

Information and support

4.6

RESIDENTIAL CARE AND DEMENTIA

This Help Sheet lists a number of services and organisations that can provide families and carers of people with dementia with information and support about residential care.

Advocacy

An advocacy service in each State and Territory provides information, support and advice regarding rights and responsibilities in residential facilities, and can assist with any complaints. Contact the Aged Care Information Line on **1800 500 853** for details of the organisation in your State or Territory.

Age Page

The Age Page lists many services for older people. You will find the Age Page in the front of your telephone book.

Aged Care Assessment Team (ACAT)

ACATs provide assistance to older people in determining their needs for home based supports or residential care. A range of health care workers such as geriatricians, social workers and occupational therapists work on the teams.

All people requiring residential care, including younger people with dementia, must be assessed by an ACAT before moving to a Commonwealth funded aged care facility.

You can contact your nearest ACAT by calling the number listed in the Age Page of your telephone directory. Your doctor or hospital can also help you to contact your local ACAT.

Aged Care Complaints Resolution Scheme

For complaints regarding residential care facilities and Community Aged Care Packages call **1800 550 552**.

Alzheimer's Australia

Alzheimer's Australia is the peak body for people living with dementia, their families and carers. It provides support, information, education and counselling.

You can call the National Dementia Helpline on **1800 100 500** or visit www.alzheimers.org.au

Respite and Resource Centres

Commonwealth Carer Resource Centres provide carers with information and advice about relevant services and entitlements. Contact your closest Commonwealth Carer Resource Centre on **1800 242 636**.

Commonwealth Respite and Carelink Centres around Australia provide information about the range of community care programs and services available. Call **1800 052 222** or visit www.commcarelink.health.gov.au

Australian Government Department of Health and Ageing

You can contact the Department's Aged Care Information Line on **1800 500 853** for any aspect of aged care. You can visit the Department's web site at www.health.gov.au/ageing.htm

Council on the Ageing (COTA)

This is an independent organisation working on behalf of older people. You can contact your State or Territory COTA office by calling the number listed in the Age Page in the front of your telephone book or visit www.cota.org.au

Standards and Accreditation

The Aged Care Standards and Accreditation Agency is the independent body responsible for managing the accreditation and ongoing supervision of Australian Government-funded aged care homes. The Agency has offices in all State capitals.

The National Office can be contacted on **02 9633 2099** or visit **www.accreditation.org.au**

Further Information

Alzheimer's Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**.

For further information and to view other Help Sheets visit our web site at **www.alzheimers.org.au**



Alzheimer's Australia is responsible for the content of this Help Sheet.

This publication provides a general summary only of the subject matter covered. People should seek professional advice about their specific case. Alzheimer's Australia is not liable for any error or omission in this publication.

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