Dementia Care
QUEENSLAND

dementiacareqld.com.au

FAMILY WELCOME GUIDE

Welcome to Dementia Care Queensland

What to expect from us, the NDIS in plain language, and who to call.



CALL US 24/7

0439 143 082

A real person answers, any time, day or night.

WHO WE ARE

Specialist by design. *Queenslander* by heart.

We exist for one reason: to make sure people living with dementia and cognitive decline get specialist support, from people who chose this work, wherever they live in Queensland.

OUR MISSION

To deliver specialist NDIS support for every Queenslander living with dementia and cognitive decline, so a diagnosis becomes the beginning of a plan, not the end of possibilities.

Five things we *never compromise on*.

Specialist, always.
We will never dilute our focus. Every person, every home and every decision centres on dementia and cognitive decline.

Dignity at every stage.
A diagnosis is not the loss of a person. We support people to live fully, with independence, connection and choice, at every stage.

A step ahead.
Dementia is progressive, so we plan for what's coming, not just what's in front of us.

One team around the person.
Coordinators, support workers and nurses who talk to each other, so nothing falls through the gaps.

Straight answers.
If we can help, we'll say so. If we can't, we'll say that too, and point you to who can.

GETTING STARTED

Your first *conversation*.

Call any time, day or night, or send an enquiry and we'll be in touch the same business day. You don't need an NDIS plan or a diagnosis to get in touch.

When you call.

A real person answers, 24 hours a day, 7 days a week. We'll listen, ask a few questions about the person and what's happening, and explain the options, including funding. If we're the right fit, we'll talk about next steps and timeframes. If we're not, we'll tell you and point you to who can help.

The first conversation costs nothing, and there's no obligation.

What happens *next*.

1. **We call you back.**
   The same business day, at the time that suits you.
2. **We listen and explain.**
   What's possible, what the NDIS can fund and what we'd suggest.
3. **You decide.**
   No pressure. If we're not the right fit, we'll point you to who is.

Useful to have, if you have them

- ✓ The diagnosis letter or report
- ✓ The current NDIS plan, if there is one
- ✓ Decision maker, guardian or EPOA details
- ✓ The NDIS number, or where the access request is up to
- ✓ Recent reports from doctors, OTs or nurses

Missing something? Call anyway. We'll help with the rest.

THE NDIS

The NDIS in *plain language*.

The National Disability Insurance Scheme (NDIS) supports people with a permanent disability that has a big impact on everyday life. Dementia that starts before 65 can often be supported by the NDIS.

Age is the deciding rule.
A person must be younger than 65 on the day they apply.

A diagnosis isn't enough on its own.
The NDIA looks at how the condition affects daily life, so good evidence makes the difference.

Joined before 65?
People who become participants before 65 can stay in the NDIS after their 65th birthday.

65 or older and not a participant?
Support usually comes through the aged care system. My Aged Care is the place to start.

How to *apply*.

1. **Contact the NDIA or a partner.**
   Call the NDIA, or your local area coordinator (LAC). They explain the process and the evidence needed.
2. **Make an access request.**
   Family can help, and a representative can complete parts of it for the person.
3. **Add supporting evidence.**
   Reports from the treating health professionals, plus any assessments you already have.
4. **Get the decision, then plan.**
   If the person is eligible, an NDIA planner talks through needs and goals for the first plan.

How a plan is managed. NDIA managed (the NDIA pays providers), plan managed (a plan manager pays them) or self managed (you pay them and keep the records). We're a registered NDIS provider, so we work with all three.

NDIA 1800 800 110 · My Aged Care 1800 200 422
Our full guide: dementiacareqld.com.au/ndis-and-dementia

OUR SERVICES

Eight services. *One* specialist team.

Start with one, add more as needs change, and never start again with a new provider who doesn't know the person.

Specialist Support Coordination
Your guide through the NDIS

Dementia Home Care
Trained support at home, day and night

Supported Independent Living
1:1 and 2:1 homes built for dementia

Medium Term Accommodation
A home in 5 to 7 days

Short Term Accommodation and Respite
A proper break, planned or urgent

Community Nursing
Registered Nurse led care at home

High Intensity and Complex Care
When needs are clinical or complex

Community Participation
Work, hobbies, friends and routines

Not sure where to *start*?

Here's where most people begin. If none of these fit, call us and we'll work it out together.

IF	START WITH
They're at home and the family needs help	**Dementia Home Care**
They're in hospital and can't go home yet	**Hospital to Home and Medium Term Accommodation**
Home is no longer safe, even with support	**Supported Independent Living**
The family carer needs a proper break	**Short Term Accommodation and Respite**
They have health needs like PEG feeding, wounds or seizures	**Community Nursing, or High Intensity and Complex Care**
Other providers have declined them	**High Intensity and Complex Care**
The NDIS feels impossible to navigate	**Specialist Support Coordination**
They want to keep working, socialising and doing what they love	**Community Participation**

YOUR SUPPORT TEAM

One team *around the person.*

Coordinators, support workers and nurses who talk to each other every week, so changes are picked up early and nobody has to retell the story.

Support workers.

Dementia trained, employed by us and trained on the person's own plans before their first shift with them. They help with personal care, meals, the house, outings and overnight support, and a small, regular group of workers means familiar faces.

Specialist Support Coordinators.

Where the plan includes Specialist Support Coordination, a coordinator who knows dementia sets up the plan, connects the right providers, plans for the next stage and steps in when things change.

Registered Nurses.

Registered Nurses oversee all clinical and high intensity supports. Our community nursing team provides care at home for health needs linked to disability in Brisbane, Logan, Ipswich, the Sunshine Coast, the Gold Coast and Toowoomba.

One *named contact.*

One person stays with you from the first call to a permanent home, and knows the whole story.

Every worker has

- Dementia trained, in every role
- A one week intensive induction before their first shift
- Advanced Maybo training, refreshed every two months
- A cleared NDIS Worker Screening Check

STAYING IN TOUCH

Kept *in the loop.*

You'll always know who to call and what's happening. Tell us how you'd like to hear from us, and we'll keep to it.

A say in every decision.

Plain answers, one contact and a say in every decision, including where your person lives next. We explain each step before it happens, and we keep you in the loop after.

Updates your way.

Tell us how you'd like to hear from us, by phone or email, and how often. You can change it any time.

When something changes.

If something important happens, such as a fall, a hospital visit or a change in health, we'll let you know.

Planning ahead.

As needs change, we'll talk with you about what's working and what's next, and help gather the evidence when a plan needs to change.

Notes that count.

Every shift is documented. Structured notes and summary reports show how needs have changed when a plan is reviewed.

If you are worried.

If anyone is in danger, call 000 first. Then call us when it's safe, and we'll help with what comes next.

Any time, *day or night.*

A real person answers our phone, 24 hours a day, 7 days a week.

0439 143 082

YOUR RIGHTS

Your voice *matters*.

Compliments, suggestions and complaints all help us improve. Raising a concern will never affect the support you or your family member receives.

You have the right

- To be treated with dignity and respect
- To make choices about your support, with help if you want it
- To privacy, and to know how your information is used
- To be safe, and free from harm, abuse and neglect
- To speak up, with a support person or advocate beside you

Ways to give feedback

Phone 0439 143 082, any time

Email anish@dementiacareqld.com.au

Online, and you can stay anonymous: dementiacareqld.com.au/feedback-and-complaints

How we handle it

1. **We acknowledge it.**
   Promptly, and we tell you who is looking after it.
2. **We look into it.**
   Fairly and confidentially, talking with the people involved.
3. **We tell you the outcome.**
   What we found and what we're doing about it.
4. **We learn from it.**
   Every complaint is reviewed so we can improve.

Support to speak up

A family member, friend or advocate can help you, or raise feedback for you. Need an interpreter? Call the Translating and Interpreting Service on 131 450 and ask them to call us. Deaf, hard of hearing or speech impaired? Contact us through the National Relay Service on 133 677. Find an independent advocate at disabilityadvocacyfinder.dss.gov.au.

Not satisfied?

If you're not satisfied with how we've handled your complaint, or you'd rather not raise it with us, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au.

FOR CARERS

Everyone needs a *break*.

Taking a break isn't giving up. It's how families keep going. Without breaks, carers become exhausted, and that's when things tend to go wrong for everyone.

Respite homes.

Homes set up for dementia, with 1:1 support as a minimum. Stays start at 14 days, so the person can settle and you can properly recharge.

In-home respite.

A dementia trained worker comes to the person, so they stay somewhere familiar while you take a break.

Emergency respite.

If a carer is suddenly unwell or can't go on, call us on 0439 143 082 at any hour.

The NDIS funds respite through Short Term Accommodation. It's usually funded for up to 28 days a year, from Core Supports in the plan. If respite isn't in the plan, or there isn't enough, talk to the support coordinator or the NDIA. Plan early: the best respite is booked before you're exhausted.

Before a stay, tell the team

- ✓ The daily routine: when they wake, eat and sleep
- ✓ What they enjoy, and what calms them
- ✓ Any behaviour support plan
- ✓ Their medicines and health needs
- ✓ What upsets them, and what to avoid
- ✓ How you'd like to get updates

Looking after *yourself*.

Use the break for you. Sleep, see friends, go to your own appointments. Tell your own GP that you're a carer, and talk to them if you're not coping. Say yes when people offer to help. Carer Gateway, an Australian Government program, offers free support for carers, including counselling, on 1800 422 737.

You're allowed to *rest*.

Many carers feel guilty about taking a break. Regular respite helps you keep caring for longer, and it often means the person keeps living at home for longer too.

USEFUL NUMBERS

Who to *call*.

Dementia Care Queensland
Any time, day or night. A real person answers.
0439 143 082

Emergency
If anyone is in danger, call 000 first
000

National Relay Service
If you are Deaf, hard of hearing or speech impaired
133 677

Translating and Interpreting Service
Ask them to call us
131 450

NDIA
NDIS access and plans
1800 800 110

NDIS Quality and Safeguards Commission
Complaints about NDIS providers
1800 035 544

Carer Gateway
Free support for carers, including counselling
1800 422 737

My Aged Care
For people 65 and over who are not on the NDIS
1800 200 422

YOUR NOTES

Notes

Your named contact

Their phone

Support coordinator

Their phone

CONTACT US

You don't have to work it out *alone*.

Call any time for a free conversation with a dementia specialist, or send an enquiry and we'll call you back the same business day.

Call us 24/7
0439 143 082
A real person, any time.

Send an enquiry
dementiacareqld.com.au/contact

Email
anish@dementiacareqld.com.au

Head office
Unit 20, 535 Oxley Road, Sherwood QLD 4075
Most of our work happens in people's homes, our homes and hospitals, so please call before visiting.

Specialist NDIS support for dementia, in every region of Queensland.



Dementia Care Queensland is a trading name of Vitalcore Support Services Pty Ltd (ABN 24 691 199 274), a registered NDIS provider (provider number 450249132).

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