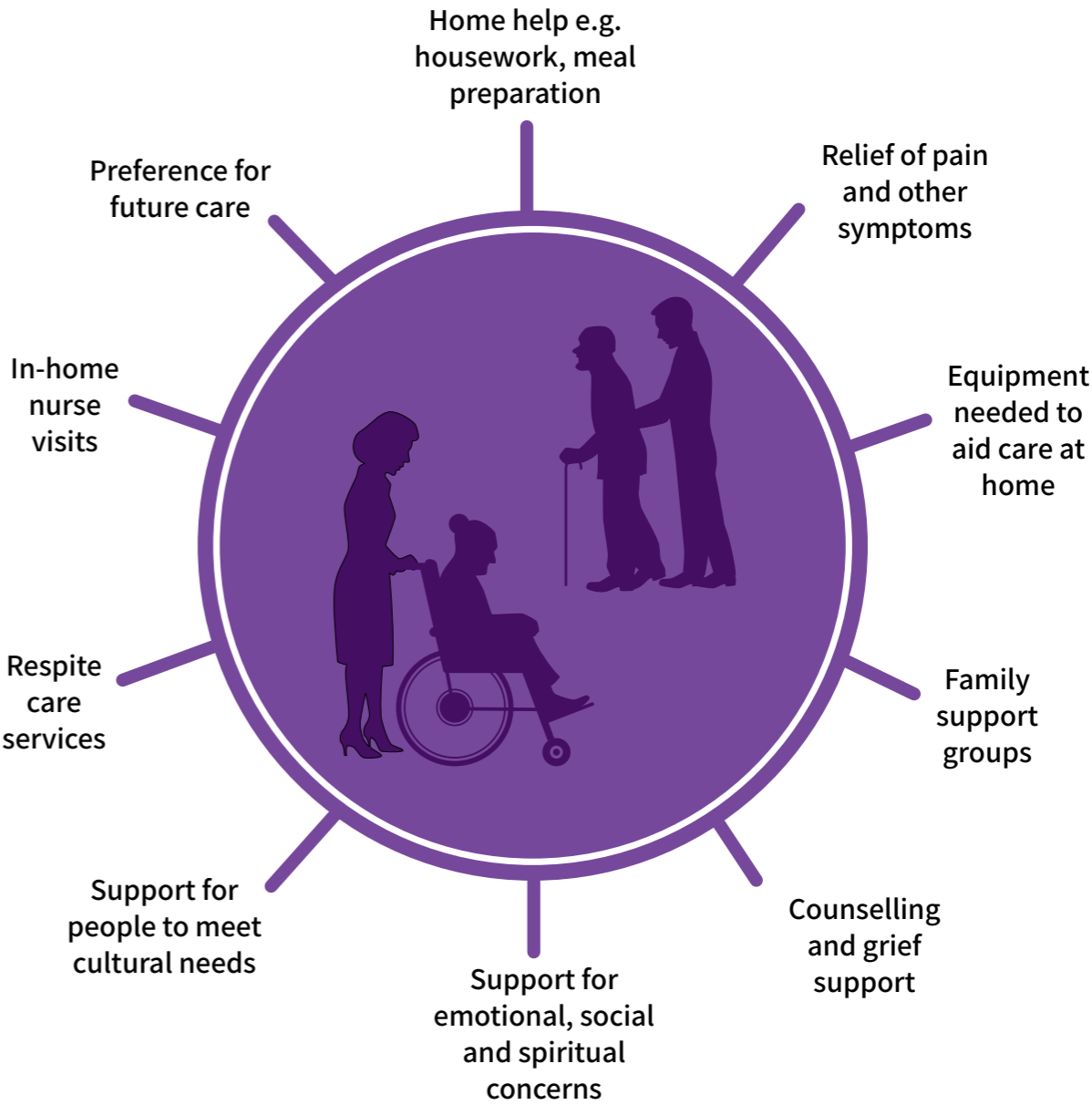
Palliative Care

Palliative care is care that helps people live their life as fully and as comfortably as possible when living with a life-limiting or terminal illness.



Palliative Care services can be provided

- in hospital
- at home
- at a specialist palliative care unit
- in a residential aged care facility



Find out more

Palliative Care Australia is the national peak body for palliative care. Palliative care will help you manage your illness, particularly pain and symptoms, so you can continue to live life as well as you can while dealing with your life-limiting illness. Palliative care can also provide support to carers and family members.

 www.palliativecare.org.au  **02 6232 0700**



Elder Abuse

Elder abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person (World Health Organisation).

Types of Elder Abuse

Psychological/ Emotional Abuse



- Someone trying to hurt you or damage your belongings
- Being intimidated, humiliated or harassed
- Being threatened with moving to a nursing home
- Being denied the right to make your own decisions

Physical Abuse



- Slapping, hitting, pushing, shaking, shoving or restraining
- Physical or chemical restraints that are not authorised
- Physical restraint, e.g. being tied to a chair

Financial Abuse



- Your pension skimmed or money taken from your bank account
- Your belongings sold without permission
- Being forced to change your will
- Someone making you sign your finances and/or property over to them
- Not knowing what is happening with your money or not included in decisions about your money or assets

Neglect

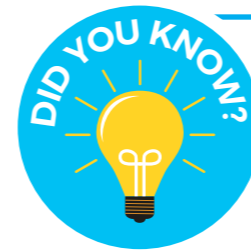


- Giving someone too much or too little medication.
- Leaving someone at home or locked in a room “for their own safety” – e.g.: someone with dementia.
- Restricting access to care. E.g. domestic support at home, personal care, seeing your GP, transport to shops, social outings.
- Failure to provide basic needs, such as food, adequate clothing and housing.

Sexual Abuse



- Sexual abuse is a crime and can include any behaviour of a sexual nature that makes you feel uncomfortable, frightened, intimidated or threatened.
- Non-consensual sexual contact, e.g.: grabbing someone’s genitals, unwanted exposure to pornography, enforced nudity, sexual harassment, sexual assault.



The NSW Government has established an Ageing and Disability Commissioner to better protect adults with disability and older people from abuse, neglect and exploitation by someone they know in their home or community.

Phone the NSW Ageing and Disability Abuse Helpline on 1800 628 221 to

- get information about what support services are available
- speak with a professional about your concerns
- be heard without judgement


You can be anonymous and have a friend with you for support when calling the Helpline. Let the consultant know if you would like to use an interpreter.

**CALL NOW
IF YOU NEED
HELP**

Find out more

Older Persons Advocacy Network (OPAN) is a national body that delivers free advocacy, information and education services to older people across Australia. Each state has an individual helpline. For more information, please contact OPAN.

 www.opan.com.au

 **1800 700 600**

1800 ELDERHelp (1800 353 374) is a free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory.

 **1800 353 374**



Understanding Your Rights

We all have rights, no matter where we live or how much assistance we need. If you receive government funded care and aged care services, you have rights.

Charter of Aged Care Rights

I have the right to

- | | |
|--|--|
| 1. safe and high quality care and services | 8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions |
| 2. be treated with dignity and respect | 9. my independence |
| 3. have my identity, culture and diversity valued and supported | 10. be listened to and understood |
| 4. live without abuse and neglect | 11. have a person of my choice, including an aged care advocate, support me or speak on my behalf |
| 5. be informed about my care and services in a way I understand | 12. complain free from reprisal, and to have my complaints dealt with fairly and promptly |
| 6. access all information about myself, including information about my rights, care and services | 13. personal privacy and to have my personal information protected |
| 7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk | 14. exercise my rights without it adversely affecting the way I am treated |

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 aged care services funded by the Australian Government including:

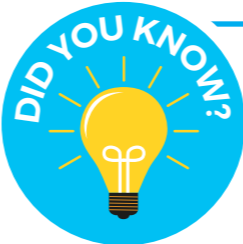
- Residential care or residential respite
- Home Care Packages
- Commonwealth Home Support Programme
- Flexible care, including transition care

How to Get Help

- You can make a free call to the Aged Care Quality and Safety Commission on 1800 951 822. If needed, they will provide an interpreter for free
- Fill in and submit a complaint form which you can download from the website: www.agedcarequality.gov.au
- Write a letter: The Aged Care Quality and Safety Commission, GPO Box 9819, (in your capital city where you live)

Make sure your letter includes:

- ☐ your name, address and telephone number
- ☐ the date you are lodging your complaint
- ☐ details of your complaint, including specific dates of events and relevant comments
- ☐ the name of the aged care home or home care service and the state/territory in which it is located
- ☐ the name of the person receiving aged care that your complaint relates to.



When you buy goods or services you have rights under the Australian Consumer Law. You have the same rights when you buy home care goods or services, or receive them through a government-funded Home Care Package. So whether you use your own money or government funding, it's important to know your consumer rights.

You can find more information about your consumer rights at www.accc.gov.au/agedcare

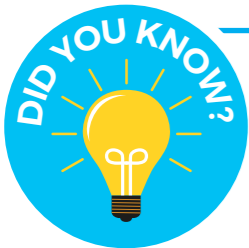
Advocacy

Aged care advocacy is about helping you to be heard in the decisions that affect your life. Advocacy aims to increase your control over care, services and quality of life.

Advocates:

- Provide information about your rights and responsibilities
- Listen to your concerns
- Help resolve problems or complaints with your aged care providers
- Speak with your service provider if required
- Refer to other agencies where necessary

Advocates can assist if you think you are paying too much for services, are being unfairly treated or are not receiving the services set out in your agreement.



Advocacy services are community based organisations. Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.



Find out more

Older Persons Advocacy Network (OPAN) is a national body that delivers free advocacy, information and education services to older people across Australia.

www.opan.com.au 1800 700 600

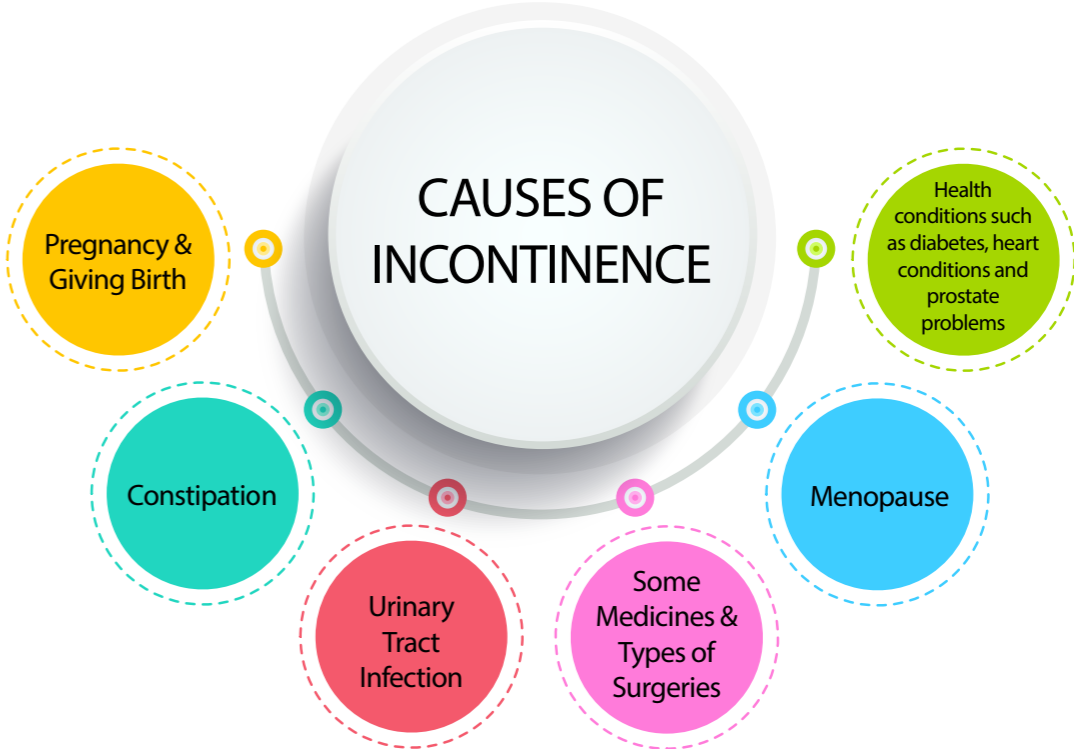
The **Aged Care Quality & Safety Commission** can advocate for you by taking your concerns directly to your service provider and can continue to support you at any stage during the complaints process.

www.agedcarequality.gov.au 1800 951 822

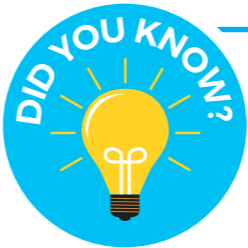


Incontinence

As you grow older, it becomes more common to lose control of your bladder and bowel. Some of the causes for incontinence are:



It is more common for older people to have incontinence, but it can be treated and managed.

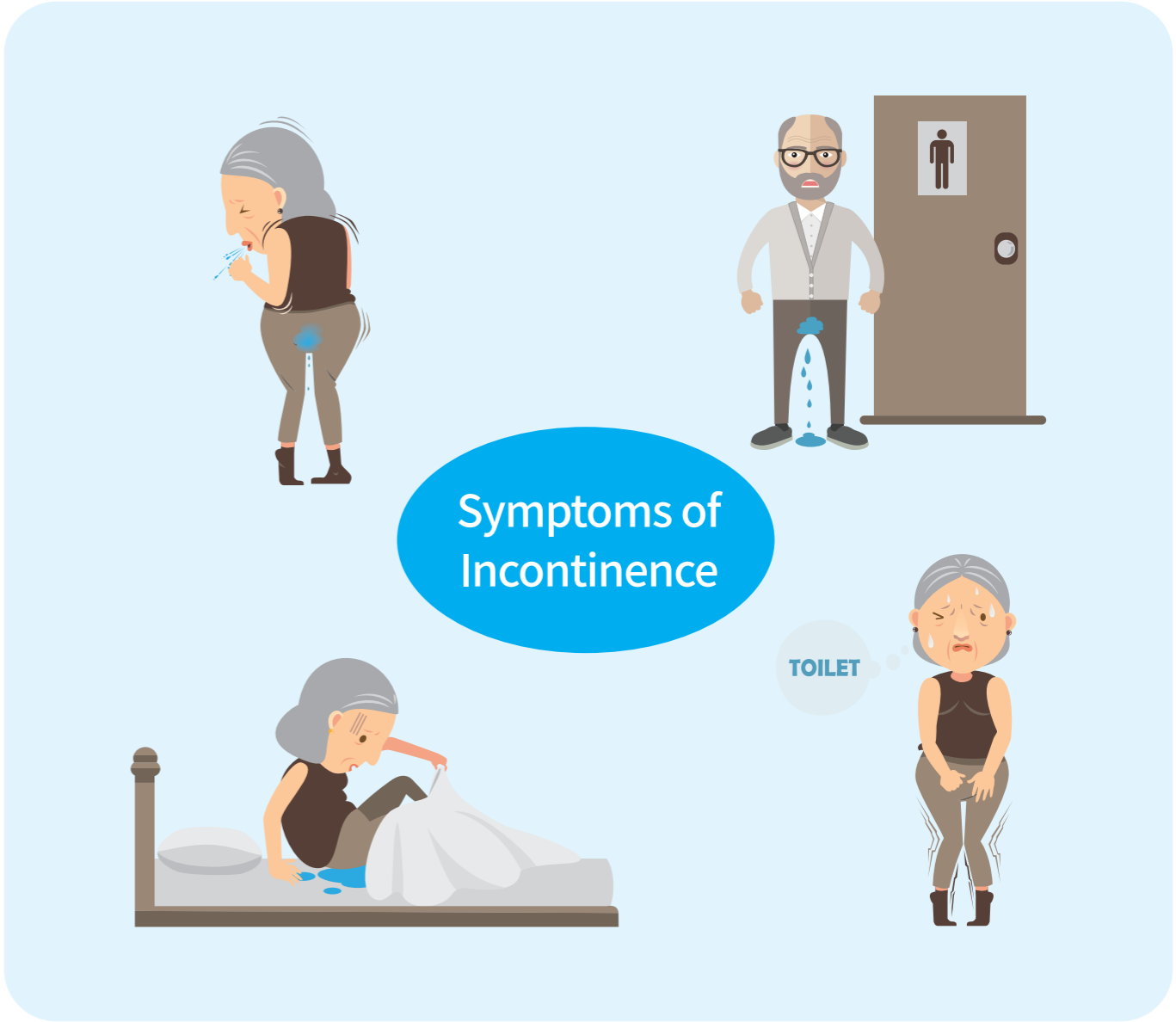


For some people with incontinence it is necessary to use continence products such as pads and pants to manage their condition. The Australian Government & State Territory governments offer financial assistance to help reduce some of these costs.

What are the Symptoms

	YES	NO
• Do you sometimes feel you have not completely emptied your bladder?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you have to rush to use the toilet?	<input type="checkbox"/>	<input type="checkbox"/>
• Are you frequently nervous because you think you might lose control of your bladder or bowel?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you wake up twice or more during the night to go to the toilet?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you sometimes leak before you get to the toilet?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you sometimes leak when you lift something heavy, sneeze, cough or laugh?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you sometimes leak when you change from a seated or lying position to a standing position?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you strain to empty your bowel?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you sometimes soil your underwear?	<input type="checkbox"/>	<input type="checkbox"/>
• Do you plan your daily routine around where the nearest toilet is?	<input type="checkbox"/>	<input type="checkbox"/>

If you answered YES to any of these questions, you may have a bladder or bowel control problem. Get help, as incontinence can often be treated or managed without surgery.



How to Get Help?

See your doctor or call the **National Continence Helpline** on **1800 33 00 66**. The National Continence Helpline is a free call and is staffed by continence nurse advisors. The helpline can provide information and advice about:

- Continence problems
- Treatment options
- How to manage incontinence, including products such as pads
- Funding schemes to help reduce costs in buying continence products
- Where are local continence services, product suppliers and product manufacturers

They can also provide free information factsheets in languages other than English.

Find out more

Continence Foundation of Australia is the national peak body promoting bladder and bowel health. The foundation represents the interests of Australians affected by, or at risk of, bladder and bowel control problems and acts as an advocate for their interests.

 www.continence.org.au  **1800 330 066**

Bladderbowel.gov.au provides information to assist with the prevention and management of bladder and bowel problems

 www.bladderbowel.gov.au

National Public Toilet provides information on over 16,000 publicly available toilets across Australia, including accessibility, opening hours and facilities

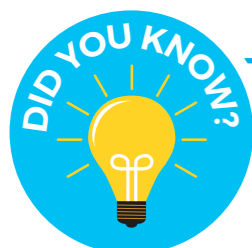
 www.toiletmap.gov.au





Aged Care Volunteer Visitors Scheme

Older people who feel lonely or isolated from their culture and heritage, and would like to meet new people, can get support through the free Aged Care Volunteer Visitors Scheme (ACVVS). The program connects seniors with volunteers through regular visits or phone calls. ACVVS is available to people aged 65 and over who have been approved of or receives government-subsidised residential aged care or Home Care Packages, including care recipients approved or on the National Priority System for residential and Home Care.



Did you know that there are 140 ACVVS community organisations in Australia? The scheme was previously known as the Community Visitors Scheme (CVS) and has been running for 30 years. The friendship program is free and funded by the Australian Government.



Find out more

Aged Care Volunteer Visitors Scheme (ACVVS) members connect volunteers with older people. Find out how it works and how to request a visit.

ACT, NSW & Victoria ☎ **0491 272 417**

ACVVS website

🌐 health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs



Community Transport

Community transport services are affordable, flexible and accessible. You can use the community transport to

- travel to medical appointments
- recreation or social outings
- go shopping
- attend essential events

You can get picked up by a transport service (car or bus) or you may receive vouchers including taxi services.

How to Get Help

You may be eligible for community transport if you

- are from a diverse background
- have a mobility disability that prevents you from using conventional transport/ or living with dementia (who are over 65 or 50 for Aboriginal or Torres Strait Islander people)
- live in a more remote/isolated area without access to conventional transport
- are financially disadvantaged

Your local community transport provider can discuss your eligibility for subsidies, and if eligible, the assessment and registration process.

Find out more

Community Transport provides door to door services for people with transport challenges. Community transport providers across Australia allow people to access social, family and cultural events, shopping and medical appointments.

🌐 www.cto.org.au

☎ **1300 679 286**

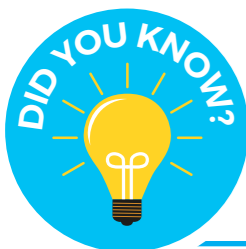


Meals on Wheels

Meals on Wheels is available for seniors who want meals delivered at home. The service provides a range of options for varying dietary needs, diabetic friendly, salt reduced and culturally diverse meals.

How to Get Help

- If you are over the age of 65 (50 years for Aboriginal and Torres Strait Islanders), you could be eligible to receive Home Support Services, including having meals delivered to your door.
- Contact your local Meals on Wheels service through the websites below. They will explain how the service operates and get you started.
- To receive meals at a subsidised cost you need to be on a full or part disability or aged pension. Carers are often eligible too.



If you are in urgent need of food you can contact your local Meals on Wheels service directly. They will provide immediate service and can help you make a referral to My Aged Care.



Find out more

Australian Meals on Wheels Association (AMOWA) provides an avenue for developing and sharing best practice between the 600 services that the State and Territory Associations represent, along with promoting and raising awareness of Meals on Wheels in Australia.

NSW	www.nswmealsonwheels.org.au	(02) 8219 4200
ACT	www.redcross.org.au	(03) 9345 1800
QLD	www.qmow.org	1300 090 97 90
VIC	www.mealsonwheelsvictoria.org.au	0459 406 433
SA	www.mealsonwheelssa.org.au	1800 854 453
TAS	www.mowtas.org.au	1800 696 325
WA	www.mealsonwheelswa.org.au	contactwa@mealsonwheels.org.au



Care finders

Some people need extra help to understand and access the support services they need. Care finders is a free service for the most vulnerable seniors who don't have family or friends to help them.

Care finders will

- meet you in person if you wish
- explain to you the aged care system
- help you get the services you are eligible for



Help from care finders

There are **care finder** organisations all over Australia that you can phone for help.

www.myagedcare.gov.au/help-care-finder

Phone MCCI on (02) 4229 7566 to be directed to other providers



Mental Health

Mental illness is a health condition that significantly affects how a person feels, thinks, behaves and interacts with other people.

Multiple social, psychological, and biological factors might affect the level of your mental health adversely.

Your mental health is a central part of your overall wellbeing. Reduced mental health might impact on your confidence and ability to cope with life.

Getting older comes with challenges and you might find it difficult to stay mentally and physically active at times.

There are lots of issues that might affect your mental health such as illness, grief and loss, financial stress, changing living arrangements, and social isolation.

It is important to remember that mental illness is no different to any physical illness. Much like early detection of heart disease is essential in a patient’s treatment and recovery; the same can be said for mental illnesses.

How to Get Help

Asking your doctor for advice about your mental health is a good first step – if necessary, they can refer you to support services that best suit your needs. There are also some excellent organisations seniors and carers can contact to get help.

Find out more

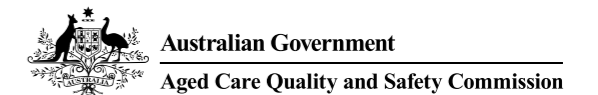


- My Aged Care** - aged care services provided by the Australian government.
www.myagedcare.gov.au **1800 200 422**
- Head to Health** can help you find digital mental health services from some of Australia’s most trusted mental health organisations. It brings together apps, online programs, online forums, phone services, and digital information resources.
www.headtohealth.gov.au **1800 648 911**
- At Ease** - mental health support for veterans, they can help you recognise the signs, take action and maintain higher levels of wellness.
www.at-ease.dva.gov.au **133 254**
- Beyond Blue** - provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.
www.beyondblue.org.au **1300 22 4636**
- SANE Australia** - provides mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy.
www.sane.org **1800 187 263**
- Lifeline** - 24 hours crisis support and suicide prevention services.
www.lifeline.org.au **13 11 14**
- Suicide Call Back Service** - is a national service that provides 24/7 telephone, video and online professional counselling to people who are affected by suicide.
www.suicidecallbackservice.org.au **1300 659 467**
- Health Direct Australia** – 24 hours free health advice and information.
www.healthdirect.gov.au **1800 022 222**

Source List

www.mindhealthconnect.org.au/anxiety
www.bspg.com.au/dam/bsg/product?client=BEYONDBLUE&prodid=BL/0063&type=file
www.tisnational.gov.au/
www.myagedcare.gov.au/
www.dementia.org.au/
www.healthdirect.gov.au/dementia-symptoms
www.cancercouncil.com.au/blog/palliative-care-infographic/
www.palliativecare.org.au/understanding-palliative-care-parent-menu/what-is-palliative-care
www.carersnsw.org.au/facts/who-are-carers
www.agedcare.health.gov.au/support-services/the-national-aged-care-advocacy-program
www.agedcarecomplaints.gov.au/raising-a-complaint/lodge-a-complaint/
www.continence.org.au/
www.opan.com.au
www.health.nsw.gov.au
www.australiancta.org.au
www.mealsonwheels.org.au
www.alz.org/alzheimers_disease_10_signs_of_alzheimers.asp
www.agedcare.health.gov.au/older-people-their-families-and-carers/community-visitors-scheme
www.mcci.org.au/media/WEB_Carers_Support_Booklet_English_11.10.2017.pdf
www.dhi.health.nsw.gov.au
www.health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx
www.be.macmillan.org.uk

Contributing Organisations





This resource was developed by



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