

# Need a Hand?

*A guide to local services in the Hume Region for persons who are ageing and their families.*



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State Government Department of Health

# Welcome to our guide to find help in the Hume Region

This booklet has been produced by FamilyCare: *Carer Support Services* and Upper Murray Family Care: *Carer Support Options*.

This guide has been written to help people from all communities to find services locally. The information will be useful for people who are aged or are concerned about dementia and carers and families.

The Hume Region is made up of 12 Local Government Areas.

## East Hume

### Upper Hume

- City of Wodonga
- Indigo Shire
- Towong Shire
- Alpine Shire

### Central Hume

- Rural City of Wangaratta
- Rural City of Benalla
- Mansfield Shire

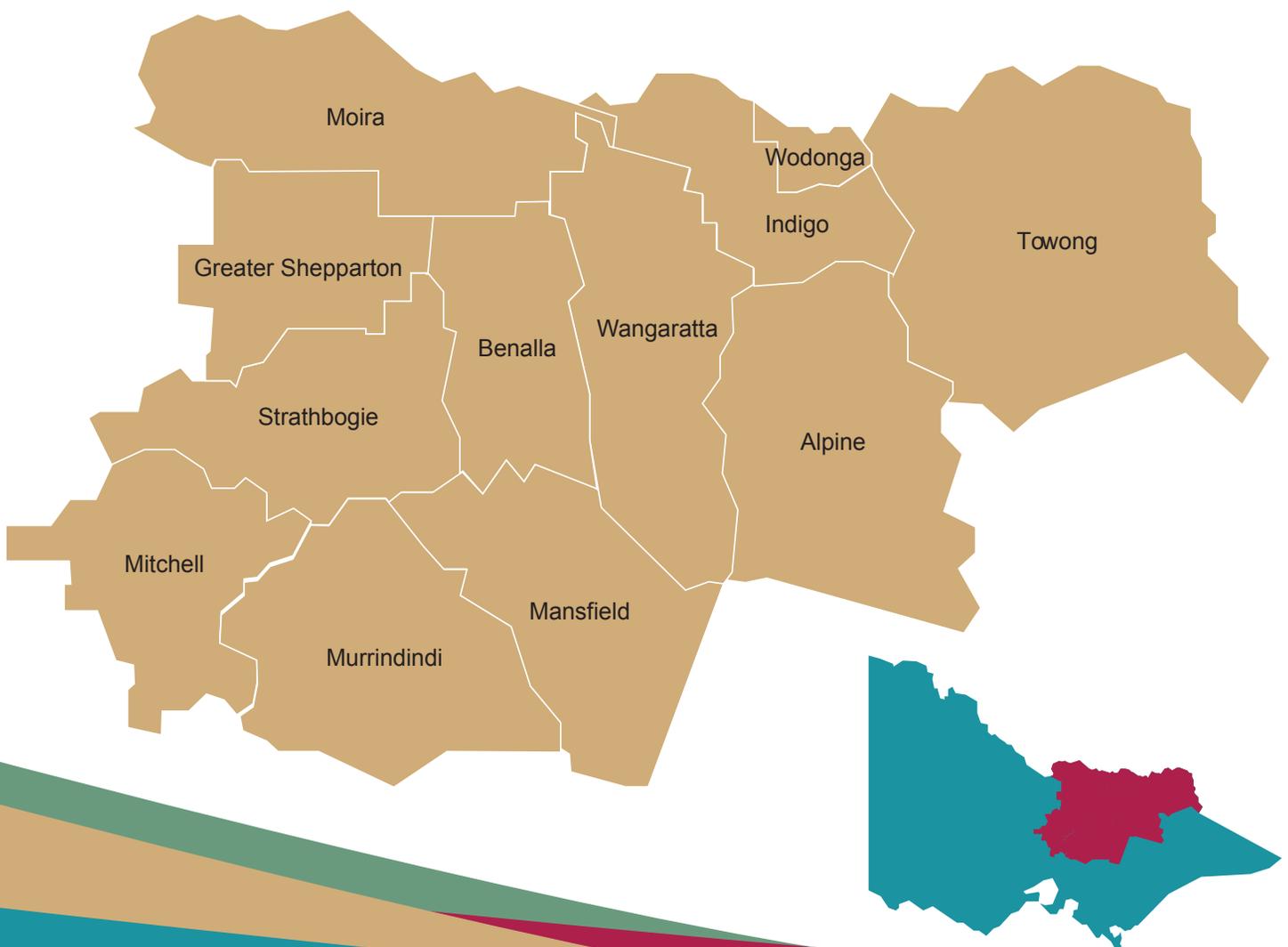
## West Hume

### Goulburn Valley

- Greater Shepparton
- Strathbogie Shire
- Moira Shire

### Lower Hume

- Mitchell Shire
- Murrindindi Shire



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## Chapter 1 : Living with Memory Loss

### Dementia

Ageing is often associated with being forgetful. Having problems with memory may indicate health problems. Dementia can happen to anybody. It is more common after the age of 65. If someone becomes confused and withdrawn this is not a normal part of ageing.

#### What is Dementia?

Dementia is a term used to describe symptoms of a large group of illnesses. There are different forms of dementia; the most common is Alzheimer's disease.

Dementia can cause a progressive decline in a person's functioning and changes in the way the brain works. These changes affect how we remember things, think, act and behave.

#### Signs of Dementia

Early signs of dementia may not be recognised.

Some changes you may notice with dementia are:

- Not being able to remember names and who people are
- Getting lost in a place you know well
- Forgetting how to do everyday tasks
- Trouble with words
- Withdrawing from family and friends
- Personality changes

Consult a doctor if you are worried, or phone the National Dementia Helpline Phone: **1800 100 500** (freecall).

#### Is it Dementia?

It is important that a medical diagnosis is made when early signs of memory loss appear. If the symptoms are caused by dementia an early diagnosis will help with; learning about the condition, getting support, finding information, having medication prescribed and making plans for the future.

#### Getting Help

The needs of people living with dementia, their families and carers will change over time. Talk about your concerns with your doctor, or contact Alzheimer's Australia or the Aged Care Assessment Service.

Families and carers can also get help and information from Carer Support Services, Commonwealth Carer Respite Centres and Carers Victoria.

#### Planning for the Future

Thinking about the future is very important if a person has dementia. Planning early will make things easier as the person's health changes. Consider actions such as:

- talking to a lawyer or solicitor about powers of attorney or guardianship
- thinking about where the person with dementia will live and who will care for him/her

## Dementia Specific Services

### Alzheimer's Australia

Alzheimer's Australia Vic is Victoria's peak body for dementia. They provide support, information and education regarding dementia to people experiencing dementia and carers and families. They also provide information and education to professionals and health care providers.

#### Head office:

##### Alzheimer's Australia Vic

98-104 Riversdale Rd

Hawthorn Vic 3122

Phone: **(03) 9815 7800**

Fax: (03) 9815 7801

Web: [www.alzheimers.org.au](http://www.alzheimers.org.au)

#### Hume Regional office:

##### Alzheimer's Australia Vic

38A Carrier St

Benalla Vic 3672

Phone: **(03) 5762 6299**

Fax: (03) 5762 6975

Alzheimer's Australia counsellors in the Hume Region provide information and support to people with dementia and their families and friends. This service is free and confidential. Education and information workshops for carers, families and friends and service providers are available on request.

Alzheimer's Australia has information specific to Aboriginal and Torres Strait Islander people available.

Multilingual DVDs and help sheets are available at Alzheimer's Australia offices or via the internet: [www.alzheimers.org.au](http://www.alzheimers.org.au)

A variety of resources can be found in the following languages:

Arabic	Italian	Portuguese
Armenian	Japanese	Romanian
Chinese	Khmer	Russian
Croatian	Korean	Serbian
Dutch	Laotain	Spanish
German	Latvian	Tagalog
Greek	Macedonian	Turkish
Hindi	Malay	Ukranian
Hungarian	Maltese	Vietnamese
Indonesian	Polish	

## The Cognitive Dementia and Memory Service (CDAMS)

The Cognitive, Dementia and Memory Service (CDAMS) is a special clinic which helps clients to understand changes with memory and thinking. The CDAMS clinic is useful for an accurate diagnosis if a person is having problems with; forgetting, repeating questions, losing things, becoming lost, or they have personality changes. An assessment at this service can be helpful with all types of dementia such as Alzheimer's disease.

CDAMS can provide diagnosis, information on treatment, education, future planning, and links to other services.

Anyone can contact CDAMS. Referrals can be made through general practitioners (doctors), community agencies or by self-referral directly to CDAMS. More information can be found at: [www.health.vic.gov.au](http://www.health.vic.gov.au)

Information regarding CDAMS is available in other languages: Arabic, Chinese, Croatian, Dutch, German, Greek, Hungarian, Italian, Macedonian, Maltese, Polish, Russian, Serbian, Spanish, Turkish, Ukrainian and Vietnamese. Printed material in these languages is available at: [www.health.vic.gov.au](http://www.health.vic.gov.au)

The Hume Region CDAMS clinic is located at North East Health Wangaratta, Phone: **(03) 5722 1663**. CDAMS visits Shepparton fortnightly at the Centre for Older Persons Health, 80 Orr St, Shepparton.

## Dementia Behaviour Management Advisory Service (DBMAS) Vic

The Dementia Behaviour Management Advisory Service (DBMAS) Victoria is a specialist telephone service available 24 hours a day, which provides advice about managing behaviours of concern in people with dementia.

DBMAS is a national service which has been established to support families, carers and professionals. Up to 90% of people with dementia will experience some behavioural or psychological symptoms.

Examples of behaviours which may be troubling are

- agitation
- sleep disturbances
- resistance to help
- depressed mood
- hallucinations

The service provides confidential information and advice, assessment of the person with dementia, intervention, education and training and specialised support. If you need an interpreter please call the Translating and Interpreting Service on **131 450** and ask them to phone DBMAS Vic on **1800 699 799**.

DBMAS can be contacted 24 hours a day, 7 days a week, Phone: **1800 699 799**.

## National Aboriginal and Torres Strait Islander Dementia Advisory Group (NATSIDAG)

The National Aboriginal and Torres Strait Islander Dementia Advisory Group's vision is to improve equity and access to culturally safe services for Aboriginal and Torres Strait Islander people with dementia, their carers and families, and community, using a wellness approach to successful ageing.

The purpose of NATSIDAG is to act as an advisory group to provide Alzheimer's Australia with ongoing consultation and advice to improve services and support for indigenous communities.

## Healthy Ageing

Staying healthy as you get older is important. Ageing may increase the risk of some diseases and conditions but good nutrition, exercise and a positive attitude can help keep you mentally and physically active.

Good nutrition and weight management can help at any age. A balanced diet includes adequate nutrients, fibre and water.

Gentle regular exercise can boost your physical and mental health. It can also improve muscle mass and bone strength.

Social interaction and meeting people can help to keep you mentally active. Social contact and being part of the wider community can also assist with good mental health.

Always consult your doctor before commencing any new type of exercise or changing your diet or if you have any concerns about your health. Your doctor can help you learn more about healthy ageing.

Tips for Healthy Ageing can be found at: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

## Healthy Ageing and Dementia

Age is the biggest risk factor for dementia; the older you are the greater the risk.

Alzheimer's Australia has suggestions on certain lifestyle and health factors which may help reduce the risk or delay the onset of dementia.

## Mind your Mind

The Alzheimer's Australia Mind your Mind program has developed seven signposts as health messages to help look after your brain health. All of the signposts can be of benefit and can be followed throughout life at any age.

Briefly the seven signposts are:

- Mind your Brain - keep your brain active
- Mind your Diet – eat healthy
- Mind your Body – be physically active
- Mind your Health Checks – manage blood pressure, blood cholesterol, blood sugar and weight
- Mind your Social Life – participate in social activities
- Mind your Habits – avoid tobacco smoke, drink alcohol in moderation and manage sleep problems
- Mind your Head – protect your head from serious injury

People of all ages may find this information helpful and can access information on the program. If you are a family member or carer and would like information on the Mind your Mind program contact the National Dementia Helpline, Phone: **1800 100 500** or contact the Alzheimer's Australia Hume Regional office, Phone: **(03) 5762 6299**.

## Chapter 2 : Finding Help

### Locating Services

Finding out about available services to help aged people or families and carers can be difficult. In this booklet you can find service maps to guide you in locating the best regional services to meet your needs.

### How to use the service maps included in this resource

The service maps in this resource are coloured to help describe what happens when linking to a service. The map will describe the help that is needed, the service type, how to contact the service and what happens when you contact the service. To gain access to services for the aged, the person usually has to be aged 65 years and above or over 50 years of age if Aboriginal or Torres Strait Islander.

### Which Service?

Basic services are included in this guide. Talk to your doctor to decide which service might be helpful. The doctor can refer you to these services on your behalf or you can phone them yourself. Types of services available:



#### Advocacy

Advocacy is a means for support to help gain access to services. Extra support is often helpful if you have difficulty communicating or your needs are not understood. Advocates can also assist with referral to the most appropriate service.



#### Direct Care

Direct care means physical, practical assistance such as; a care worker to vacuum the floors, help to shower or staying with a person who cannot be left alone.



#### Referral to other services

Some professionals can seek help on your behalf through another service by a referral process. For example, a doctor can refer for an assessment for; physiotherapy, continence advice or occupational therapy.



#### Information and Education

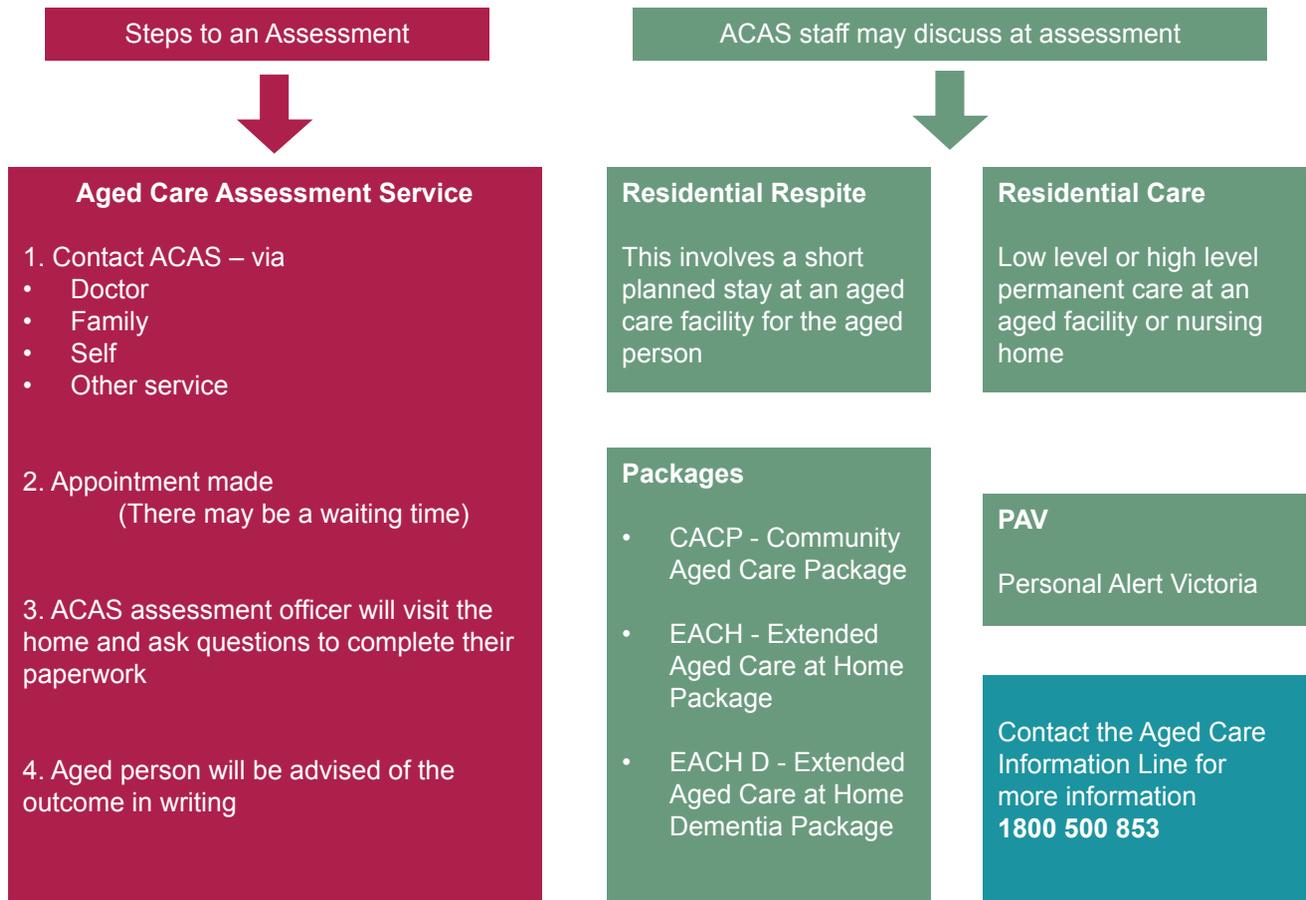
Government and peak bodies produce a range of printed materials and often offer face to face education. Printed information can be about conditions such as dementia. An example of education may be programs run by Carers Victoria or Alzheimer's Australia.

### Contacting Services

Local contact details for services that are available in your area are listed on the following pages.

## Aged Care Assessment Services (ACAS)

The Aged Care Assessment Service is a vital avenue and link to services.



## Hume Region Key Contacts Aged Care Assessment Service (ACAS)

### East Hume

Hume Regional  
Aged Care Assessment Service

Ovens & King Community Health Service  
90 - 100 Ovens St,  
Wangaratta Vic 3676  
Phone: **(03) 5723 2000**  
Fax: (03) 5722 2313

### West Hume

Hume Regional  
Aged Care Assessment Service

Centre for Older Persons Health  
80 Orr St,  
Shepparton Vic 3630  
Phone: **(03) 5823 6000**  
Fax: (03) 5831 8500

## Personal Alert Victoria (PAV)

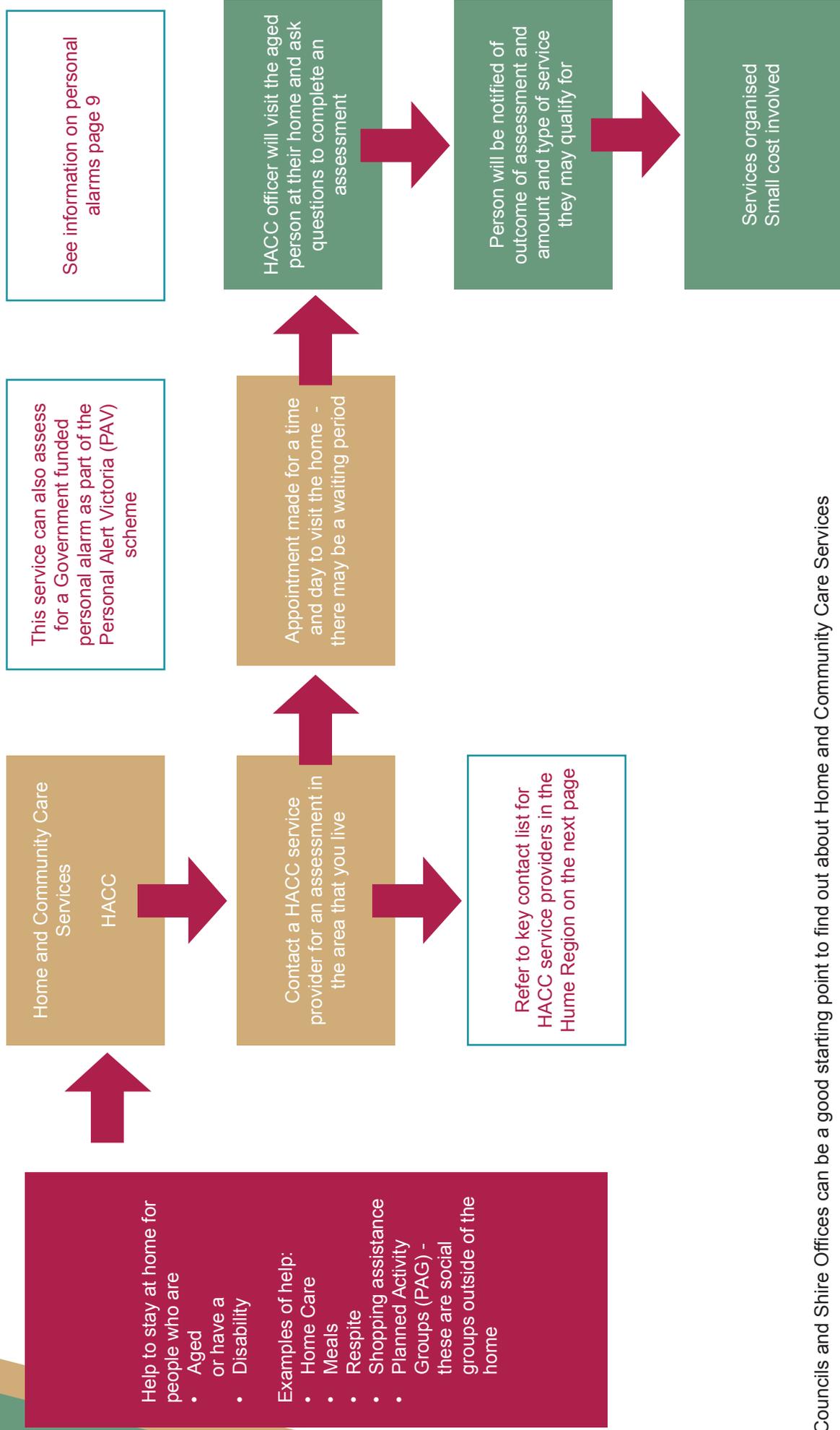
If you are concerned about an aged person living alone or having falls, a personal alarm might be helpful. A personal alarm system can provide a contact 24 hours a day.

This support is provided by:

Mt Eliza Personal Assistance Call Service (MEPACS) Phone: **1800 451 300**

Safety Link Personal Response Service Phone: **1800 813 617**

## Getting help to stay at home - Home and Community Care (HACC)



Local Councils and Shire Offices can be a good starting point to find out about Home and Community Care Services

# Hume Region Key Contacts

## Home and Community Care Services (HACC)

### East Hume

#### Upper Hume

**City of Wodonga**  
**Home and Community Care Services**  
104 Hovell St, Wodonga Vic 3690  
Phone: **(02) 6022 9300**  
Fax: (02) 6022 93222

**Indigo Shire**  
**Indigo Shire Council**  
**Community Services Unit**  
Phone: **(02) 60281100**  
Beechworth Office  
101 Ford St, Beechworth Vic 3747  
Local call: **1300 365 003**  
Phone: **(03) 5728 8000**  
Fax: (03) 5728 1676

**Towong Shire**  
**Tallangatta Health Service**  
25 Barree St, Tallangatta Vic 3700  
Phone: **(02) 6071 5200**  
Fax: (02) 6071 2795

*Corryong area*  
**Upper Murray Health and Community Services**  
**Community Services**  
20 Kiell St, Corryong Vic 3707  
Phone: **02 6075 3200**  
Fax: 02 6076 1739

**Alpine Shire**  
**Alpine Shire Council**  
Great Alpine Rd, Bright Vic 3641  
Homecare Hotline: **(03) 5755 0142**  
Phone: **(03) 5755 0555**  
Fax: (03) 5755 1811

#### Central Hume

**Rural City of Wangaratta**  
**Community Support North East**  
Wangaratta Government Centre  
Cnr Ford & Ovens Sts, Wangaratta Vic 3676  
Integrated Assessment Team  
Phone: **(03) 5722 0790**  
Phone: **(03) 5722 0888**  
Fax: (03) 5721 9526

**Benalla Rural City**  
**Benalla Community Care**  
45 Coster St, Benalla Vic 3672  
Community Care Reception  
Phone: **(03) 5761 2200**  
Fax: (03) 5761 2202

**Mansfield Shire**  
**Mansfield Shire Council**  
**Aged and Disability Services**  
33 Highett St, Mansfield Vic 3722  
Assessment Officer  
Phone: **(03) 575 8555**  
Fax: (03) 5775 2677

### West Hume

#### Goulburn Valley

**Greater City of Shepparton**  
**Greater Shepparton City Council**  
**Aged and Disability Services**  
90 Welsford St, Shepparton Vic 3630  
Customer Service Line  
Phone: **(03) 5832 9700**  
Fax: (03) 5831 1987

**Moira Shire**  
**Moira Healthcare Alliance**  
Cnr Hume & Orr Sts, Yarrawonga Vic 3730  
Local call: 1300 655 372  
Phone: **(03) 5742 1111**  
Fax: (03) 5743 2533

**Strathbogie Shire**  
**Strathbogie Shire Council**  
**Community Services**  
**Aged and Disability Services**  
109A Binney St, Euroa Vic 3666  
Freecall: **1800 065 993**  
Phone: **(03) 5795 0000**  
Fax: (03) 5795 3550

#### Lower Hume

**Mitchell Shire**  
**Mitchell Community Health Services**  
72 Ferguson St, Broadford Vic 3658  
Service Access and Care Coordination  
Local call: **1300 773 352**  
Fax: (03) 5784 5525

**Murrindindi Shire**  
**Community Services**  
**Aged and Disability Services**  
Perkins St, Alexandra Vic 3714  
Toll free: **1800 633 792** (within Shire)  
Phone: **(03) 5772 0333**  
Fax: (03) 5772 2291

## Chapter 3 : Families and Carers

### Who is a carer?

Sometimes it is difficult to know if you are a carer and can get help for yourself or the person you care for from support services.

Carers are people who provide support and assistance to someone who is aged or has a disability and needs help to stay living at home. A carer does not always have to live with the person they are caring for; they might be a family member, relative, neighbour or friend.

Carers can provide different kinds of help to the people they care for; this might include cooking, cleaning the house, driving them to appointments or helping them with shopping.

### Support for carers

Families and carers can become tired and emotional and need help themselves as they assist the person who is aged. It is important to ask for help.

Caring for a person with dementia can be very stressful. Different types of support may be needed to suit your situation.

There are services to help the family carer, sometimes this is called respite, which just means all different types of help. Service support may include help with household tasks, respite, counselling, information, education and referral to other services. Respite care in the home allows the carer to have a break. A worker will come to the home and look after the person whilst the carer does the things they need to do.

Listed below are the contact details for carer support services available in the Hume Region.

<u>East Hume</u>	<u>West Hume</u>
<p><b>Upper Murray Family Care Carer Support Options Aged and Disability Support Services</b> <i>Wodonga Head Office</i> 29 Stanley St, Wodonga Vic 3690 Phone: <b>(02) 6055 8000</b> Fax: (02) 6022 8099</p> <p><i>Wangaratta Office</i> 36 Mackay St, Wangaratta Vic 3677 Phone: <b>(03) 5720 0000</b> Fax: (03) 5720 0099</p> <p><b>Commonwealth Respite and Carelink Centre Villa Maria Wangaratta</b> Faithful St, Wangaratta Vic 3677 Freecall: <b>1800 052 222</b> Phone: <b>(03) 5722 9046</b> Fax: (03) 5722 9048</p>	<p><b>FamilyCare Aged and Disability Services Carer Support Services</b> <i>Shepparton Office</i> 19 Welsford St, Shepparton Vic 3630 Phone: <b>(03) 5823 7081</b> Fax: (03) 5831 2989</p> <p><i>Seymour Office</i> 64 High St, Seymour Vic 3660 Phone: <b>(03) 5735 4600</b> Fax: (03) 5799 0016</p> <p><b>Commonwealth Respite and Carelink Centre Villa Maria Shepparton</b> Benalla Rd, Shepparton Vic 3630 Freecall: <b>1800 052 222</b> Phone: <b>(03) 5832 8444</b> Fax: (03) 5831 7195</p>

## Carers Australia

Carers Australia: [www.carersaustralia.com.au](http://www.carersaustralia.com.au)

Carers Australia is the national peak body for carers and represents the needs and interests of carers at the national level. Carers Australia and carer associations in each state aim to improve the lives of carers. Phone: **1800 242 636**

## Carers Victoria

Carers Victoria: [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

Carers Victoria have experienced staff who will listen to you and can provide information and support to help you in your caring role.

Carers Victoria can connect carers to a range of different support and help such as;

- Referral
- Counselling
- Carer education
- Local services

Carers Victoria will run workshops and carer education days in rural areas on request.

Contact the Carers Victoria Advisory Line, Phone: **1800 242 636**.

## Centrelink

Centrelink: [www.centrelink.gov.au](http://www.centrelink.gov.au)

Centrelink offers payments to assist people who are caring for someone who has a severe disability or medical condition or who is frail aged. There are two types of payments available for carers; the Carer Payment and the Carer Allowance.

### Carer Payment

The Carer Payment is an income support payment. It is paid to full-time carers and is an income and assets tested payment.

### Carer Allowance

The Carer Allowance is a supplementary payment that may be available if, as a carer you provide daily care and attention to someone who is frail aged. The Carer Allowance is not income or assets tested and may be paid in addition to wages or other payments such as Carer Payment and Age Pension.

For more information go to the Centrelink website: [www.centrelink.gov.au](http://www.centrelink.gov.au) or visit your local Centrelink office or Phone Centrelink: **132 300**.

## Alzheimer's Australia

Alzheimer's Australia: [www.alzheimers.org.au](http://www.alzheimers.org.au)

Alzheimer's Australia can also offer support to families and carers. Local counsellors are available in the Hume Region. Information workshops for families and friends are available on request in the local area. Please contact Alzheimer's Australia, Hume Regional office, Phone: **(03) 5762 6299**.

## Carer Support Groups

There are community groups throughout the region which family carers can attend for support. These are self-help groups with people who understand your situation. It might be helpful to talk to others who are going through similar things. Contact Alzheimer's Australia Hume Regional office, Phone: **(03) 5762 6299** for details of a group near you.

For generalist carer support groups in your area contact: FamilyCare: *Carer Support Services* on **(03) 5823 7081** or Upper Murray Family Care: *Carer Support Options* on **(02) 6055 8000** or **(03) 5720 0000**.

## Chapter 4 : Diverse Cultures

Different cultures can sometimes have different needs to access services.

### Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander people can request to have an Aboriginal Liaison Officer (ALO) present at any assessments for aged services. For help in your area, see details below.

#### East Hume

Contact Mungabareena Aboriginal Corporation in the Wondonga area, Phone: **(02) 6024 7599** for further information.

Contact Disability Advocacy Information Service (DAIS) Local Call: **1300 886 388** or visit the website:

**[www.dais.org.au](http://www.dais.org.au)**

DAIS do not have aboriginal workers but will provide advocacy support and advice or a link to services in the area.

#### West Hume

Contact Rumbalara Aboriginal Co-operative Ltd in the Goulburn Valley area, Phone: **(03) 5820 0000** for further information.

Contact the Regional Information and Advocacy Council (RIAC)

Freecall: **1800 221 944** or visit the website: **[www.riac.org.au](http://www.riac.org.au)**

RIAC have aboriginal advocates to act as a link between services and service providers, Elders and their carers and families. RIAC advocates can assist with referrals, support and advocacy. RIAC offers a free service in; Greater Shepparton, Moira, Strathbogie, Mitchell and Murrindindi Shires.

### Aged Care Advocacy

The National Aged Care Advocacy Program can also assist.

In Victoria this service is called Elder Rights Advocacy – ERA: **[www.era.asn.au](http://www.era.asn.au)**

Elder Rights Advocacy can be contacted Freecall: **1800 700 600**

Level 4, 140 Queen St, Melbourne Vic 3000

Phone: **(03) 9602 3066**

Fax: (03) 9602 3102

### Help with Languages

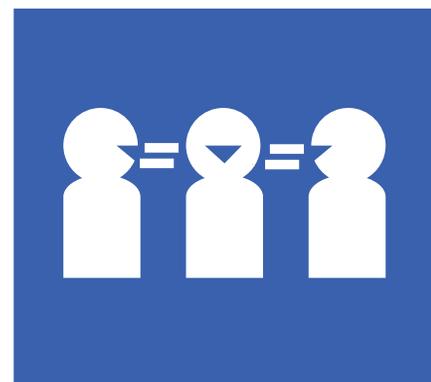
People born outside of Australia and who speak a language other than English have different needs to access services. If you speak another language you have the right to be offered an interpreter to assist you with language, this can be by telephone or in person.

#### The National Interpreter Symbol

The display of this sign means that language assistance is available.

Language assistance may mean;

- Translated material
- A bilingual staff member
- Multimedia resources
- Multilingual information from websites



## Find your Language Posters

Some services may have a find your language poster, listing languages, for example:

Parlo Italiano

I speak Italian

Μιλώ τα ελληνικά

I speak Greek

The person points to their language and an interpreter will be organised.

## Language Cards

The Victorian Interpreter Card is a wallet sized card that aims to help Victorians with limited English access services.

The card can be used to:

- help request interpreter assistance
- make it easier for staff to arrange language assistance in the correct language

These tools can be found at: [www.multicultural.vic.gov.au](http://www.multicultural.vic.gov.au)

## Language Map

Some services may display a language map to seek assistance, for example:

عربي Arabic	廣東語 Cantonese	Hrvatski Croatian	Česky Czech	Eesti Estonian	
Suomi Finnish	Français French	Deutsch German	Hmoob Hmong	Ελληνικά Greek	Holland Dutch
Magyar Hungarian	Bahasa - Indonesia Indonesian	Italiano Italian	日本語 Japanese	ខ្មែរ Khmer	한국어 Korean
ລາວ Laotian	Latviski Latvian	Bahasa - Malay Malaysian	Malti Maltese	國語 Mandarin	فارسی Persian
Polsku Polish	Portugués Portuguese	Românește Romanian	Русский Russian	Српски Serbian	Slovenski Slovenian
Espanol Spanish	Tagalog Filipino	Türkçe Turkish	Українська Ukrainian	Tiếng Việt Vietnamese	

## Chapter 5 : Culturally Specific Services

Specific support for Aboriginal and Torres Strait Islander people for respite and Home and Community Care (HACC) services are available in the Hume Region. These organisations can also refer to mainstream support agencies. See contact details below:

**Mungabareena Aboriginal Corporation**  
21 Hovell St, Wodonga Vic 3690  
P.O Box 1535, Wodonga Vic 3689  
Phone: **(02) 6024 7599**  
Fax: (02) 6056 0376

**Rumbalara Aboriginal Co-operative  
Aged Care and Disability Services**  
93 Drummond Rd, Shepparton Vic 3630  
P.O. Box 614, Mooroopna Vic 3629  
Freecall: **1800 637 371**  
Phone: **(03) 5822 2866**  
Fax: (03) 5831 3549

Services which may help people from other countries are:

**North East Multicultural Association**  
14b Reid St, Wangaratta Vic 3676  
Phone: **(03) 5721 2090**  
Fax: (03) 5721 9526  
Web: [www.nema.org.au](http://www.nema.org.au)

**Shepparton Ethnic Council**  
158 Welsford St, Shepparton Vic 3630  
Phone: **(03) 5831 2395**  
Fax: (03) 5831 3764  
Web: [www.ethniccouncilshepparton.com.au](http://www.ethniccouncilshepparton.com.au)

## Material available in other languages

The Commonwealth Government Department of Health and Ageing produce Aged Care Information Sheets for older people and their carers available online at: [www.health.gov.au](http://www.health.gov.au).

The languages that are available as translated information sheets are:

Arabic	Italian
Chinese Simplified	Macedonian
Chinese Traditional	Maltese
Croatian	Polish
Dutch	Russian
Filipino	Serbian
German	Spanish
Greek	Vietnamese
Hungarian	

The Ethnic Communities Council of Victoria also has information and resources available to assist people who are aged or families and carers online at: [www.eccv.org.au](http://www.eccv.org.au)

### **Ethnic Communities Council of Victoria Statewide Resources Centre**

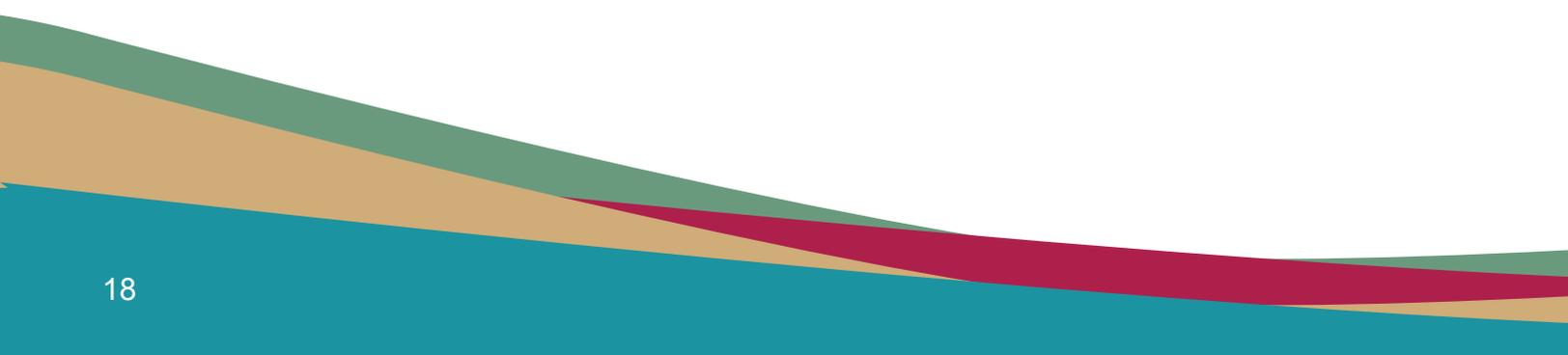
Level 2, 150 Palmerston St, Carlton Vic 3053  
Phone: **(03) 9349 4122**  
Fax: (03) 9349 4967

There is a great deal of information translated in other languages for people who are aged or their families and carers available on the internet. If you need help to access material contact FamilyCare: *Carer Support Services*, Phone: **(03) 5823 7081** or Upper Murray FamilyCare: *Carer Support Options*, Phone: **(02) 6055 8000** or **(03) 5720 0000**.

## Chapter 6 : Commonly used abbreviations and acronyms

Sometimes it is confusing when people use short names to talk about services or supports. The following list may be helpful in recognising these terms when they are used:

ACAS	Aged Care Assessment Service
ALO	Aboriginal Liaison Officer
CACP	Community Aged Care Package
CDAMS	Cognitive Dementia and Memory Service
DAIS	Disability Advocacy Information Service
DHS	Department of Human Services
DBMAS	Dementia Behaviour Management Advisory Service
EACH	Extended Aged Care at Home
EACH D	Extended Aged Care at Home Dementia
ERA	Elder Rights Advocacy
HACC	Home and Community Care
GP	General Practitioner
NATSIDAG	National Aboriginal and Torres Strait Islander Dementia Advisory Group
NEMA	North East Multicultural Association
PAV	Personal Alert Victoria
RIAC	Regional Information and Advocacy Council



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The guide is not a substitute for professional advice. Please see your GP or local health care provider if you have concerns about your health or a family member's health. The information in this guide should not be used as medical or legal advice. It is not intended to diagnose, treat or prevent any condition.

The information contained in this resource has been produced in good faith and every effort was made to ensure the details were correct at the time of printing.

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