

Alzheimer's Australia support is offered throughout New South Wales. Together with our valued partners, we bring an extensive range of support and services to the community.

Alzheimer's Australia NSW works with a number of organisations throughout New South Wales to provide our services. We rely on these organisations to operate to standards similar to those outlined in this guide.

OUR OFFICES

ADMINISTRATION

Alzheimer's Australia NSW, PO Box 6042, North Ryde NSW 2113
Phone 02 9805 0100 Fax 02 8875 4665 E-mail admin@alznsw.asn.au

SYDNEY

Cnr Cox's & Norton Rds,
North Ryde
Phone 02 9805 0100

HUNTER

2 Percy Street
Hamilton
Phone 02 4962 7000

SUTHERLAND & ST GEORGE

Phone 02 9531 1928

ARMIDALE & NEW ENGLAND

Phone 02 6771 1146

MID NORTH COAST

146-150 Gordon Street
Port Macquarie
Phone 02 6584 7444

COFFS HARBOUR & FAR NORTH COAST

Phone 02 6659 2011

FAR SOUTH COAST & SNOWY MOUNTAINS

5 Hill Street,
Bega
Phone 02 6492 6158

ORANGE

Phone 02 6393 3500

MOSS VALE

Phone 02 4869 5651

WAGGA WAGGA

Phone 02 6932 3032

If you have any questions about dementia or concerns about your memory, please contact the **National Dementia Helpline** on **1800 100 500**. Also, visit our website for information about dementia, our services, material in community languages, carer stories, publications, education and events.

Alzheimer's Australia NSW acknowledges the funding support from the Australian and NSW Governments as well as other funding sources. We also depend on generous donations from the community to carry out our work.

C001B 2009 August.

ABN 27 109 606 472



Alzheimer's
Australia NSW
Living with dementia



Alzheimer's
Australia NSW
Living with dementia



An Australian Government Initiative

NATIONAL DEMENTIA HELPLINE
1800 100 500

www.alzheimers.org.au

OUR SERVICES

National Dementia Helpline 1800 100 500

ABOUT ALZHEIMER'S AUSTRALIA NSW



SERVICES AND SUPPORT



Alzheimer's Australia NSW represents the interests of people living with dementia in New South Wales. We provide leadership in dementia policy and services, encourage and participate in research initiatives, and provide education, knowledge, skills and risk reduction strategies to people with dementia, their families and carers.

OUR VISION

A society committed to the prevention of dementia, while valuing and supporting people living with dementia.

OUR MISSION

Providing leadership in dementia advocacy, awareness and understanding.

WHO BENEFITS FROM OUR SERVICES

- * People living with dementia, their carers, family and friends.
- * Care workers, health and allied professionals and service providers.
- * Students and researchers.
- * Volunteers and members of the general public.
- * Business and community organisations.

OUR SERVICE COMMITMENTS

YOU CAN EXPECT TO

- * Be assisted by trained staff to gain information about our services, or services of other organisations that best suit your needs.
- * Receive a high quality and efficient service, based on fair and transparent policies and procedures.
- * Have all enquiries responded to promptly with timely and appropriate follow up.
- * Have your personal beliefs and privacy respected.
- * Have access to interpreter or advocacy services if required.

We provide a range of information, practical advice and support services to meet the needs of people living with dementia, their families and carers. Most services of Alzheimer's Australia NSW are provided at no cost.

CONTACT US BY TELEPHONE

NATIONAL DEMENTIA HELPLINE – 1800 100 500

For people with dementia, their carers, family and friends, as well as people concerned about memory loss. It is also used by health professionals, service providers, community organisations and students.

INTERPRETER SERVICE – 131 450

If you need an interpreter or advocate, the Helpline can provide access and referral to an appropriate service.

CHINESE DEMENTIA HELPLINE – 1800 300 386

This helpline operates Thursdays 9am – 1pm (message service at other times).

OR VISIT OUR OFFICES

Access to a range of services and support is available through our network of offices. See back page for details.

THE HELPLINE IS STAFFED BY HEALTH PROFESSIONAL AND TRAINED VOLUNTEERS WHO PROVIDE

- * Understanding, support and specialist information about memory loss and dementia.
- * Practical information and management strategies.
- * Up-to-date written material on dementia.
- * Information on the full range of Alzheimer's Australia NSW services, as well as other services in your community.
- * Information on how to reduce your risk of developing dementia.



EARLY INTERVENTION

A diagnosis of dementia can leave a person and their family feeling extremely isolated. Our early intervention support includes the Living with Memory Loss program, designed to maximise the health and well-being of people during the early stages of dementia. Programs are available in most areas of NSW and provide the opportunity to meet others in a similar situation, reflect on the impact of the diagnosis, and gain skills for better communication and problem solving.

CARER SUPPORT

Throughout NSW, a range of seminars and education workshops are available for carers, family and friends. Education and support is also available through more than 200 support groups, who generally meet monthly. Carers come together to support one another in problem solving and to exchange ideas. Some groups operate specifically to meet cultural, male carer, past caring and teleconferencing needs.

COUNSELLING

Available for anyone living with dementia, their family or carers. You may need support with stress management, conflict resolution, future planning and practical advice. Sessions can be arranged for an individual or family, and can be held either face-to-face or on the telephone.

THE SAFELY HOME PROGRAM

A joint project between Alzheimer's Australia NSW and NSW Police, *Safely Home* helps to provide the safe return of a person who has wandered from their home, giving peace of mind to both families and staff of residential and respite facilities.

A personalised stainless steel bracelet is worn at all times by the person with dementia. It features a toll free telephone number and identification linked to the confidential NSW Police *Safely Home* information system. Call the National Helpline for more information – TollFree 1800 100 500.



LIBRARY AND INFORMATION SERVICE

This membership service supports people with dementia, carers, health professionals and community care workers in NSW, by providing access to quality dementia-related health information and resources. Our library service maintains an extensive collection of books, videos and DVDs, which are available to borrow. The online knowledge centre includes the library catalogue, reading lists and current awareness news services.

EDUCATION SERVICES

Alzheimer's Australia NSW provides education for both family carers and professionals in the aged care field.

FAMILY AND FRIENDS

There is a range of options for education, from short sessions (2 hours) to our popular 3-day course. These are available in both metropolitan and regional areas.

COMMUNITY AWARENESS

These talks are designed to raise awareness of the disease itself

and ways our organisation can assist, and to provide information on reducing the risk of developing dementia.

PROFESSIONAL EDUCATION

We are a Registered Training Organisation and provide education through a variety of formats, with the flexibility of accredited and non-accredited options. Our programs cater for the diversity of workers who provide care to people with dementia and can be designed to meet specific needs.

MOBILE RESPITE (BEGA VALLEY)

Within the Bega Valley Shire, the Mobile Respite Team provides short-term in-home respite, information, support and education. The service is specifically for people diagnosed with dementia who exhibit challenging behaviours, and their carers, who wish to continue living and caring at home.

For more information about all our education programs, please call 02 9805 0100 or email education@alznsw.asn.au

**THANK YOU FOR SHARING
DEMENTIA CARE WITH
ALZHEIMER'S AUSTRALIA
NSW. YOUR SUPPORT IS
VITAL TO OUR WORK.**



YOUR FEEDBACK

Helps us to improve the way we organise and deliver our support.

Send feedback, complaints or suggestions to

Manager – Services
Alzheimer's Australia NSW
PO Box 6042
North Ryde NSW 2113
Phone 02 9805 0100
Email admin@alznsw.asn.au

Feedback received and investigated

Feedback actioned and responded to within 30 days

If your feedback has not been handled to your liking, contact

The Community Services Division
NSW Ombudsman
Level 24, 580 George Street
Sydney NSW 2000
Phone (02) 9286 1000

YOUR RIGHTS

When contacting Alzheimer's Australia NSW you have the right to

- * Be supported to enhance your independence and/or achieve your individual goals.
- * Have access to services without discrimination.
- * Receive services that are respectful of your language and culture.
- * Decide what services you receive and be included in negotiations before any changes are made to the service you are receiving.
- * Refuse or discontinue a service. This will not prejudice any future requests for service.
- * Be represented by a person of your choice.
- * View, and if necessary, change any information we hold about you.
- * Complain or express your concerns without fear of losing the service or suffering any other recriminations.
- * Have your complaints dealt with fairly and promptly.

YOUR RESPONSIBILITIES

- * Respect the rights of other consumers and service staff.
- * Take responsibility for any decisions you make.
- * Advise us if changing or cancelling appointments.
- * Respect the confidentiality of others while using our service.

YOUR PRIVACY

- * We will request your consent before collecting any personal details. Consent can be withdrawn at any time.
- * Any information provided is encoded and treated confidentially.
- * Personal information will not be disclosed without consent.
- * If you are receiving professional counselling or support services, there are times when some information may be shared with associated professionals, so the best advice and service available can be provided.

- * All identifying material is appropriately disposed of according to industry standards.
- * On rare occasions, the law requires confidential information to be disclosed. This might occur when the health or wellbeing of a person is threatened and thus there is a strong public interest in disclosing the information.

HOW YOUR INFORMATION IS USED

Information we collect is used to determine your needs and offer the best possible service. Remaining anonymous does not exclude anyone from receiving information and services.

Information also enables us to provide accurate statistics about your needs, helps us monitor existing services and plan for the future. Statistical information does not include your name and address.

HAVE YOUR SAY

JOIN A CONSUMER COMMITTEE

Meet three to four times a year to discuss policy issues, create local advocacy initiatives and contribute to both State and Commonwealth dementia planning and development.

BECOME A MEMBER

For a subscription to the quarterly newsletter *intouch*, access to Library and Information Service and invitations to events. Member organisations receive discounts on courses and workshops, as well as two library memberships.

INDIVIDUAL MEMBERSHIP FEES (annual)

Person with dementia	\$15
Carer of person with dementia	\$15
Supporter and friend	\$30
Life membership (individual)	\$500

PROFESSIONAL MEMBERSHIP FEES (annual)

Individual	\$50
Not-for-profit (per facility/location)	\$80
Private (per facility/location)	\$100
Government (per department)	\$100

BECOME A VOLUNTEER

By giving some of your valuable time, you can help us in a variety of events and activities within our organisation.

MAKE A DONATION

Your support will enable us to continue to maintain our current services, as well as grow to meet increasing demand. Donations to Alzheimer's Australia NSW of \$2 or more are tax deductible.

INCLUDE A BEQUEST IN YOUR WILL

A bequest to Alzheimer's Australia NSW will assist us to provide ongoing services to people living with dementia.

LIKE TO KNOW MORE?

TELEPHONE THE NATIONAL
DEMENTIA HELPLINE ON
1800 100 500

OR TICK THE RELEVANT ITEMS BELOW

Please phone me with
information about...

OR

Please send me
information about...

- Dementia
 - Counselling
 - Early Intervention Programs
 - Workshops and Activities
 - Library Services
 - Carer Education
 - Support Groups
 - Professional Education
 - Safely Home Program
 - Becoming a volunteer
 - Sponsorship and in-kind support
 - Making a bequest
 - In-Memorium donations
 - Donations
- I am...**
- a person with dementia/
Alzheimer's disease
 - a carer or supporter
 - a professional
 - other (please specify)

**OVER 1,300 NEW CASES ARE
DIAGNOSED EACH WEEK IN
AUSTRALIA**



MEMBERSHIP MATTERS HAVE YOUR VOICE HEARD

PLEASE TICK RELEVANT BOXES

I would like to become a member of Alzheimer's Australia NSW
and enclose my membership fee

INDIVIDUAL MEMBERSHIP FEES

- Person with dementia \$15
- Carer of person with dementia \$15
- Supporter and friend \$30
- Life membership (individual) \$500

PROFESSIONAL MEMBERSHIP FEES

- Individual \$50
- Not-for-profit (per facility/location) \$80
- Private (per facility/location) \$100
- Government (per department) \$100

I would like to support Alzheimer's Australia NSW with a donation

(Donations of \$2 or more are tax deductible) \$ _____

TOTAL PAYMENT \$ _____

PAYMENT METHOD

Cheque VISA MasterCard Amex Diners

Credit Card No

Expiry Date / Signature _____

CONTACT DETAILS

Title First name _____

Last name _____

Organisation _____

Address _____

Postcode _____

Tel (9am-5pm) Mobile _____

Email _____

Please complete and return this form by mail to Alzheimer's Australia NSW,
PO Box 6042, North Ryde, NSW 2113 or fax 02 8875 4665