

# YOUR GUIDE TO AGED CARE



AUGUST 2017

# YOUR STEP-BY-STEP GUIDE TO GETTING AGED CARE SERVICES

This Step-by-step aged care guide focusses on Government subsidised aged care programs.

Like most things involving a government subsidy, there's a process to follow. This may include: registering with My Aged Care and undergoing a free assessment. A decision will then be made about your eligibility to receive services.

It might sound a bit daunting, but Feros Care's expert advisory team are here to assist every step of the way. We will help you navigate the aged care system and explain the jargon and acronyms.

If you meet the Government's eligibility criteria you will be able to access a wide range of services. Nursing and allied health services, such as pain management, dementia care, physiotherapy and podiatry are available. Other options include domestic and personal care assistance, social trips, shopping, meal preparation and pet care.

This guide will help you get started and get the support you need to live your life your way.

If you have any questions please contact the  
**FEROS AGED CARE HOTLINE ON:**  
**1300 763 583**  
Email: [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)

## GETTING TO KNOW AGED CARE AND HOW THEY TALK

The acronyms you'll hear and read about

**ACAT** Aged Care Assessment Team

**ACAS** Aged Care Assessment Service (ACAT equivalent in Victoria)

**CHSP** Commonwealth Home Support Program

**CRCC** Commonwealth Respite and Carelink Centre

**DVA** Department of Veteran's Affairs

**HCP** Home Care Package

**RAS** Regional Assessment Service

**STRC** Short Term Restorative Care

**TCP** Transitional Care Program

**VHC** Veterans' Home Care

**Service Provider** this refers to care organisations like Feros Care who will provide your services.

Disclaimer – This guide is intended to give general advice only. Please speak to your medical, legal and financial professionals for advice that is specific to your situation.

# WHAT KIND OF ASSISTANCE AND SERVICES ARE AVAILABLE?

Government subsidised aged care services can be short term or ongoing. Short term assistance may provide help around the house while you're recovering from a fall or a stay in hospital. Ongoing help and support includes things like regular house cleaning, nursing care and personal assistance. You may need help getting to the shops and to appointments, or taking care of pets. The level of support you receive will depend on your needs and the choices you make about where and how you want to live.

This guide will provide more information on the following services described below:

<b>1. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)</b>	If you only need a little extra help to stay at home (entry level services) then CHSP is probably the most suitable service for you. All services are offered based on the help you need to live happily and safely in your own home.	<b>PG 4</b>
<b>2. PRIVATE SERVICES</b>	You can book private services directly with Feros Care. There are no waiting times. Choose exactly what you want and when you want it. Private services are not subsidised by the Government.	<b>PG 7</b>
<b>3. HOME CARE PACKAGES (HCP)</b>	Home Care Packages provide you with a greater level of support and a variety of services to enable you to remain at home for longer and avoid nursing home care.	<b>PG 8</b>
<b>4. SHORT TERM RESTORATIVE CARE (STRC)</b>	Short term restorative care provides a range of intensive services over eight weeks. It will help you get back on your feet and stay independent. This program is designed to reduce your likelihood of hospitalisation and to delay or avoid the need to enter nursing home or long-term care..	<b>PG 12</b>
<b>5. VETERANS HOME CARE PROGRAMS</b>	If you hold a Gold Card or White Card from the Department of Veterans' Affairs, you may also be eligible for assistance through the Veterans' Home Care Program. This program provides small amounts of practical help at home, similar to CHSP services above.	<b>PG 14</b>
<b>6. VETERANS' COMMUNITY NURSING PROGRAM</b>	If you hold a Gold Card or White Card from the Department of Veterans' Affairs, you may also be eligible for assistance through the Veterans' Community Nursing Program. This program provides nursing, health and personal care services at home.	<b>PG 15</b>
<b>7. RESPITE CARE</b>	Respite provides carers with a break from their caring responsibilities. It gives them a chance to catch up on their own tasks and have some free-time. Respite is crucial to maintaining a caring role.	<b>PG 16</b>
<b>8. TRANSITIONAL CARE PROGRAM (TCP)</b>	The Transition Care Program provides assistance to people who are at risk of unnecessarily long hospital stays or premature admission to a residential aged care home. TCP helps you return home from hospital after an illness or accident. It provides you with extra time and services to recover.	<b>PG 18</b>
<b>9. RESIDENTIAL AGED CARE HOME</b>	Sometimes the best way to receive help and support is to live in an aged care home (sometimes known as a nursing home or hostel). This can be on a permanent basis or for a short stay ('residential respite'). This service is suitable if you find you need 24/7 care or prefer the companionship that residential care offers.	<b>PG 20</b>
<b>10. PALLIATIVE CARE</b>	Palliative care is end of life care given to improve the quality of life for people with a serious or life-limiting disease. It can provide in-home support for people who wish to remain at home, and provide or facilitate physical, psychological, social and spiritual support.	<b>PG 23</b>

# 1. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

This service is ideal if you can manage on your own but would like some basic (low care) support. Perhaps you need the house cleaned once a fortnight, or a spot of gardening done. Occasional health services like podiatry or physiotherapy, as well as transport to and from appointments and social outings are all on offer.

Services include:

## COMMUNITY AND HOME SUPPORT

- domestic assistance – household jobs like cleaning, laundry
- personal care – help with bathing, showering or getting dressed
- home maintenance – minor general repairs and care of your house or garden, for example, changing light bulbs or replacing tap washers
- home modification – minor installation of safety aids such as alarms, ramps and support rails
- social support monitoring – social activities in community-based groups, social visits, safety checks, emergency alarms and technologies
- door-to-door transport – getting people out and about for shopping or appointments, or to participate in group social activities and events

## NURSING SERVICES

- nursing care – a qualified nurse to dress a wound, help with pain management, chronic disease support, or providing continence advice
- Telehealth Nursing Service – assistance in monitoring and managing your chronic health conditions via Video Conference, using the latest in monitoring technologies

## FOOD SERVICES

- helping with shopping for food
- help with meal preparation and food storage
- assistance with learning to cook

## ALLIED HEALTH SUPPORT SERVICES

- physiotherapy (exercises, mobility, strength and balance)
- podiatry and foot care
- speech pathology
- occupational therapy (help to recover or maintain your physical ability)
- advice from a dietician (healthy eating)
- other allied health and therapy services

## RESPITE CARE

- care for you while your carer takes a break, this can be in home respite or day centre respite

## COSTS AND ELIGIBILITY

To be eligible, you must be:

- 65 years or older, or
- 50 years or older if you identify as an Aboriginal and/or Torres Strait Islander person or
- 50 years or older and on a low income, homeless or at risk of homelessness

You do not need an income assessment to access CHSP services. Fees can be negotiated with each service provider and will depend on the type and the number of services you require. Be sure to discuss and agree to any fees with your chosen service provider before receiving services.

# FEROS CARE FEES FOR CHSP SERVICES:

As a guide, Feros Care fees start from \$10 per one-on-one service. The fee for Feros Care's group exercise sessions such as Forever Young or hydrotherapy classes start from \$5 per class.

## LET'S GET STARTED

### STEP

1

Call our friendly Feros Care advisory team on **1300 763 583** or email us at: **advisors@feroscare.com.au**

Our team will talk with you about which services best suit your needs. We will help guide you through the aged care approval process. We can connect you directly to the government's My Aged Care to get you started.

### STEP

2

My Aged Care will register your details over the phone.

If you need lower level or short term services, a Commonwealth Home Support Program (CHSP) may be the most suitable for you.

### STEP

3

My Aged Care will organise a Regional Assessment Service (RAS) assessor to contact you and organise to come to your home at a time that suits you.

### STEP

4

On the day of your assessment, the RAS assessor will discuss your eligibility and what type of services will suit your needs.

The RAS assessor will ask questions like:

- how you are currently going with completing activities around the home
- in what areas of your life are you coping independently and what areas do you need support with
- do you have any health concerns you would like support with
- do you have someone helping you (neighbour, friend or family) What type of support are they providing
- what goals do you have to improve your health, wellbeing and social connections
- if you have a carer or someone helping you, they may also ask them similar questions

After your assessment, the assessor will work with you to develop a support plan. This plan identifies your strengths and areas of difficulty. It then sets goals and identifies the services and supports needed to achieve your plan.

Your assessor can give you a list of providers in your area. The assessor can send through your referral based on your preferences OR generate a referral code that enables you to research the providers first and make contact with the providers directly.

If the assessor believes you would benefit from a greater level of support, they will organise a referral for a comprehensive assessment from the Aged Care Assessment Team (ACAT) to enable you to access a Home Care Package.

### STEP

5

The service provider will receive your information from My Aged Care and will make contact with you to talk about service availability, when your services will commence, and any fees that may apply.

If you choose Feros Care as your service provider, call us on **1300 763 583** or email us at: **advisors@feroscare.com.au**



## WHAT HAPPENS IF YOU NEED URGENT SUPPORT?



If your hospital or doctor thinks you need urgent, immediate support due to health and safety concerns, they're able to make a direct referral to a Commonwealth Home Support Service Provider, to get you help right away.

- This is only a short term solution to provide: nursing, meals, transport and personal care. You will still need to contact My Aged Care to organise an assessment to plan for your ongoing care needs. If you think you're in need of urgent care, speak with your hospital or GP.
- If you need emergency respite care, phone your local Commonwealth Respite and Carelink Centre on 1800 052 222 during business hours or 1800 059 059 outside business hours.

## 2. PRIVATE SERVICES

Private services can be booked directly with a range of Aged Care Service Providers. You do not need to go through My Aged Care for an assessment. There are no waiting times and you can choose the services you want, when you want them. Private services are not subsidised by the Government.

People often book private services while they are waiting to be approved for a Government funded program. This enables you to get the care you need without having to wait.

### COSTS AND ELIGIBILITY

- There is no eligibility criteria.
- Costs will depend on the services you are wanting.

### LET'S GET STARTED

#### STEP

1

Many of the service providers listed on the My Aged Care website ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)) will provide private services.

#### STEP

2

If you choose Feros Care as your private service provider, call us on **1300 763 583** or email us at [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)



# 3. HOME CARE PACKAGE (HCP)

Home Care Packages provide regular assistance to help you stay healthy, active, connected and living in your own home. They are individual packages of care and services designed by you and for you. They can include a comprehensive range of service options.

**There are four levels of home care packages:**

**LEVEL 1** – basic care needs

**LEVEL 2** – low-level care needs

**LEVEL 3** – intermediate care needs

**LEVEL 4** – high-level care needs

**The level of services and government funding you get will depend on the Home Care Package level you are approved to receive. Home care level 3 and 4 packages provide assistance for people with higher care needs including more medical care if needed.**

## PERSONAL SERVICES

- assistance with personal activities such as showering, personal hygiene, hair and beauty

## DOMESTIC SERVICES

- assistance with household jobs like cleaning and laundry, changing linen and ironing

## TRANSPORT AND SOCIAL SUPPORT

- assistance with getting to your appointments, social activities, visiting family and friends and to/from hospital. Door to door service to assist with errands, banking and shopping

## COMPANIONSHIP

- accompanying you on trips, shopping, going to the hairdresser, social outings, sporting activities, visiting friends and family, going out for lunch, the movies or the theatre
- company at home – cooking and baking together, arts and craft, scrap booking, sewing, knitting, card games, board games, listening to music

## HOME COOKED MEALS

Cook-ups of your favourite recipes, international foods, baking cakes and slices, roasts. This also includes catering for special diets for health, religious, cultural or other reasons. We can also assist with feeding if required.

## EXERCISE PROGRAMS

One-on-one visits from a physiotherapist or exercise physiologist to:

- assist with mobility
- increase strength
- improve balance to prevent falls, and
- move around with confidence

## MASSAGE & THERAPIES

- a qualified massage and other therapists to help with pain management, relaxation and meditation

## TECHNOLOGY – CONNECTION

- help with the internet and how to use email, Facebook and online banking and shopping. Connecting you with family and friends by showing you how to use a smart phone, tablet, skype, as well as offering technical support and training

## HEALTH MONITORING

- wellbeing visits daily to check everything is ok, or phone calls or remote monitoring (technology and telehealth nurse)

## OCCUPATIONAL THERAPY & EQUIPMENT

- assessment provision of minor home modifications, equipment and tools to help you stay safe and independent e.g. specialised cooking equipment, shower/ toilet chairs, hand/grab rails and technologies such as sensors





### **NURSING, ALLIED HEALTH AND OTHER CLINICAL SERVICES**

- assistance with medication and monitoring, pain management, help with chronic disease monitoring such as diabetes, heart and lung disease, post hospital care. This also includes assistance with bandages, dressings and skin emollients. Home Oxygen and Enteral feeding needs
- allied health services including speech therapy, podiatry, occupational or physiotherapy services, social work, hearing and vision services

### **GARDENING & LAWN MOWING**

- including help with veggie gardens, weeding and lawn maintenance

### **SPRING CLEANS AND MAINTENANCE**

- help with cleaning windows, scrubbing walls, cobwebs, cleaning out cupboards, de cluttering, cleaning gutters, driveway cleans, fixing doors, cleaning ovens, cleaning blinds/curtains

### **HOME SAFETY TECHNOLOGIES**

- installing smoke, gas and heat alarms, security alarms and modifications, falls detectors and personal alarms

### **PET CARE**

- looking after animals while you are away (going to your place and feeding them) pet walking, taking your pet to the vet with you

### **CONTINENCE MANAGEMENT**

- assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances

### **RESPIRE CARE**

- giving carers a break and a chance to catch up on errands, social and wellbeing activities. This can be day respite, overnight respite or transporting a loved one to day centre respite

### **DEMENCIA CARE**

- providing assistance including technologies, respite for the carer, and day centre respite (pay), advice and support, music therapy, home sensors

**All the services above are available on any level of home care package. It is the quantity and frequency of services and care that differs.**

## HOME CARE PACKAGE (HCP)

### COSTS AND ELIGIBILITY

There are two types of fees that you may need to pay if accessing a Home Care package:

1. A basic daily fee.
2. An income tested care fee (if your income is over a certain amount).

### BASIC DAILY FEE

The government sets the maximum basic daily fee at 17.5% of the basic age pension. The amount may be negotiated with your chosen provider based on what you can afford.

### INCOME TESTED FEES

The government may also ask you to pay an income-tested care fee towards the cost of your care. This fee is different for everyone because it is based on your individual income. This fee is in addition to the **basic daily fee**.

Your income and assets assessment is conducted by the Department of Human Services or the Department of Veterans' Affairs. They will advise what fees you are required to pay.

A Home Care Fee Estimator can be found on the My Aged Care website.

The Department of Human Services indicates that if you currently receive a means tested income support payment such as the Age Pension or a Service Pension from the Department of Veterans' Affairs (DVA), you will be automatically assessed and you do not need to do anything.

Feros Care always recommends that you make contact with the Department of Human Services to ensure they have your current financial information.

## LET'S GET STARTED

### STEP

Call our friendly Feros Care advisory team on **1300 763 583** or email us at: **advisors@feroscare.com.au**

1

Our team will talk with you about:

- what services might best suit your needs
- explain fees and charges for home care packages
- guide you through the aged care process, and connect you directly to My Aged Care to get you started

### STEP

My Aged Care will register your details over the phone.

2

If you need a higher level of support, a Home Care Package (HCP) may be the most suitable option for you.

Home Care Packages provide you with a greater level of support so you can remain at home for longer. They also give you even more flexibility.

My Aged Care will arrange for an **Aged Care Assessment Team (ACAT)** assessor (or the **Aged Care Assessment Service (ACAS) in Victoria**) to contact you. They will set up a time to conduct a comprehensive home assessment and to talk about your needs and the services best suited to you.

### STEP

3

While you are waiting for your comprehensive home assessment, you will need to organise an income and assets assessment. To do this, contact the Department of Human Services (Centrelink) on 1800 227 475. If you receive a Service Pension, you will need to contact Department of Veterans' Affairs on 133 254.

This determines any additional weekly income tested fee contributions towards your Home Care.

**STEP** On the day of your home assessment:

**4**

- Your assessment will be completed by a health professional from ACAT.
- You are encouraged to ask a family member, friend or carer to be with you during your assessment for extra support.
- The ACAT assessor will:
  - ▶ ask you questions about your day-to-day living activities and which ones you require assistance with
  - ▶ find out about your general state of health and specific health conditions
  - ▶ find out if you have someone helping you (neighbour, friend or family), and what type of support they are providing
  - ▶ identify any personal goals to improve your health, wellbeing and social connections
  - ▶ determine the level and type of care you might be eligible for
  - ▶ recommend to My Aged Care the package level and priority level.

**STEP**

**5**

- After your Home Care Package assessment, you'll receive a letter from My Aged Care letting you know the outcome of your assessment and the level of support and services you've been approved for<sup>1</sup>.
- You'll then go on a national waiting list.
- When you reach the top of the national list, My Aged Care will send you a letter with your referral code and Home Care Package level so you can start organising your services.
- You have 56 days to activate your services.

**STEP**

**6**

If you choose Feros Care, Call on **1300 763 583** or email us at: **advisors@feroscare.com.au**

We will arrange for a Wellbeing Manager to visit you. Your Wellbeing Manager will work with you to develop a care and support plan that suits your individual needs and budget. Feros Care has a wide range of services to choose from so you can get the most out of life.

<sup>1</sup> If you are not happy with your assessment outcome, the letter will also explain how to ask for a review of the ACAT decision.



- ✓ **You can find out more about income tested fees at: [www.myagedcare.gov.au/financial-and-legal/home-care-package-income-tested-care-fee](http://www.myagedcare.gov.au/financial-and-legal/home-care-package-income-tested-care-fee)**
- ✓ **To arrange your Income Assessment with the Department of Human Services (Centerlink) phone 1800 227 475 or Department of Veterans' Affairs on 133 254.**
- ✓ **You'll need to complete an Aged Care Fees Income Assessment form before you can receive services.**

## 4. SHORT TERM RESTORATIVE CARE

Short Term Restorative Care (STRC) is an eight-week program designed to help you recover from an injury or illness. It aims to improve your wellbeing and help you stay independent. This service can be accessed in your home or with a short term stay in a residential aged care home.

Over the eight-weeks, and depending on your goals, you'll be supported by the likes of dietitians, psychologists, nurses, occupational therapists, physiotherapists and podiatrists. The program will also be able to provide innovative new assistive technologies to keep you safe and secure, monitor your health or even connect you socially.

Services include exercise sessions, one-on-one physiotherapy, occupational therapy, psychology and counselling, home modification assessments, podiatry, nutrition and meal planning advice, nursing, transport, personal assistance and support services.

### COSTS AND ELIGIBILITY

To be eligible you must:

- Be assessed by your local ACAT
- Not be on a home care package
- Not have been hospitalised in the last 3 months before the date of assessment
- Not received Transitional Care in the last 6 months
- Not be living in a residential aged care facility.

### FEES AND CHARGES

If your care is delivered in your home or in a community setting, your service provider may ask you to pay a basic daily fee of up to 17.5% of the single Age Pension.

If your care is delivered in a residential aged care home your service provider may ask you to pay a basic daily fee of up to 85% of the single Age Pension.

You must pay fees for each day that you have a short-term restorative care place – from the day your care starts, to the day your care ends. They are generally paid to your service provider fortnightly or monthly. Your provider may ask you to pay for up to a week of care in advance.



## LET'S GET STARTED

### STEP

1

Call our friendly Feros Care advisory team on **1300 763 583** or email us at: **advisors@feroscare.com.au**

Our team can connect you directly to the government's My Aged Care so you can get started.

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### STEP

2

My Aged Care will arrange for an **Aged Care Assessment Team (ACAT)** assessor (or the **Aged Care Assessment Service (ACAS) in Victoria**) to contact you and organise a time to do a comprehensive home assessment.

If you are assessed as eligible for short-term restorative care services you will receive a letter of approval from ACAT.

Keep a copy of the documents you receive as you will need to give these to your service provider when your care commences.

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### STEP

3

Your approval to receive short-term restorative care will last for six months from the day after you are approved.

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### STEP

4

Your ACAT assessor will send your referral to the Short Term Restorative Care provider in your local area or you can approach service providers directly with the referral code you receive from the Aged Care Assessment Team.

There are short-term restorative care providers available in all states and territories in Australia.

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### STEP

5

To find out if Feros Care provides Short Term Restorative Care in your area, call us on **1300 763 583** or email us at **advisors@feroscare.com.au**

If you are in an area where Feros Care provides Short Term Restorative Care, you can expect the following:

- A Feros Care Wellbeing Manager will assist in the development of an individualised care plan that addresses areas of concern as identified by you or your carer to enable you to regain function.
  - It may include, but is not limited to, services such as dietary advice, physiotherapy, occupational therapy, podiatry, nursing support and personal care.
  - Feros Care will also organise any mobility aids, equipment or assistive devices you may need during your eight week program.
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# 5. VETERANS' HOME CARE PROGRAM

If you are a veteran of the Australian Defence Forces, or a war widow or widower, DVA provides a variety of in-home and community support programs. These can help you to continue living independently by supporting your health, wellbeing and community connection.

## Services include:

- Domestic assistance with basic household tasks such as vacuuming and mopping, bed making and linen changing, clothes washing and/or ironing; and some meal preparation; running errands.
- Personal care with assistance for tasks like showering, bathing, toileting, dressing, grooming, eating, application of non-medicated skin care creams and lotions.
- Safety-related home and garden maintenance (with minor tasks that could be done by a handyman.) This includes replacing light bulbs, changing batteries in smoke/security alarms, cleaning gutters, windows and ceiling fans, lawn mowing and pruning.
- Respite Care for someone who is a carer of an entitled person or an entitled person who is a carer. This includes in home, residential and emergency short term respite.

Veterans' Home Care is not designed to meet complex or high-level care needs.

## COSTS AND ELIGIBILITY

Entitled persons who have a Gold Card or White Card are eligible for an assessment for Veterans' Home Care services.

Veterans' Home Care services do have a small co-payment of \$5 per hour<sup>2</sup> for domestic assistance, personal care, social assistance, home and garden maintenance. To have the costs and eligibility explained in more detail, please contact Veterans' Home Care Assessment Agency on 1300 550 450.

**DVA operates a range of services for the Veterans community including Community Nursing, Rehabilitation Appliances Program (RAP), respite and carer support, home modifications, grants and counselling services.**

**Contact the Department of Veteran Affairs on 133 254 (or 1800 555 254 for regional callers) to enquire about your eligibility and getting and assessment.**

## LET'S GET STARTED

### STEP

1

To receive Veterans' Home Care services, you will need to be assessed. Most assessments are completed over the phone.

To arrange an assessment call the Veterans' Home Care Assessment Agency on **1300 550 450**. The assessor will discuss your circumstances with you to identify the range of services you may need

### STEP

2

Following your assessment, you will receive a care plan detailing the services you need. This care plan will also be sent to your service provider.

### STEP

3

The service provider will call you to discuss a suitable time to provide their service(s).

<sup>2</sup> <https://www.dva.gov.au/factsheet-hcs01-veterans-home-care>



## 6. VETERANS' COMMUNITY NURSING PROGRAM

If you are a veteran of the Australian Defence Forces, or a war widow or widower, DVA provides a Community Nursing Program with access to community nursing services. The Community Nursing Program assists you to continue living independently by supporting your health and wellbeing.

### COSTS AND ELIGIBILITY

To be eligible to receive community nursing services, you need to hold a Gold Card or a White Card, and be assessed as needing clinical and/or personal care. There is no cost if you are eligible to receive community nursing.

**For more information about services available to DVA White and Gold card holders:**

- ✓ Call **133 254** (or 1800 555 254 for regional callers)
- ✓ [www.dva.gov.au/health-and-wellbeing/home-and-care/aged-and-community-care](http://www.dva.gov.au/health-and-wellbeing/home-and-care/aged-and-community-care)



### LET'S GET STARTED

#### STEP

1

To be eligible for community nursing you need to have a written referral from your GP, a treating doctor in hospital, a hospital discharge planner, or the Veterans' Home Care Assessment Agency.

#### STEP

2

Your referral will need to be provided to a community nursing service provider, who will arrange for a registered nurse to assess your clinical need for nursing.

#### STEP

3

The registered nurse will conduct a home visit assessment to determine the services you require. These services are nursing services, personal care services, and medication services.

#### STEP

4

The community nursing service provider will call you to discuss a suitable time to provide their service(s).

If you choose Feros Care as your community nursing service provider, call us on **1300 763 583** or email us at [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)

<sup>3</sup> <https://www.dva.gov.au/factsheet-hip06-providers-community-nursing-services>

<sup>4</sup> White Card holders will only receive community nursing services if they are required because of an accepted war or service caused injury or disease (accepted disabilities).

## 7. RESPITE CARE

If you are living at home with the help of a live-in carer, there are great support opportunities to enable your carer to continue to provide the best care.

The types of respite available are:

**1. The Commonwealth Home Support Program and Home Care Packages** can assist you by providing Government-subsidised access to a variety of respite services:

**i. In-home respite**

A carer will come to your home so that your carer can go out for a few hours. Or, they may take you for an outing for a few hours while your carer has a break.

**ii. Centre-based day respite**

This type of respite care usually takes place at a day centre or club and may include transporting you to and from the centre-based day respite centre.

**iii. Overnight or weekend respite**

These include a respite house ('cottage-style' respite) or the home of a host family.

**2. Residential respite**

Residential respite is there to support you and your carer if you need help on a daily basis. It gives your carer the opportunity to attend events (like a wedding), go on holidays, or recover from an injury or illness.

Residential respite care is a short stay in an aged care home and can happen on a planned or emergency basis.

You can access residential respite for up to 63 days each financial year. This time can be extended in lots of 21 days if an assessment finds that this extra time is necessary.

### COSTS AND ELIGIBILITY

#### COMMUNITY RESPITE:

The availability of services varies from region to region, and the ACAT assessment will determine your needs in line with what help is available in your area.

Some services are free; others are not. The cost of respite care depends on the care provider, the length of time involved, and the type of care.

For Commonwealth Home Support Program eligibility and fees see page 4, and for Home Care Package eligibility and fees see page 6.

#### RESIDENTIAL RESPITE:

If you receive residential respite care through an aged care home, you won't have to pay an accommodation charge or bond. You also won't have to pay any additional income-tested fees.

You will however be asked to pay a basic daily fee and perhaps a booking fee. The booking fee is a prepayment of respite care fees and not an extra payment. The booking fee cannot be more than either a full week's basic daily fee or 25% of the fee for the entire stay, depending on which amount is the lowest.





## LET'S GET STARTED

### STEP

1

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### STEP

2

My Aged Care will register your details over the phone, and depending on your circumstances will arrange for:

- An Aged Care Assessment Team (ACAT) assessor (or the Aged Care Assessment Service (ACAS) in Victoria) for Home Care and residential respite, or
- a Regional Assessment Service (RAS) assessor for Commonwealth Home Support Program

The assessor will organise a time to conduct a home assessment and talk to you about your needs and the services best suited to you. They will also determine your eligibility.

### STEP

3

On the day of your assessment:

- your assessment will be completed by a health professional from the Aged Care Assessment Team (ACAT) or a Regional Assessment Service (RAS) assessor.
- you are encouraged to ask a family member, friend or carer to be with you during your assessment for extra support.

### STEP

4

After your assessment, you'll receive a letter from My Aged Care letting you know the outcome of your assessment. It will state the level of support and services you have been approved for.

For residential care respite or Home Care Packages, the letter will provide a referral code so you can start organising your respite services.

### STEP

5

If you choose Feros Care as your service provider, phone **1300 763 583** or email us at **advisors@feroscare.com.au**



#### YOU CAN FIND OUT MORE:

- ✓ **Call the Commonwealth Respite and Carelink Centre on 1800 052 222 for advice on the types of respite and support available in your area**
- ✓ **If you need respite due to an emergency, you can call 1800 059 059**
- ✓ **[www.carergateway.gov.au/find-a-service](http://www.carergateway.gov.au/find-a-service)**

## 8. AFTER HOSPITAL CARE (TRANSITION CARE PROGRAM - TCP)

The Transition Care Program can assist those people who are at risk of unnecessarily long hospital stays or premature admission to a residential aged care home. TCP helps you return home from hospital after an illness or accident. It provides you with a range of extra care options to help you return to your prehospitalisation ability and health (called slow stream rehabilitation or restorative care).

**You'll be able to access a range of services based on what your requirements are. These can include:**

- low-intensity therapy such as physiotherapy (exercise, mobility, strength and balance) and podiatry (foot care)
- support from a social worker
- nursing support for clinical care such as wound care
- assistance with personal or nursing care
- assistance with in home respite, meals and domestic home care
- equipment recommended by allied health staff such as occupational therapists
- assistance with transport to your medical appointments
- the use of appropriate aids or assistive equipment
- coordination of care and services

A Transition Care Program provides short-term support to help you recover. It's available for up to 12 weeks (but may be extended to 18 weeks depending on your assessment).

If you are already receiving a Home Care Package or subsidised services in a residential aged care facility, your services will be put on hold while you are receiving Transition Care.

You will not lose your place. When your Transition Care Program is finished you'll be able to continue getting your regular program and services.

Transition Care can be delivered in either a community or residential setting, depending on the services available in your local area.

### **COSTS AND ELIGIBILITY**

#### **COMMUNITY RESPITE:**

You can only access TCP directly from a public hospital and when you:

- are nearing the end of your hospital stay
- will benefit from a program that can help improve recovery and restore independence as much as possible.

Talk to the hospital staff to help you arrange for an ACAT assessment for Transition Care. You will need to be assessed and approved as eligible by ACAT while you are still in a public hospital.

While the Australian Government subsidises the Transition Care program, if you can afford it, you'll be expected to contribute to the cost of your care. The basic care fee is calculated at 17.5% of the single basic aged pension rate and everyone is asked to pay this. Your Transition Care provider can discuss this with you if you think you can't afford it.



## LET'S GET STARTED

### STEP

1

While you are still in hospital, your health care team will arrange an assessment for you

### STEP

2

An Aged Care Assessment Team (ACAT) or the Aged Care Assessment Service (ACAS) in Victoria assessor will visit you in hospital to talk about your ability to complete day-to-day tasks and maintain your routine. If you wish, you can ask a friend, carer, or loved one to attend your assessment with you.

### STEP

3

A member of the Transition Care team will assist in development of an individualised care plan that addresses areas of concern as identified by you or your carer.

It may include services such as dietary advice, physiotherapy, social work, nursing support, social activities and personal care. The Transition Care team will organise any mobility aids and equipment you may need before you leave hospital.

### STEP

4

Your doctor will develop a discharge plan for when you leave hospital, including details about your ongoing treatment and medication.

### STEP

5

If Feros Care is your Transition Care service provider, you can contact us on **1300 763 583** or email us at [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)

# 9. RESIDENTIAL SERVICES

Residential services offer comprehensive and specialised support as you get older. They're designed for people who can no longer live in their own home - perhaps due to illness, disability or bereavement - as well as those seeking extra company and stimulation.

You can access residential services on either a temporary (respite) or long-term basis (residential).

## Residential facilities can support people with a variety of needs

- ✓ Staff at aged care homes can help you with day-to-day tasks (such as cleaning, cooking, laundry); personal care (such as dressing, grooming, going to the toilet); or 24-hour nursing care (such as wound care, catheter care, pain management, medication management).
- ✓ They also provide activities like exercise programs day trips, individual activities and communal events to support your social and cultural connections and wellbeing goals.

## COSTS AND ELIGIBILITY

How much you pay towards your care and accommodation costs will depend on your financial situation. You may be asked to pay only part of or no accommodation costs.

### 1. CARE FEES

#### 1.1 Basic Daily Care Fee

All residents pay a Basic Daily Care fee, this is a contribution towards daily living expenses like meals, cleaning, power, laundry and also nursing or personal care. The Basic Daily Care fee is set by the government and is 85% of the single person rate of the basic Aged Pension. It is indexed and will increase twice a year in line with pension increases.

#### 1.2 Means-tested Care Fee

This is an additional contribution towards the cost of care that some people may be required to pay. The Department of Human Services will work out if you are required to pay this fee based on an assessment of your income and assets, and will advise you of the amount. You can access a Fee estimator for Aged Care Homes on the My Aged Care website to give you a guide based on your individual circumstances.

**1.3** You may have to pay extra if you choose a higher standard of accommodation or extra services. These vary from home to home. Your aged care home provider can give you details of these services and the fees that apply.

You may have to pay additional fees for other care or services that are above your assessed care needs or the care and services your aged care home is required to provide you.

### 2. ACCOMMODATION FEES

Some people will have their accommodation costs met in full or in part by the Federal Government. Others will need to pay the accommodation price agreed with the aged care home.

The amount you pay for your accommodation will be based on your income and assets assessment, and will be one of the following:

**2.1 No accommodation costs:** if your income and assets are below a certain amount, the government will pay your accommodation costs.

**2.2 An accommodation contribution:** if you are required to pay part of the cost of your accommodation, the government will pay the rest.

**2.3 An accommodation payment:** if you are required to pay for the full cost of your accommodation.

If you have been asked to make an **accommodation contribution**, the amount will be advised by the *Department of Human Services* and you can choose to pay:

1. a lump-sum 'refundable accommodation contribution'
2. rental-style payments called a 'daily accommodation contribution' or
3. a combination of both.

If you have been asked to make an **accommodation payment**, you will need to agree the amount *directly with your aged care home* before you move in and you can choose to pay:

1. a lump-sum 'refundable accommodation deposit'
2. rental-style payments called a 'daily accommodation payment' or
3. a combination of both.

You have 28 days from the day you move into the home to decide which payment method you prefer. You must pay your accommodation costs by the rental-style payment method until you decide on how you want to pay for your accommodation.

## LET'S GET STARTED

### STEP

1

Call our friendly Feros Care advisory team on **1300 763 583**

Our team will talk with you about what services might best suit your needs and help guide you through the aged care process. We can even connect you directly to My Aged Care to get you started.

### STEP

2

My Aged Care will register your details over the phone, and will arrange for an **Aged Care Assessment Team (ACAT)** assessor (or the **Aged Care Assessment Service (ACAS) in Victoria**) to contact you. They will organise a time to conduct a comprehensive home assessment and talk about your needs and the services that best suit you. If you are in hospital, the assessor will visit you there.

### STEP

3

Your assessment will be completed by a health professional from the ACAT. You are encouraged to ask a family member, friend or carer to be with you during your assessment for extra support.

### STEP

4

While you are waiting for your comprehensive home assessment, you will need to organise an Income and Assets assessment (for Residential Care). To do this, contact the Department of Human Services (Centrelink) on 1800 227 475. If you receive a Service Pension, you will need to contact the Department of Veterans' Affairs on 133 254.

This determines any additional weekly income tested fee contributions you will be required to pay towards your residential care.

### STEP

5

Start researching the facilities you are interested in and learn about the services and activities on offer. If you have a pet remember to ask if it will be welcome. Find out what the application process is and add your name to the aged care home's waiting list.

### STEP

6

Consider having a respite stay in an aged care home. This will give you a first hand experience of their care approach.

### STEP

7

Seek financial advice from your financial planner. As each person's circumstances are unique, we recommend you consult your financial adviser before you decide how you will be paying your fees and charges.

## RESIDENTIAL SERVICES

### STEP 8

Within five days of your ACAT assessment, you'll receive a letter from My Aged Care outlining your Support Plan. This will also include three referral codes you can use for your services:

- **Home Care package** – you can use this to access Home Care services to support you to remain living in your home until you are ready to move into an aged care home
- **Residential Respite** – for times when you need extra support with a respite stay in an aged care facility
- **Residential Permanent (long term basis)** – use this code for your preferred aged care facility.

There is no time limit to you using each of these services.

### STEP 9

If you choose Feros Care for your residential care, phone **1300 763 583** or email us at [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)

✓ For more detailed information on moving into an aged care home, request a copy of Feros Care's **Your Guide to Entering a Residential Village** by calling **1300 763 583**.



# 10. PALLIATIVE CARE

Palliative care is end of life care given to improve the quality of life for people with a serious or life-limiting disease. Its goal is to alleviate the symptoms, treat side effects, and provide or facilitate physical, psychological, social and spiritual support.

Not everyone with a life-limiting disease needs or desires specialist care. Many non-complex palliative care needs can be appropriately met with the assistance of your GP and through your Home Care Package or Commonwealth Home Support services discussed above.

Palliative care is available to anyone with a life-limiting illness, not just cancer patients. People living with dementia, chronic conditions or degenerative conditions can access palliative care.

Most palliative care services have 24 hour access to a registered nurse. These are time limited services offered during an end of life stage.

## Where are palliative care services provided?

Palliative care services can be provided in the home, hospices, aged care homes, hospitals and palliative care units.

If a person has chosen to receive palliative and end of life care in their own home, there are a range of Home Care services available to assist this. Respite is also another option to allow their carers some time out.

## COSTS AND ELIGIBILITY

Most palliative care services are free, but there may be some costs associated with hospice and hospital care.

## LET'S GET STARTED

### STEP

1

Speak with your GP, medical specialist or other health provider so they can organise a referral so you can access palliative care.

Your referral will be sent directly to a service provider to organise services.

### STEP

2

The service provider will call you and organise a time for a registered nurse to visit you in your home.

The registered nurse will develop a Palliative Care Plan with you that best meets your needs. Palliative care services may involve medical, nursing and allied health services. Where possible, services are provided in the environment of the client's choice.



**If you require more complex palliative care this will be provided by your state or territory health systems.**

**For information complex palliative care service in your area:  
[www.palliativecare.org.au/directory-of-services](http://www.palliativecare.org.au/directory-of-services)**

# SUMMARY OF ALL GOVERNMENT SUBSIDISED CARE OPTIONS

PROGRAM NAME	MY AGED CARE	GP / MEDICAL PROFESSIONAL
<p><b>COMMONWEALTH HOME SUPPORT PROGRAM</b></p> <p>You can mostly manage on your own but may need some short term help or basic ongoing assistance with one or two services</p>	✓	
<p><b>HOME CARE PACKAGES</b></p> <p>Provides more ongoing support - you create your tailored support package</p>	✓	
<p><b>DEMENTIA AND COGNITION SUPPLEMENT*</b></p> <p>Additional funding for caring for people with cognitive impairment.</p>	✓	
<p><b>AFTER HOSPITAL CARE (TRANSITION CARE)</b></p> <p>Short-term (up to 12 weeks) support to help you return home from hospital after a serious illness or accident.</p>	✓	Must be arranged in hospital
<p><b>RESPITE CARE</b></p> <p>Available through the Commonwealth Respite and Carelink Centre, respite care is a way for your carer to get some support. It's available in your home and in a residential village.</p>	✓	
<p><b>SHORT-TERM RESTORATIVE CARE</b></p> <p>Provides a range of care and services over eight weeks to improve your wellbeing, help you stay independent by improving your ability to complete everyday tasks, or delay or avoid the need to enter long-term care.</p>	✓	
<p><b>VETERANS HOME CARE</b></p> <p>Home care services for veteran of the Australian Defence Forces, and their war widow or widower.</p>		
<p><b>VETERANS COMMUNITY NURSING</b></p> <p>Access to a range of health care and related services in your home.</p>		✓
<p><b>END OF LIFE / PALLIATIVE CARE</b></p> <p>Non-complex end of life care given to alleviate the symptoms, treat side effects, and provide or facilitate psychological, social and spiritual support.</p>		✓
<p><b>SELF FUNDED HOME CARE</b></p> <p>No assessment required for this self-funded home care support</p>		



There are a lot of different care options available, it's just about finding the right assistance to best meet your needs. To give to the full picture of services, how to access services and below

VETERANS AFFAIRS	YOUR CURRENT SERVICE PROVIDER	COST TO YOU
		Yes, you contribute to the cost of your care
		Yes, you may be required to pay a basic daily care fee, and possibly an income tested care fee if you are not on a full aged pension
	✓	This is a supplement to your HCP
		Yes, you contribute to the cost of your care
		Yes, you contribute to the cost of your care
		Yes, you contribute a daily basic fee
✓		Yes, you may be required to contribute to the cost of your care
		Free for Gold Card holders
		You pay a fee for service



# PLAN AHEAD FOR PEACE OF MIND



When you **Plan Ahead** you are taking active steps to protect you and those you care about into the future. By properly documenting your wishes, you help to ensure that your rights, and theirs, are protected.

**Plan Ahead** for your finances and property by appointing someone you trust to have Enduring Power of Attorney. This person has authority to deal with financial matters on your behalf when you no longer can – or no longer wish to.

**WRITE A WILL** where you can set out what you want to happen to your property and other assets after you die. Appoint someone you trust as Executor of your Will, to make sure your wishes are followed.

Plan Ahead for your health and personal care by appointing someone you trust as your Enduring Guardian (or equivalent in your State/Territory). This person is able to make decisions for you if the time comes when you cannot make those decisions for yourself.

**WRITE AN ADVANCE CARE DIRECTIVE** (or equivalent in your State/Territory), which is a legally-binding document that sets out your values and wishes for your health and personal care.

Every competent adult has the right to accept or refuse any treatment, even life-saving treatment. An Advance Care Directive extends that right to a time when you may no longer be able to consent to or refuse treatment. It only comes into effect if you can no longer make your own decisions. By completing an Advance Care Directive, and making sure your Enduring Guardian has a copy, you will make their job easier. They will know what decisions you would wish for in any given situation.



**Your solicitor or legal advisor can help you complete your Enduring Power of Attorney document and your Will. That person may also assist you with appointing an Enduring Guardian or you might prefer to complete that document yourself and have it witnessed by an independent witness.**

**Your medical practitioner or other health professional can help you complete your Advance Care Directive.**



# YOUR CHECKLIST FOR COMPARING SERVICE PROVIDERS



When you're shopping around for aged care providers, Feros Care recommends you use this checklist to help you make the right choice.

## 1. CREATE A SHORT LIST OF PROVIDERS IN YOUR LOCAL AREA

You can do this by using the **Service Finder** on the **My Aged Care website** ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)); or contact My Aged Care on **1800 200 422**

## 2. CONTACT POTENTIAL PROVIDERS

and discuss what they can offer and how much they charge under the package. To find out if they're the right provider for you, ask question such as:

- What is their point of difference?
- What services do they provide?
- Where and when will they provide my support?
- Are their staff qualified?
- What checks do they complete to ensure quality of service?
- Do they cater for any special requirements you may have – language, cultural, diversity?
- Look at their website? Are they innovative?
- Look at their social media pages? What are people saying about them?
- How long have they been operating?
- What are their credentials? (Industry awards, quality certifications)

# ABOUT FEROS CARE

We're Feros Care. And what we care most about is helping people to live bolder lives. Healthier. Better connected. More active. More fulfilling.

We don't just want you to live. We want you to dream. To get your feet wet and your hands dirty. To laugh, have friends, be happy. To have ambitions, passions, plans.

We call it growing bold and for over 25 years, we've been making it real, both for older Australians and those living with disability. We can support you in many ways and with many services. We can help with residential aged care, home care, home maintenance, veteran's services, community care, or getting you back on your feet after a hospital stay.

Whether you need respite care, some clever technology to make life easier, help accessing community services and activities, someone to coordinate your local NDIS services, or one of our growing number of allied health and wellness solutions, we can be there for you.

And because we're a not-for-profit organisation, owned by the community, you can rest assured that we're there for only you.

Maybe that's why we've picked up slightly more than our fair share of local and international awards, being recognised for how we deliver our services, our use of smart technologies, how we do business, and even our positive attitude to living and ageing well.

What's more, we know variety is the spice of life. So everyone is welcome and everyone matters at Feros Care. We look forward to getting to know you. And to growing bold together.



**If you have any questions, please contact us on:**

**Phone: 1300 763 583 • Email: [advisors@feroscare.com.au](mailto:advisors@feroscare.com.au)**



# HOME CARE WITH FEROS CARE

## KEEPING HOUSE? OR KEEPING HAPPY?

A little support around home makes all the difference.

Last week, John came and mowed the lawn. Yesterday, Sarah cleaned the house. Later in the week, Michelle will be along for a trip to the shops.

And with all that taken care of, a little time in the garden sounds like fun. Or maybe lunch with the gang.

It could be your story. Or the story of any our clients, enjoying a healthier, happier, fuller life in their own home, thanks to the support they get from Feros Care's home care workers and health and wellness professionals.

We call it growing bold. And we've been making it real for over 25 years.

Part of the secret is people like John, Sarah and Michelle – passionate, respectful, energetic companions who not only get things done, but are pleasant to have around.

The other part is the extensive range of services they deliver – transport, physio, home and garden maintenance, or any of a host of programs to help you stay healthy, active, connected to your community, and living independently.

All, of course, with the help of the Federal Government's home care subsidies.



### YOUR HEALTHIEST SELF

Our in-home services to support your healthy mind and body include:

- **Specialised nursing care** for medication management, dementia care, and post-hospital support.
- **Respite care** for short periods or overnight stays
- **Mobility support** with physiotherapy, podiatry and exercise programs
- **Seniors fitness** with group or one-one programs to enhance balance and strength
- **Easing the pain** with pain management support and massages
- **Nourishment** through meal preparation, cooking and shopping
- **Transport** to and from your medical and other appointments





## YOUR BEAUTIFUL HOME

Our services for in the garden and around the house include:

- **Spick and span** housework, laundry and spring cleans
- **Well-groomed** lawns, gardening and maintenance
- **Furry friend support** including pet care and walking
- **Keeping you safe** by installing ramps and other assistive aids



## YOUR HAPPY LIFE

Our services to keep you in touch with community, family and friends include:

- **Transport** to your social activities and events
- **Companionship** giving you the freedom to enjoy outings, gym, yoga classes, swimming, sport, dancing, beauty treatments, bird watching, clubs and classes, and so much more.
- **Friendly tech** (using Samsung Tablets and all the popular Apps) that give you access to chatrooms, cyber game groups, online shopping, social media and online communities.



Whether you're just home from hospital or your daily needs have changed – whether you need us for a little or a long time – we'll be there by your side, helping you live better, brighter, bolder.

Just give us a call. We'll work with you to design a program that suits your goals to remain independent, achieve your ambitions, and enjoy life. Almost anything is possible.

We can even help you get set up and tell you what you need to do to receive subsidised Home Care support through the government's My Aged Care agency.

**LOVE YOUR JOB  
AND YOU'LL  
NEVER WORK A  
DAY IN YOUR LIFE!**



## MEET CAROL

**She works in aged care, and said she's never worked harder in her life but has never enjoyed her work so much!**

Carol's role is to help seniors live happy, healthy and connected lives in their own homes.

"I go into their homes and find out what their hopes and dreams are, what their health challenges are, and what excites them. I work with my clients to develop a plan their services....I help seniors to fulfil their greatest wish - being able to stay in their own homes, and to maintain their dignity and self-confidence.

"As an aged care worker, I am one of the people that seniors entrust their care needs to. They don't always want to ask their children for help. They want their independence, and they want to spend time socialising with their children rather than always having them provide care and doing jobs around the house.

"From what I've observed, a bit of care provides everyone with peace of mind. Seniors get assistance in the home on a day-to-day basis, and adult children are happy knowing their parents are being looked out for."

**Carol Dreyer,  
Feros Care Wellbeing Manager**

## MEET CAROL'S FRIEND JOHN

**When John was discharged from hospital, he could barely walk, had trouble speaking a sentence due to his severe respiratory issues, and was very malnourished.**

The hospital discharge manager organised an ACAT assessment, and organised home care services to get him back to his best.

For the past year, John has been receiving a Level 4 home care package, and he's back to his old hobbies – tending his veggie garden and walking to the shops.

His home care package has enabled John to take back control in his life. He receives gardening and domestic services as well as social support. And when he was first discharged from hospital, he received personal assistance, but within no time, he was back looking after his own personal needs.

The great things about Home Care packages is how flexible they are. As John's needs change, so too does his care plan.



# CONTACT LIST

## ENQUIRIES OR ASSISTANCE ON ACCESSING AGED CARE

### Feros Care Aged Care Hotline

Phone: 1300 763 583  
[www.feroscare.com.au](http://www.feroscare.com.au)

### Veterans Home Care Assessment Agency

*For Gold or White card holders.*  
Phone 1300 550 450

## TO REGISTER FOR AN AGED CARE ASSESSMENT

### My Aged Care service

*Responsible for residential and community aged care assessments.*  
Phone 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Veterans Home Care Assessment Agency

*For Gold or White card holders.*  
Phone 1300 550 450

## TO ARRANGE YOUR INCOME AND ASSETS ASSESSMENT

### Department of Human Services

*For financial information regarding pensions, accommodation payments and means tested fees.*  
Phone 1800 227 475

## OTHER USEFUL NUMBERS

### Department of Veterans' Affairs

*For information on benefits and services offered for veterans.*  
Phone 133 254 (or 1800 555 254 for regional callers)

### Commonwealth Respite and Carelink Centres

Phone 1800 052 222 (business hours) or  
1800 059 059 (in an emergency outside  
business hours).

### Alzheimer's Association

*24/7 Helpline*  
Phone: 1800 639 331  
[www.fightdementia.org.au/helpline](http://www.fightdementia.org.au/helpline)

### Carers Australia

*Carers support and services*  
Phone 1800 242 636  
[www.carersaustralia.com.au](http://www.carersaustralia.com.au)