

# Dementia Friendly Communities

## Welcome and background

The Knox Dementia Friendly Communities Program aims to build awareness, understanding and acceptance of dementia, so that people living with dementia (and their carers) can participate and remain active in the community.

*"Persons living with dementia are usually capable of more than we can imagine." -Bob DeMarco*

*"Those with dementia are still people and they still have stories and they still have character and they're all individuals and they're all unique. And they just need to be interacted with on a human level." —Carey Mulligan*

*"There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver." — Rosalyn Carter*

## Purpose

This Information Pack has been created for people who live, work and play in Knox. The information is intended to be a starting point, to assist you when navigating the various services and supports available for people living with dementia and their carers and families/friends. The pack includes:

1. The Dementia Guide by Dementia Australia (booklet)
2. Contact list for social support groups and service providers in the Outer East
3. Are you considering engaging a Geriatrician?
4. Tips on how to contact and navigate MyAgedCare
5. Need help navigating the aged care system? Care Connect can help.
6. Your Library's Dementia Care Collection – available to borrow
7. Physical Environments Checklist for Indoor and Outdoor Environments
8. Feedback sheet and self-addressed envelope – so you can help us improve!

If you have any queries or require further information, please contact Knox City Council's Age and Dementia Friendly Communities Project Officer on [9298 8827](tel:92988827) or email: [dementiafriendly@knox.vic.gov.au](mailto:dementiafriendly@knox.vic.gov.au) or call Dementia Australia on [1800 100 500](tel:1800100500).

## Attachment 1

### **The Dementia Guide by Dementia Australia**

The Dementia Guide by Dementia Australia is the go-to resource for people living with dementia, their carers and families. The information in the Guide is divided into sections with each section relating to a particular stage of the dementia journey.

The Guide supports people living with dementia, their carers and family, to understand more about dementia, the treatments, support and services available. The Guide also includes information about living well with dementia and making plans for the future.

In the Guide, you can find information about:

- the impact of dementia
- treatment, support and services available
- ways to adapt to change and live well.

To obtain a copy of The Dementia Guide go to the Dementia Australia website:  
<https://www.dementia.org.au/resources/the-dementia-guide>  
or call **1800 100 500**

## Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

This list has been compiled by Council Officers for your information only.

This is not a complete list and is not an endorsement by Knox City Council.

Type	Organisation	Location	Opening	Contact details
Support – 24 hr helpline	Dementia Australia Helpline		24 hours a day, 7 days a week, 365 days a year	Ph: <a href="tel:1300336368">1300 336 368</a> E: <a href="mailto:cdl@dementia.org.au">cdl@dementia.org.au</a>
Support – 24 hr helpline	National Dementia Helpline	If you know or care for someone with dementia who is experiencing behavioural changes, simply call our 24-hour helpline.	24 hours a day, 7 days a week, 365 days a year	Ph: <a href="tel:1800100500">1800 100 500</a> Ph: <a href="tel:131450">131450</a> if you need an interpreter Ph: <a href="tel:133677">133677</a> if you are deaf or have a hearing or speech impairment
Support – 24 hr helpline	Dementia Behaviour Management Advisory Service (DBMAS)	Helps staff and carers/families to support people with dementia experiencing changes to their behaviour.	24-hour helpline Provides assessment, clinical support, care planning, mentoring, linking to current research and a 24-hour help line.	Ph: <a href="tel:1800699799">1800 699 799</a>
Support – general	EACH	1063 Burwood Hwy Ferntree Gully	Mon to Thurs	Michele Scott, Access and Support Facilitator Ph: <a href="tel:0477759690">0477 759 690</a> E: <a href="mailto:msscott@each.com.au">msscott@each.com.au</a>
Support – general	MyAgedCare		Mon to Fri: 8am to 8pm Sat: 10am to 2pm (Closed Sun)	Ph: <a href="tel:1800200422">1800 200 422</a>

## Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Social Support	The Haven Day Centre	17-19 Falconer Road Boronia	Mon to Thurs 9.30 am to 3.30 pm	Kathy Miller Ph: <a href="tel:97628423">9762 8423</a> E: <a href="mailto:info@thehavendaycentre.org.au">info@thehavendaycentre.org.au</a>
Support – Carers	Gardenia Carer's Group	Meets in the Glengollan Hall Ferntree Gully (All welcome)	2nd Tues of the month 11.30 am to 1.30 pm	Brenda Coall M: <a href="tel:0411602239">0411 602 239</a> E: <a href="mailto:coallbrenda@gmail.com">coallbrenda@gmail.com</a>
Support - Carers	The Haven Day Centre	17-19 Falconer Rd Boronia	Monthly - available to carers of people who already attend the social support group	Kathy Miller Ph: <a href="tel:97628423">9762 8423</a> E: <a href="mailto:info@thehavendaycentre.org.au">info@thehavendaycentre.org.au</a>
Support – Carers	Orana Walks for Carers	Orana Neighbourhood House, 62 Coleman Rd, Wantirna Sth	First Thursday of the month	Belinda Carney Ph: <a href="tel:92988000">9298 8000</a> E: <a href="mailto:belinda.carney@knox.vic.gov.au">belinda.carney@knox.vic.gov.au</a>
Support – Carers	Viv's Recare	St Simon's Parish Centre, Rowville	Every fortnight - Wed	Brian Crowley Ph: <a href="tel:0429090770">0429 090 770</a> E: <a href="mailto:brian.g.crowley@gmail.com">brian.g.crowley@gmail.com</a>
Other – Legal Services eg Advanced Care Planning	Eastern Community Legal Centre	Suite B 6 Floriston Rd, Boronia	Mon to Thurs, 9am to 5pm (Tues evenings by appointment)	Ph: <a href="tel:1300325200">1300 325 200</a>

## Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Other - Self-advocacy toolkit	Older Persons Advocacy Network (OPAN). Learn the skills and information you need to speak up for better aged care and home care.		Mon to Fri 8am-8pm Sat 10am-4pm	Ph: <a href="tel:1800700600">1800 700 600</a>
Other - Brain Training	Brainworks @ Your Library. Maintain and improve your brain with fun brain training activities and exercises, including Memory, Attention, Language, Executive functions, Visual and Spatial skills.	Various locations across Knox, Maroondah and the Yarra Ranges Park Cres, Boronia	Various	Ph: <a href="tel:1300727277">1300 727 277</a>
Other - Sensory and Reminiscence packs (including robotic pets)	Your Library	Bayswater Boronia Ferntree Gully Knox Express Miller's Homestead Rowville		Ph: <a href="tel:1300737277">1300 737 277</a>

## Service Providers and Social Supports in the Outer East for people living with dementia and their carers.

Type	Organisation	Location	Opening	Contact details
Social Support	Caladenia Dementia Care	11 Hilledge Lane Mooroolbark	Day Centre runs 6 days per week - but check website for details on which days are suitable	Ph: <a href="tel:97272222">9727 2222</a> E: <a href="mailto:caladenia@caladenia.com.au">caladenia@caladenia.com.au</a>
Social Support	Baptcare Brindabilla Day Centre	43 Vannam Dr Ashwood	Mon, Wed & Fri - dementia specific days.	Ph: <a href="tel:85645500">8564 5500</a> Open those who live/work in Monash.
Social Support	Donwood - Community Program	7 Diana St Croydon	Mon, Wed & Fri - Memory Support  Tues, Thurs - Social Support	Ph: <a href="tel:98458584">9845 8584</a> E: <a href="mailto:kward@donwood.com.au">kward@donwood.com.au</a>
Social Support	Forest Hill Uniting AgeWell Centre - Mingara Social Group	9 Jolimont Road Forest Hill	Mon to Fri  10am to 2pm	Ph: <a href="tel:75037200">7503 7200</a>
Social Support	Maranoa House - Dementia Day Centre	10 Faversham Road Canterbury	Mon to Sat - 10am to 3pm  4th Mon of the month (Carers) 12pm to 2.30 pm (including light lunch)	Manager Ph: <a href="tel:88094979">8809 4979</a> E: <a href="mailto:maranoa@basscare.org.au">maranoa@basscare.org.au</a>
Social Support	Olivet Care - Olive Grove House Day Centre	7-9 Rupert Street Ringwood	Mon to Fri  9.30 am to 4pm	Olive Grove House Coordinator Ph: <a href="tel:91315500">9131 5500</a> E: <a href="mailto:reception@olivet.com.au">reception@olivet.com.au</a>
Support - Carers	Caladenia Dementia Care	11 Hilledge Lane Mooroolbark	2nd Thurs of the month 10am to 12pm (unless going out for lunch)	Reception Ph: <a href="tel:97272222">9727 2222</a> E: <a href="mailto:caladenia@caladenia.com.au">caladenia@caladenia.com.au</a>

### **Are you considering engaging a Geriatrician?**

A diagnosis for dementia usually requires the involvement of a geriatrician or psychiatrist and often a neuropsychologist.

Although a general practitioner can diagnose dementia, the diagnosis from a geriatrician or psychiatrist is necessary for eligibility for subsidised Alzheimer's disease medications and other treatments for different forms of dementia.

While Dementia Australia offers information, support and counselling, because of the complex and individual nature of every dementia, referral to a medical specialist care is recommended by Dementia Australia.

### **What is a Geriatrician?**

A Geriatrician is a doctor with specialist training in caring for the health of older people (geriatric medicine). They diagnose and treat age-related medical conditions.

Geriatricians often work as part of a team of specialists providing geriatric care to older patients who have more than one age-related condition, such as memory loss and dementia, heart disease, incontinence and stroke.

### **Services provided**

- Geriatric assessment
- Continence management
- Balance and reducing the risk of falls
- Management and treatment of delirium
- Healthy ageing.

### **Option 1 – GP referral to a private/public geriatrician, neurologist, psychogeriatrician or neuropsychologist**

There are a range of medical specialists to whom your GP can refer you to for thorough diagnostic testing.

### **Option 2- Refer to a Specialist Diagnostic Service/Memory Assessment Service ('Clinic')**

In Australia, there are specialist diagnostic services available that aim to assist people experiencing changes in their cognition.

These clinics aim to provide information and advice on treatment, management and referral to other services as appropriate.

They provide a comprehensive diagnostic service, but are usually targeted at difficult diagnoses.

Referrals to the memory clinic can be made through general practitioners, community agencies or by self-referral directly (contact Dementia Australia on [9816 5799](tel:98165799) or [9815 7800](tel:98157800) for further details).

## Are you considering engaging a Geriatrician?

### Considerations and questions you may find helpful:

It's important you find a doctor you can trust and feel comfortable with. When you and your doctor work together as a team, you get better health care. Look for a doctor who:

- Treats you with respect
- Listens to your opinions and concerns
- Encourages you to ask questions
- Explains things in a way you understand

### Questions to ask:

- Is the doctor taking new patients?
- Is the doctor part of a group practice? If so, who are the other doctors that might care for me?
- Does the doctor have experience treating my medical conditions?
- Does the doctor have special training or certifications?
- Does the doctor bulk-bill or how much will you need to pay upfront and what is the rebate you will receive back?

### Questions about the office:

- Are evening or weekend appointments available? What about virtual appointments over the phone or on a computer?
- What is the cancellation policy?
- How long will it take to get an appointment?
- How long do appointments usually last?
- Is there a doctor or nurse who speaks my preferred language?

### Think about your experience after the first visit. Did the doctor and office staff:

- Make me feel comfortable during my appointment?
- Speak positively about people living with dementia?
- Were they knowledgeable about dementia and offer a variety of medical and lifestyle tips to me manage my health and wellbeing?
- Explain things in a way that was easy to understand?
- Listen carefully to me?
- Show respect for what I had to say?
- Know important information about my medical history?
- Spend enough time with me?
- Give me a chance to ask questions.

If you answer “no” to any of these questions, you may want to keep looking for a doctor/specialist who is able to fulfil your needs better.



## How to access MyAgedCare

There are three ways to access My Aged Care

1. Complete an online form on the My Aged Care website: [myagedcare.gov.au](http://myagedcare.gov.au)
2. Calling My Aged Care on [1800 200 422](tel:1800200422)
3. Meet with an Aged Care Specialist Officer who can help you with the process.

In order to access government-funded aged care services, you need to check your eligibility. You can do this either online or by calling a My Aged Care contact centre staff. The types of questions they will ask include:

- Are you aged over 65 (or 50+ if you identify as Aboriginal and/or Torres Strait Islander)?
- What kind of help are you looking for? eg Do you need assistance around the home, or perhaps support getting to the shops or keeping well in general?
- What activities do you have difficulty completing? eg getting dressed, eating a meal, basic housework, shopping, driving, managing money and paying bills etc.
- Are you currently receiving care or support?
- Have you experienced any of the following? A stay in the hospital, a slip or fall, an illness or disease, sudden weight changes?
- If you are recommended to have an assessment you will need to supply your Medicare card and personal details including your name, gender, phone number, address
- Consider whether you would like to set up a primary contact who is more confident on the phone and knows when you are available or do you want to be contacted?

Note: If you are not eligible for an assessment, you can still contact My Aged Care on phone: [1800 200 422](tel:1800200422) to discuss your situation. They will help you to consider other providers who are not government funded.

**If you do not have access to a supportive person to assist you with navigating the aged care system, then you can receive assistance from a Care Finder:**

**Care Connect:** [1800 940 633](tel:1800940633) or [carefinderenquiries@careconnect.org.au](mailto:carefinderenquiries@careconnect.org.au)

**Villa Maria Catholic Homes** [1300 698 624](tel:1300698624) or [hello@vmch.com.au](mailto:hello@vmch.com.au)

**Wintringham:** [9034 4824](tel:90344824) or [adviceandinfo@wintringham.org.au](mailto:adviceandinfo@wintringham.org.au)



## Four steps to access services

### 1 Apply for an assessment of your needs at [myagedcare.gov.au/apply-online](https://myagedcare.gov.au/apply-online) or by calling My Aged Care on 1800 200 422\*

- You will be asked questions to help work out your care needs.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

### 2 Have an assessment

- My Aged Care may arrange for a trained assessor to conduct the assessment.
- With your consent they will assess your care needs and confirm your eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during the assessment.

### 3 Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through Services Australia.

### 4 Find a provider

- The online Find a provider tool can help you find and compare aged care service providers in your area  
[myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

## Contact Us

**Website:** [myagedcare.gov.au](https://myagedcare.gov.au)

**Call: 1800 200 422\***

Weekdays – 8am to 8pm

Saturdays – 10am to 2pm

(closed on Sundays & public holidays)

**In person** you can visit any Services Australia service centre for general My Aged Care support or book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475\*** (Monday-Friday, 8am to 5pm).

**If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service can assist you, including with Auslan.**

Select your preferred access option at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs) and ask for **1800 200 422\***

**Translating and Interpreting Service**

call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422\***

**If you are a veteran or war widow/er**

you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

\*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.

## Have your say on aged care

We invite senior Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at [agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)



Australian Government



myagedcare



# Find the help you need with My Aged Care

Freecall: 1800 200 422\*

Website: [myagedcare.gov.au](https://myagedcare.gov.au)

Visit: your dedicated Service Australia service centre

My Aged Care is the starting point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- assessment for services
- referrals to service providers that can help you meet your needs
- your contribution to the cost of your aged care.

## What services are available? Care at home

My Aged Care can help you access services that can support you to remain living at home and in your own community.

You may be eligible to access support to help you continue doing what you can for yourself, safely and with a focus on your strengths and goals, such as:

- personal care like help getting dressed or showering
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- help with preparing your meals
- help with cleaning your home or gardening
- equipment like walking frames
- social activities to help keep your mind and body active and healthy.

## Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you, or your carer, needs a break (respite care).

## Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, an aged care home lets you live in a supported environment where help is available 24 hours a day.

## Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to. How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

## Are you eligible for services?

My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

Use the online eligibility checker to find out if you are eligible for government-funded aged care services and check if you meet the requirements for an assessment  
[myagedcare.gov.au/eligibility-checker](https://myagedcare.gov.au/eligibility-checker)

## What support is available for carers: Carer Gateway and the National Dementia Support Program

If you have someone providing you with regular and ongoing care and help - without being paid - then they are a carer. Carers can get help and support from the government and other organisations.

- **Carer Gateway** provides in-person, phone, and online services and support nationally to help carers in their role. You can call **1800 422 737\***, Monday to Friday, between 8am and 5pm, and select option 1 to speak to your local Carer Gateway service provider or go to the website at [carergateway.gov.au](https://carergateway.gov.au) to find out more.
- **Dementia Australia** can be contacted on **1800 100 500\***, Monday to Friday, between 8am and 8pm, or online at [dementia.org.au](https://dementia.org.au)

You and your carer can also visit the My Aged Care website for more resources, services and support groups at [myagedcare.gov.au/caring-someone](https://myagedcare.gov.au/caring-someone)



## Attachment 5a

### MIC Aged Care Navigation Program

The link is <https://miceastmelb.com.au/our-services/elderly-people-younger-people-disabilities-carers/>

**MIC Aged Care Navigation Program (ACNP)** assists older people by providing one-on-one specialist and intensive support in their pathways to services. MIC focuses on assisting people from culturally and linguistically diverse backgrounds. It helps people to understand, apply for and engage with aged care services and other support in the community.

The ACNP at MIC is part of the network of the Care Finders. It is funded under the Care Finder Program by the Department of Health and Aged Care and commissioned by the Eastern Melbourne Primary Health Network (EMPHN).

The service brochure is now available in 10 community languages: [English](#), [Arabic](#), [Greek](#), [Hungarian](#), [Italian](#), [Persian](#), [Simplified Chinese](#), [Traditional Chinese](#), [Tamil](#) and [Vietnamese](#). A brochure is also available for [organisations](#).

Please click on the links below to access the service brochures.

#### **Service Brochure for Clients:**

[English](#)

[Arabic](#)

[Greek](#)

[Hungarian](#)

[Italian](#)

[Persian](#)

[Simplified Chinese](#)

[Traditional Chinese](#)

[Tamil](#)

[Vietnamese](#)

#### **Service Brochure for Organisations:**

[English](#)

For further information please contact us by phone on (03) 9275 6906 or email [carefinder@miceastmelb.com.au](mailto:carefinder@miceastmelb.com.au)



## Who can receive assistance from a care finder?

### To be eligible you must:

1. not have access to a supportive person to assist with navigating the aged care system;
2. be 65 years or older (50 years or older for ATSI peoples); or
3. be 50 years or older on a low income and homeless, or at risk of being homeless (45 years or older for ATSI peoples).

### In addition, you should have one or more of these reasons for needing support:

1. have difficulty communicating because of language or literacy barriers;
2. find it difficult to understand information and make decisions;
3. be reluctant to engage with aged care or government agencies;
4. be at risk or in an unsafe situation if you do not receive services; and/or
5. identify as LGBTI, be culturally and linguistically diverse, be a Forgotten Australian or Care Leaver.

## What if a care finder isn't right for you?

Most people who need aged care should call My Aged Care on 1800 200 244 or visit [myagedcare.gov.au](http://myagedcare.gov.au) to discuss their needs and arrange an assessment.

If you would like help to talk to My Aged Care or to use the website please visit any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit Services Australia website to see where these are located or call 1800 227 475.

Other supports and their contact details are;

- **Care Connect - Life, made easier**  
1800 940 633
- **Advocacy support – OPAN**  
1800 700 600
- **Carer support – Carer Gateway**  
1800 422 737
- **National Dementia Helpline**  
1800 100 500



## Do you need help to navigate the aged care system?

care finder



Supporting older people who need assistance to access aged care & services.



info



choice



admin



support



## How does the service work?

1

You will be connected with a dedicated care finder who will meet with you, usually in person. This can be at your home or another place you choose.

2

The care finder will ask questions to understand your situation, needs and what you would like assistance with.

3

The care finder will support you in working through the steps to address your needs and access any services you require.

## What help can care finder provide?

The care finder program offers a variety of valuable services and supports.

- **Support to navigate My Aged Care (MAC)**  
Includes attending and providing support at the assessment.
- **Find aged care providers**  
Support to find local services and supports.
- **Complete forms**  
Includes aged care service agreements.
- **Checking-in on services**  
Make sure everything is OK
- **Identify challenges and solutions**  
Find supports in the community.



## How do I get started?

1

Call 1800 940 633 and speak to the helpful team at Care Connect.

2

You may choose to make the call with someone like your GP.

3

The team will then ask some questions about why you need help from care finder.





## Access and Support is funded and supported by

- the Australian Government Department of Health (CHSP). Support for people aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people)
- the Victorian Government Department of Health and Human Services (HACC PYP). Support for people under 65 (under 50 for Aboriginal and Torres Strait Islander people).

## Catchment area

- The Access and Support service is available in the Maroondah, Knox and Yarra Ranges areas.

***Our services are FREE and confidential.***

## Find out more

Your local Access and Support centre

Michele Scott

0477 759 690

✉ [mscott@each.com.au](mailto:mscott@each.com.au)

🌐 [each.com.au](http://each.com.au)

## Useful numbers

### Freecall

MyAgedCare 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Aged Care Commissioner 1800 500 294

National Dementia Helpline 1800 100 500

Aged Care Advocacy 1800 700 600

Senior Rights Victoria 1300 358 821

To learn more about our services,  
call 1300 003 224 or visit [each.com.au](http://each.com.au)

health . hope . opportunity

# Access & Support Program

Supporting you to access the services you need to stay living at home, be active and connected with your community.



## What is Access and Support?

Access and Support services provide short term support for frail older people, younger people with a disability (not eligible for the National Disability Insurance Scheme), and their carers, who need help to stay living at home and who:

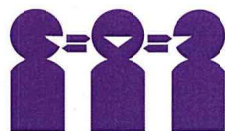
- have diverse needs or circumstances
- need help to understand the range of support services that may be available
- need help to access services.



## If you, or someone you are caring for, is:

- Living with dementia
- Aboriginal or Torres Strait Islander
- culturally and linguistically diverse
- living in a rural or remote area
- financially or socially disadvantaged
- a veteran (including spouse, widow or widower)
- homeless or at risk of becoming homelessness
- lesbian, gay, bisexual, transgender or intersex
- a Care Leaver (Forgotten Australian, Former Child Migrant or Stolen Generation)
- parent separated from children by forced adoption or removal

and has trouble accessing services, an Access and Support worker may be able to help you.



The Access & Support program will use interpreters or the National Relay Service to meet individual communication needs.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service.

**TTY: 133 677 | Speak & Listen: 1300 555 727**

## We will listen to you

The Access and Support worker can talk with you about the range of support services that may be available to you and how to access them.

The Access and Support worker can work in partnership with other people who support you such as family members, friends, your community, your doctor and other health professionals.

## How can an Access and Support worker help you?

**An Access and Support worker can help you to:**

- understand how services work
- find out what services may be available
- understand the steps involved to apply for a service
- contact My Aged Care for aged care services (if you are an older person)
- contact an assessment service for HACC – Program for Younger People services (if you are a younger person)
- contact the National Disability Insurance Scheme (if you think that you may be eligible for this service)
- think about any questions you have for the assessment process
- think about how you would like the service to be provided.

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# Dementia Care Collection

The ERL Dementia Care Collection is designed for people living with Dementia and their carers.

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## The Collection

The collection features a range of materials like photobooks, puzzles, tools, and other objects designed to provide stimulation and keep the mind active. These materials help people living with dementia find pleasure and relaxation by offering valuable and varied mental stimulus.

Items are categorized as a Reminiscing Kit (to prompt memories of the past); a Sensory Kit (items that can be held and handled to prompt the senses) and an Activity Kit (items that can be 'played' with such as games, etc).

Items must be reserved and may be collected from the branch of your choosing for a loan period of three weeks.

## Sensory Kits

- Australian animals plush toy sensory kit
- Australian animals puppet sensory kit
- Babushka doll sensory kit
- Farm animals plush toy sensory kit
- Nature sensory kit
- Panda bear sensory kit
- Sewing sensory kit
- Zoo animals plush toy sensory kit

**See reverse for activity and reminiscing kits**

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[www.yourlibrary.com.au/dementia](http://www.yourlibrary.com.au/dementia)

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# Dementia Care Collection

The ERL Dementia Care Collection is designed for people living with Dementia and their carers.

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## The Collection

The collection features a range of materials like photobooks, puzzles, tools, and other objects designed to provide stimulation and keep the mind active. These materials help people living with dementia find pleasure and relaxation by offering valuable and varied mental stimulus.

Items are categorized as a Reminiscing Kit (to prompt memories of the past); a Sensory Kit (items that can be held and handled to prompt the senses) and an Activity Kit (items that can be 'played' with such as games, etc).

Items must be reserved and may be collected from the branch of your choosing for a loan period of three weeks.

## Sensory Kits

- Australian animals plush toy sensory kit
- Australian animals puppet sensory kit
- Babushka doll sensory kit
- Farm animals plush toy sensory kit
- Nature sensory kit
- Panda bear sensory kit
- Sewing sensory kit
- Zoo animals plush toy sensory kit

**See reverse for activity and reminiscing kits**

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[www.yourlibrary.com.au/dementia](http://www.yourlibrary.com.au/dementia)

## Activity Kits

- 10 pin bowling activity kit
- Abacus activity kit
- Alphabet cards activity kit
- Art activity kit
- Babies and animal activity kit
- Bingo large print activity kit
- Bocce activity kit
- Boggle hidden word activity kit
- Boot lacing activity kit
- Communication activity kit
- Countries of the world activity kit
- Creatures activity kit
- Cricket activity kit
- Dominoes activity kit
- Felt ball sorting activity kit - X3
- Finska activity kit
- Fractions puzzle activity kit - X2
- Games activity kit
- Indigenous memory game kit
- Italian bingo activity kit
- Jumbo playing cards activity kit
- Lacing beads activity kit
- Latch box activity kit
- Let's talk activity kit
- Logic Box - Bookinabox activity kit
- Magnetic ludo activity kit
- Picture my world activity kit - X2
- Quiddler activity kit
- Relaxation activity kit
- Reminiscing story cards
- Sensory activity kit
- Six strategy game activity kit
- Sound prism activity kit - X2
- Strength cards activity kit
- Tactile dominoes activity kit
- Tengrams activity kit - X2
- Tic tac toe activity kit
- Top 5 activity kit
- Treasured memories activity kit
- Two up game activity kit
- What can you see activity kit
- What's your food story activity kit
- What's your story activity kit
- Whist card game activity kit
- Wooden sorting box activity kit
- Wooden weight set activity kit

## Reminiscing Kits

- Aboriginal reminiscing kit
- Accountant's reminiscing kit
- Asian reminiscing kit
- Australian destinations rem kit
- Australian nostalgia rem kit
- Baby doll reminiscing kit
- Cake decorating reminiscing kit
- Caravanning and camping rem kit
- Childhood games rem kit
- Christmas reminiscing kit
- Dance reminiscing kit
- Easter reminiscing kit
- English reminiscing kit
- Farm reminiscing kit
- Fashion reminiscing kit
- Fishing reminiscing kit
- Flower reminiscing kit
- Food reminiscing kit
- Fragrance reminiscing kit
- Golden age reminiscing kit
- Greek reminiscing kit
- Horse riding reminiscing kit
- Icons of Australia reminiscing kit
- Indigenous baby doll rem kit
- Italian reminiscing kit
- Kitchen reminiscing kit
- Knitting reminiscing kit
- Medical reminiscing kit
- Men's shed reminiscing kit
- Motor car reminiscing kit
- Movie reminiscing kit
- Music as therapy reminiscing kit
- Music reminiscing kit
- Ocean reminiscing kit
- School days reminiscing kit
- Sewing reminiscing kit
- Shopping reminiscing kit
- Sixties reminiscing kit
- Sports reminiscing kit
- Theatre reminiscing kit
- Travel reminiscing kit
- Victoria reminiscing kit
- War reminiscing kit
- Wedding reminiscing kit

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# PHYSICAL ENVIRONMENTS CHECKLIST

Small changes can make a big difference. For many people with dementia the environment both indoor and outdoor can have a significant impact on their ability to continue to access everyday activities such as shopping, banking or using public transport.

This checklist gives a range of design recommendations to help improve the quality of life of people with dementia in the outdoor and indoor environments.

## Outdoor Environments

Provide acoustic barriers, such as planting and fencing, to reduce background noise.	
Use clear, large signage for toilets and other public spaces.	
Provide obvious and easy access to shaded areas, with adequate seating.	
Provide seating that looks like seating, such as a wooden bench rather than more abstract designs.	
Provide adequate parking with easy access to parks, libraries or public facilities.	
Ensure ground level changes are clearly marked and well-lit, with handrails and non-slip, non-glare surfaces.	
Ensure clear visibility from top step to bottom.	
Provide sensory stimulation in gardens and parks by using different colours, scents, textures and sounds.	
Ensure main paths are wide enough for two users to walk or use wheelchairs.	
Ensure entry and exit signs are clear and obvious.	
Avoid structures such as pergolas that cast shadows, which may be interpreted as depth changes by people living with dementia.	
Ensure undercover areas in parklands are provided for accessibility in all weather conditions.	
Utilise the visual landmarks that are in place, to assist with way-finding eg garden beds, murals, water fountains and features.	
Ensure bus shelters are enclosed and have adequate seating.	
Ensure signs have large graphics and symbols in clear colour contrast to the background, preferably dark colouring on a light background.	
Avoid bright light and deep shadows.	

## Indoor Environments

Ensure indoor spaces have good lighting with natural light sources.	
Minimise loud noises like music or announcements.	
Provide quiet spaces with adequate seating for people with dementia.	
Allow for shading where required through the use of window treatments like external sun shading, curtains and blinds.	
Ensure all manually operated entry doors/gates are easily operated with lever handles or push plates.	
Ensure all glass doors are clearly marked.	
Ensure level changes are clearly marked and well lit with handrails and non-slip, non-glare surfaces.	
Provide obvious hot and cold indicators on water taps.	
Use contrasting colours for floors, walls and furnishings.	
Avoid bold patterns on carpets, wall paper and floor coverings as these might cause perceptual problems. Plain walls and curtains are recommended.	
Use changes in texture or colour of floor coverings to indicate potential hazards.	
Use colour contrast to differentiate between toilet seats, toilet bowls and floor. Use uniform signage for male and female toilets.	
Choose furniture colours that clearly contrast with the colour of the carpet and walls.	
Use simple signage giving clear and essential information.	
Fix signage to walls at eye levels (around 1400-1700m above floor level where possible).	
Create straight and direct layouts to destinations, with limited changes in direction.	
Provide quiet spaces for anyone who might be feeling anxious or confused.	
Provide obvious and clear entry and exit signs.	



Your feedback is valuable to us and we would appreciate you taking a few moments to provide your comments on the information contained in this pack, so that we can continue to improve.

<b>1. Where did you obtain this Information Pack?</b>	
<input type="checkbox"/> Bright Ideas newsletter	<input type="checkbox"/> Knox News
<input type="checkbox"/> Zest4Life booklet	<input type="checkbox"/> Other newsletter
<input type="checkbox"/> Website	
<input type="checkbox"/> I obtained the pack elsewhere (please specify):	
<b>2. How would you describe your understanding of dementia and the supports and services in Knox <u>before</u> reading through this pack?</b>	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good
<input type="checkbox"/> Good	<input type="checkbox"/> Fair
<input type="checkbox"/> Poor	
<b>3. How would you describe your understanding of dementia and the supports and services in Knox <u>after</u> reading through this pack?</b>	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good
<input type="checkbox"/> Good	<input type="checkbox"/> Fair
<input type="checkbox"/> Poor	
<b>4. How satisfied were you with the information within this pack?</b>	
<input type="checkbox"/> Extremely satisfied	<input type="checkbox"/> Very satisfied
<input type="checkbox"/> Moderately satisfied	<input type="checkbox"/> Slightly satisfied
<input type="checkbox"/> Not at all satisfied	
<b>5. Do you have any comments or suggestions on how we could improve?</b>	
<b>6. Would you like to hear about local seniors' events, activities and workshops by joining our Bright Ideas email newsletter?</b>	
<input type="checkbox"/> Yes	
<input type="checkbox"/> No	
<b>If you answered Yes to Question 5, please provide your contact details below:</b>	
<b>Name:</b>	
<b>Email address:</b>	
<b>Phone number:</b>	

If you would prefer to complete this survey over the phone or have any queries, please contact Linda Keenahan, Age and Dementia Friendly Communities Project Officer on (03) 9298 8827 or [dementiafriendly@knox.vic.gov.au](mailto:dementiafriendly@knox.vic.gov.au).