

Accessing Support Services and Commonwealth Government Subsidised Care

The Australian Government funds a variety of programs to support the care needs of people with dementia and their family caregivers. Under recent aged and disability care reforms, single points of access have been established to try and help carers navigate these services and get the information they need. Access to subsidised care and services is subject to an assessment of needs and some services are subject to income and assets assessment. To find out if you are eligible for assistance/services you should follow the suggested processes outlined below.

For people over 65

My Aged Care Website

To access government subsidised community and/or residential care you will first need to register with My Aged Care and request an assessment.

<https://www.myagedcare.gov.au/contact>

or call 1800 200 422

Note only people over the age of 65 are eligible for aged care services. People with FTD who are under 65 have to first be assessed by the National Disability Insurance Scheme

For People Under 65

National Disability Insurance Scheme (NDIS)

All people with a diagnosis of dementia who are under the age of 65, need to first seek funded services and support via the NDIS. People over 65 are not eligible for NDIS funding.

For more information go to:

<https://www.ndis.gov.au/>

or call 1800 800 110

Process for registering with NDIS

Check the NDIS website for details of when this program will be rolling out in your area. It is recommended that you register ASAP (up to 6 months prior to scheduled roll out in your region.) This will minimise delays in service access.

The quickest way to register is to call 1800 800 110 and complete an access request over the phone. They will then mail out some additional forms for your specialist to complete, confirming the disability and care needs.

What if NDIS is not available in my region or can't assist me with my immediate support needs?

If the NDIS is unable to provide a suitable/timely service to meet the person's care needs, they can provide a letter that states that access criteria have not been met or that they have no suitable service. This letter needs to be presented to My Aged Care in order to qualify the person for aged care assessment and services.

Whilst the NDIS is still rolling out, you may also be asked to make contact with your state based health and disability department to check that they don't have any state funded programs that may temporarily meet your immediate needs. In this case call the appropriate number below and explain that you are not eligible for NDIS and need a letter to confirm they don't have any programs in your area to assist so you can access My Aged Care.

<u>Victoria</u> Department of Health and Disability Services PH: 1800 783 783	<u>NSW</u> Aged and Disability Department PH: (02) 9377 6000
<u>QLD</u> Health Department PH: (07) 3234 0111	<u>ACT</u> Department of Health PH: 132 281
<u>SA</u> Department of Health PH: (08) 8226 6000	<u>Tasmania</u> Department of Health and Human Services PH: 1300 135 513
<u>WA</u> Department of Health (08) 9222 4222	<u>NT</u> Department of Health (08) 8999 2400

Because the NDIS is a relatively new system and has still not rolled out across all regions, we advise families affected by younger onset dementia/FTD to seek advocacy and support to navigate NDIS processes via the Alzheimer's Australian Young Onset Dementia (YOD) Key Worker Program

Alzheimer's Australian Young Onset Dementia (YOD) Key Worker Program

- Access to counselling, family therapy, education and support specific to the needs of families affected by younger onset dementia
- Help with navigating care and support systems for people under 65

For more information go to:

<https://www.fightdementia.org.au/services/younger-onset-dementia-and-the-ndis>

or call their National dementia helpline and ask for the YOD Key Worker program in your state/territory PH: 1800 100 500

People with Dementia Who Have a Carer

Carer Gateway

Carers can access services and support via the Commonwealth funded carer gateway, which is a single point of entry to a variety of programs including:

- Carer education
- Carer counselling
- Carer support groups
- Carer payments
- Commonwealth Carer Respite Services (including emergency respite if the carer is unwell, not coping, hospitalised or needs to go away at short notice)

The Commonwealth carer respite program can also often provide temporary assistance until you have been linked in to services via NDIS or My Aged Care

These services are accessible to all age groups

For further details go to:

www.carergateway.gov.au

PH: 1800 422 737

Emergency respite can also be accessed via 1800 052 222 (BH) or 1800 059 059 (AH)

Overview of support for the person with dementia and their family caregivers

