



*Resthaven*  
Incorporated

COMMUNITY PARTNERS PROGRAM

# Aged Care Services Directory

For the German-speaking Community in SA

**English**





# **Aged Care Services Directory** **for the German-speaking Community** **in South Australia**

*A Community Partners Program Resource  
developed by Resthaven Inc.*

*October 2008*

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**An Australian Government Initiative**

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The information presented in this booklet was compiled from the publicly available promotional materials of the following agencies/organisations:

Welfare Centre for German-speaking Seniors	Department of Health and Ageing
Seniors Information Service	Ethnic Link
Active Ageing Australia	Commonwealth Respite and Carelink Centres
Meals on Wheels	Alzheimer's Australia
Council on the Ageing	Aged Rights and Advocacy Service
MALSSA Inc	Centrelink
Carers Australia	Office of Public Transport

# **Contents**

<b>Introduction .....</b>	<b>5</b>
<b>Welfare Centre for German-speaking Seniors .....</b>	<b>6</b>
<b>German-speaking Community Contact List .....</b>	<b>7</b>
<b>Accessing Aged Care – ACAT Assessments .....</b>	<b>8</b>
<b>Community Care.....</b>	<b>9</b>
<b>Wellbeing and Physical Activity .....</b>	<b>11</b>
<b>Therapy Services .....</b>	<b>11</b>
<b>Home Delivered Meals.....</b>	<b>12</b>
<b>Transport .....</b>	<b>13</b>
<b>Home and Personal Safety.....</b>	<b>13</b>
<b>Support for Carers - Respite Care .....</b>	<b>14</b>
<b>Residential Care .....</b>	<b>15</b>
<b>Information Services for Older People .....</b>	<b>18</b>
<b>Centrelink .....</b>	<b>19</b>
<b>Language Support and Service Linking .....</b>	<b>20</b>
<b>Your Rights .....</b>	<b>20</b>
<b>Advocacy Services for Older People .....</b>	<b>21</b>
<b>Legal Matters .....</b>	<b>22</b>
<b>Support for People with Dementia.....</b>	<b>23</b>



## ***Introduction***

In 2005 Resthaven Inc, in partnership with the Welfare Centre for German-speaking Seniors, engaged in the Community Partners Program (CPP), funded by the Department of Health and Ageing. The broad purpose of the national CPP initiative was to improve access by older ethnic communities to the mainstream aged care support services.

The German project conducted by Resthaven investigated and confirmed the fact that the older German speaking people in Metropolitan Adelaide were under-represented in aged care support services, yet having a significant need for them. A number of strategies were recommended to address this need. One strategy was provision of relevant information about the available aged care services in the German language.

There is no doubt that a variety of information about the services available for older people already exists in the form of pamphlets, directories, internet pages, fact sheets etc. It is also widely recognised by both service providers and consumers, that this information is often inaccessible to those who need it, for a variety of reasons, such as the complexity and fragmentation of programs, unclear entry processes, use of formal terminology, lack of personalised advice etc. Whilst this is true for many older people in general, for the older ethnic communities, this problem is additionally compounded by language barriers and different cultural attitudes to ageing and aged care.

This directory has been written specifically for the older people of German speaking backgrounds. It brings together information from many sources to assist them in understanding and accessing the complex and often confusing system of aged care services. Its intention is to firstly explain in simple language the essential concepts and definitions of various services, and secondly, to outline steps one needs to take to access them.

This directory outlines in general terms several different types of support services for older people. In the context of a simple directory, it cannot possibly cover everything that is relevant and available for older people. It does, however, give clear directions in regard to how to seek and find additional information.

It is anticipated that this directory will become a useful tool for volunteers and community workers who work with German-speaking older people. A number of key information sources, which will be of assistance to volunteers and community workers, are listed throughout this publication.

# Welfare Centre for German-speaking Seniors

For the German-speaking older people in the metropolitan Adelaide, the Welfare Centre for German-speaking Seniors, established in 2003 by the SA German Association, provides the first point of contact for obtaining initial information, referral and support relating to aged care services.

The Centre offers the following:

- **Visiting** - German speaking volunteers provide companionship, assistance with shopping, appointments and other daily activities. This service is free.
- **Social Support** – regular seniors meetings at the German Club. Activities vary and include conversation, games, entertainment, meal, outings. Some fees may apply.
- **Transport Assistance** – volunteers assist individuals with transport to social meetings, appointments etc. Some fees may apply.
- **Home Support Services** – in some cases, the Centre can supply a German-speaking home support worker providing shopping, cleaning, personal and respite care. Some fees may apply.
- **Free and accurate information** about the aged care services in both German and English.
- **Individual assessment** of a person's aged care needs. A staff member visits clients at home to discuss their situation. This may require an involvement of the Aged Care Assessment Team. This service is free.
- **Referral** to the appropriate service, according to the identified need, for example home support services, respite, residential services. Staff will help to find a service that is culturally responsive. This service is free
- **Advocacy** – promoting the interests of German-speaking seniors. Staff will liaise with the service providers on clients behalf. This service is free.

## ❖ For more information contact

- Aged Care Services Coordinator  
Telephone: 8232 2999  
Mobile: 0425 736 992  
SA German Association (SAADV Inc)  
223 Flinders Street, ADELAIDE SA 5000

# ***German-speaking Community Contact List***

## **Welfare Centre for German-speaking Seniors**

Christa Michaelis 8232 2999

## **SA German Association**

Dr Ian Harmstorf 0412 492 151

## **German Club of Elizabeth Inc**

Kurt and Inge Stumann 8255 5904

## **German Honorary Consulate**

James Robert Porter

Sigi Brown 8231 6320

## **Busy Bees Club**

Gerda and Paul Busch 8387 9768

## **Donauschwaben of South Australia**

Marianne and Hermann Lammler 8337 9980

## **Swiss Club**

Maya Schnider 0434 923 747

## **Swiss Consulate**

Rene Pfister 8271 8854

## **Austrian Association of SA**

Herbie Reiter 0419 760 719

## **Austrian Honorary Consulate**

Robert Gerard

Gitti Schuster 8139 7336

## ***Accessing Aged Care – ACAT Assessments***

The first step in accessing most government-subsidised aged care services is to receive an assessment by the Aged Care Assessment Team (ACAT). An ACAT assessment is valid for 1 year.

You must have a current ACAT assessment to obtain the following services:

- **Community Aged Care Packages**
- **Extended Aged Care at Home Packages**
- **Extended Aged Care at Home Dementia Packages**
- **Residential Respite**
- **Residential Care**

**You do not need an ACAT assessment to obtain Home and Community Care services.** (These services are explained in the next section of this directory)

The first step is to telephone ACAT. You can ask your doctor, a family member or a community worker to help you with making this call.

When you first contact ACAT, a worker will ask for information such as your date of birth, language, family contacts.

Your name will be put on a waiting list and it may take a few weeks before an ACAT worker calls you back to arrange a time. You will then be visited at home by an ACAT professional who will ask you questions and discuss your situation to assess your needs. After the appointment, the information will be reviewed with other team members and within a few days you will receive a letter describing the services you are eligible for. You may decide yourself which service provider to choose, or you can ask ACAT to do it for you.

An ACAT assessment is a free and confidential service. You may wish to have a relative or a friend with you during the assessment. It is essential that you fully understand everything that is discussed at your assessment. If you need an interpreter, let the ACAT know when you make an appointment. During your assessment, don't be afraid to ask as many questions as you like and if you are not sure, ask for things to be explained to you. If you wish, a representative of the Welfare Centre for German-speaking Seniors will be available to attend the assessment and support you throughout the process.

### **❖ For more information contact**

- ACAT 8193 1300
- Your local doctor
- Welfare Centre for German Speaking Seniors 8232 2999

*Government subsidised aged care services have a responsibility to ensure that they meet the cultural and language needs of their clients. Some services may have a worker who speaks your language, others will arrange an interpreter for you. If your English is limited and you feel you won't be able to communicate effectively, it is your right to ask for professional language assistance, so you can make an informed decision.*

## **Community Care**

**As they age, the majority of people choose to remain living in their home as long as possible. They may require some assistance to be able to do that. The term Community Care means a range of aged care services designed to assist older people to live independently in their home. The level of assistance is determined by and matched to a person's individual needs.**

Community Care is often talked about as 'care packages'. The term 'package' defines the types of services, number of hours of care a person can receive per week and the cost.

It is very important to consider one's future care needs, find out about services available and plan ahead, as there are often significant waiting lists for services.

Fees apply to every level of community care. The amount you pay varies according to program or package of care you receive. Client contribution is calculated according to the fee structure set out by the Government and takes into consideration individual circumstances. Special consideration is given to people who are financially disadvantaged. All clients receive the same quality of care regardless of the level of fees paid.

### **Home and Community Care (HACC)**

Home and Community Care provides basic support services to those older people who are largely independent but require some assistance. Services include:

- Individual support in a person's home, such as cleaning, meal preparation, shopping, transport, administering medication, personal care (assistance with bathing, dressing, grooming etc). These can be offered on a long or short term basis.
- Social support outside of home, such as group programs held in community centres, outings, bus trips etc.
- One off services such as home modification, maintenance, gardening, etc.

*Home and Community Care services are provided by local councils, community health centres and community organisations. Individuals can refer themselves, or be referred by family, friends or a professional. You do not need to be assessed by the Aged Care Assessment Team (ACAT) to receive Home and Community Care services. Client fee contribution and waiting periods apply.*

### **Community Aged Care Packages (CACP)**

Community Aged Care Packages provide low-level care services to those older people with more complex needs, or who require a range of services to help them continue living at home. Packages are flexible and designed to suit individual needs, and may include: meal preparation, home cleaning, gardening, transport, social support and personal care (assistance with bathing, dressing, grooming etc).

These services are planned and coordinated by approved aged care service providers.

*Individuals can refer themselves, or be referred by family, friends or a professional. To be eligible for services, a person must undergo an assessment by the Aged Care Assessment Team (ACAT). Client fee contribution and waiting periods apply.*

### **Extended Aged Care at Home Packages (EACH)**

Extended Aged Care at Home Packages provide high-level care services to people who need more help than a Community Aged Care Package can provide. These packages can be an alternative to a residential care. They are flexible and designed to suit individual needs, and may include: meal preparation, home cleaning, transport, social support, nursing care and other allied health services and personal care (assistance with bathing, dressing, grooming, eating etc),

These services are planned and coordinated by approved aged care service providers.

*Individuals can refer themselves, or be referred by family, friends or a professional. To be eligible for services, a person must undergo an assessment by the Aged Care Assessment Team (ACAT). Client fee contribution and waiting periods apply.*

### **Extended Aged Care at Home Dementia Packages (EACHD)**

EACHD packages offer the same range of services as EACH packages but in addition provide specific supports for people experiencing behavioural and psychological symptoms associated with dementia.

*Individuals can refer themselves, or be referred by family, friends or a professional. To be eligible for services, a person must undergo an assessment by the Aged Care Assessment Team (ACAT). Client fee contribution and waiting periods apply.*

### **Language Support and Service Linking - Ethnic Link**

Older people from ethnic backgrounds often face language and cultural barriers in accessing community care services. Ethnic Link Services help older people, people with disability and their carers to overcome these barriers.

Bilingual bicultural workers work with clients to link them to a range of services to enable them to remain living at home in the community. It involves providing information, language support, arranging appointments, contacting providers and helping with paperwork.

*Individuals can contact Ethnic Link Services themselves, or be referred by family, friends or a professional.*

#### **❖ For more information contact**

- Commonwealth Respite and Carelink Centres 1800 052 222
- Domiciliary Care SA 8193 1234
- Seniors Information Service 8163 8776
- Your local doctor
- Your local council
- Welfare Centre for German Speaking Seniors 8232 2999
- Ethnic Link 8241 0201

*Government subsidised aged care services have a responsibility to ensure that they meet the cultural and language needs of their clients. Some services may have a worker who speaks your language, others will arrange an interpreter for you. If your English is limited and you feel you won't be able to communicate effectively, it is your right to ask for professional language assistance, so you can make an informed decision.*

## ***Wellbeing and Physical Activity***

These days older people live longer than ever before. It is very important that they maintain the quality of life and good physical and mental health. Research shows that regular moderate physical activity can have significant health benefits for older people. It delays or prevents the onset of some of the diseases associated with ageing, it maintains a person's mobility, flexibility, strength and balance. In addition, it improves mental wellbeing, prevents depression and provides an opportunity to socialize with others. Various physical activity options suitable for older people are available throughout the metropolitan area. They are often offered through local councils, community health centers, and clubs. The fees vary but are usually low. It is best to talk to your doctor to make sure a particular exercise program is suitable for you.

### **❖ For more information contact**

- Your local council
- Welfare Centre for German Speaking Seniors 8232 2999
- Active Ageing Australia 8232 9077 '[www.activeageingsa.net.au](http://www.activeageingsa.net.au)'
- Seniors Information Service 8163 8776

## ***Therapy Services (rehabilitation)***

Therapy centres offer a range of professional services supporting older people in maintaining or recovering their physical wellbeing, functioning, mobility and independence. These programs address a range of needs, from promoting healthy lifestyles, through preventative programs, to specialized rehabilitation programs.

Therapy services are available on an individual or small group basis. They include:

- physiotherapy
- occupational therapy
- speech therapy
- podiatry
- continence management
- falls prevention
- other specialized services such as stroke rehabilitation, dietetic services, Parkinson's Disease rehabilitation, memory disorders etc

*Doctor's referral is required for most therapy services. Fees apply and are calculated on the basis of individual circumstances. Some of these therapy services may be covered by Medicare benefits. People who have a chronic medical condition may be eligible for up to 5 Medicare covered allied health services per year following a referral by their GP.*

### **❖ For more information contact**

- Your local doctor
- Welfare Centre for German Speaking Seniors 8232 2999
- Commonwealth Respite and Carelink Centres 1800 052 222
- Seniors Information Service 8163 8776

# ***Home Delivered Meals***

## **Meals on Wheels**

For the elderly and younger people with disability and their carers, who are unable to shop, prepare and cook meals for themselves, Meals on Wheels can provide freshly cooked and very affordable meals delivered directly to home. The meals are nutritionally balanced and suitable even for people with diabetes. They consist of soup, main course and desert. This service is available 5 days a week, except public holidays.

Referrals can be made directly by a person needing a service, or by a doctor, family member or a community worker. Following the initial referral, a Meals on Wheels worker will visit the person to explain how the service works and complete the paperwork, including payment details.

Meals can be arranged on a long or short term basis, depending on the person's needs. They can be cancelled at any time.

## **Other meal services**

In addition to Meals on Wheels, home delivered fresh or frozen meals are also available from a number of commercial companies, community groups and ethnic organizations. These services vary greatly in their prices and eligibility criteria.

## **Culturally specific food**

Food is an important part of our lives. It provides a way of continuing our traditions and expressing our cultural identity. If you are receiving a package of community care, tell the workers about your special cultural food preferences and they will try to meet your needs.

### **❖ For more information contact**

- Meals on Wheels 8271 8700
- Seniors Information Service 8163 8776
- Your local council
- Yellow Pages directory (under 'Catering' or 'Frozen Foods')
- Commonwealth Respite and Carelink Centres 1800 052 222  
'[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)'

## ***Transport***

Getting around often becomes a problem for older people. Some may have never learnt to drive the car, while others may no longer be able to do so, due to the declining health.

There are some other options, such as:

- Public transport offers travel concessions for the holders of Pensioner or Senior's Card.
- Local councils usually provide some transport assistance for seniors and residents with a disability. A community bus may offer door to door pick ups and drop offs. There are also scheduled bus trips to take people to the shopping centre or some group activities organized within the council.
- In addition, there are some volunteer driver services to assist people to do their shopping, attend appointments etc. These services may be available through the council, local church, Red Cross, community organization etc. The Welfare Centre for German-speaking Seniors may also be able to arrange transport through volunteer drivers or provision of taxi vouchers.
- Subsidised taxi vouchers are available to people whose disability prevents them from using the public transport safely. The companion of the person eligible for taxi subsidy is entitled to a free travel card.
- People with visual impairment are entitled to a free travel pass on public transport.

### **❖ For more information contact**

- Your local council
- Adelaide Metro Infoline 8210 1000
- Seniors Information Service 8163 8776
- SA Transport Subsidy Scheme 1300 360 840
- Office of Public Transport 8303 0822
- Welfare Centre for German-speaking Seniors 8232 2999

## ***Home and Personal Safety***

An older person living in the community may at times feel vulnerable. The South Australian Police 'Home Assist Scheme' can help elderly people, people with a disability and their carers to improve their home and personal safety and reduce the risk of becoming a victim of a crime. A police coordinator can visit you at home and discuss with you a number of security issues that you may need to improve. The Home Assist worker from your local council will then assist you to make these improvements.

### **❖ For more information contact**

- Home Assist Coordinator 8204 2817

## ***Support for Carers - Respite Care***

**Carers are people who provide regular care at home for a family member who is frail aged, has a disability, a chronic illness or dementia. Some carers live with the family member and provide continuous care, others live away, have their own family and work commitments, and provide care several times a week or whenever they can.**

Caring can be very physically and emotionally demanding and it is very important for carers to look after their own needs and have a break.

Many carers do not recognise themselves as such and may miss out on the support services available to them.

The Australian Government recognises the special role and contribution of carers. Carers may be eligible for some financial assistance from Centrelink, such as Carer Allowance or Carer Payment (please refer to the Centrelink section of this directory).

Making respite care arrangements for the loved one enables the carer to take a break from their caring role to rest, attend to other responsibilities, or to have a holiday. Respite care can be organised for day time, evening or overnight.

Respite Care offers different options, depending on your needs:

- In the person's home – the service varies in hours and frequency. It can be pre-arranged and regular, or used in an emergency.
- In community day respite centres – programs offered over 5-6 hours a day, transport and meals may be provided.
- In community respite cottages – overnight respite in a home style secure environment – length of stay varies from one to few nights per week.
- In a residential facility – length of stay vary from few days to several weeks. An ACAT assessment is necessary to obtain residential respite. (refer to the 'ACAT assessments' section of this directory) Arranging a short period of residential respite can be an excellent way of 'trying out' an aged care home and can help overcome some of the anxiety associated with making a decision to move into residential care.

The Welfare Centre for German-speaking Seniors can provide individually tailored respite options in clients' homes or community centres. Whenever possible, respite services are provided by German-speaking staff or volunteers.

### **❖ For more information about respite care contact**

- Commonwealth Respite and Carelink Centre 1800 052 222
- Commonwealth Carer Resource Centre 1800 242 636
- Centrelink carers line 132 717
- Welfare Centre for German Speaking Seniors 8232 2999

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## ***Residential Care***

**The time may come when an older person is no longer able to manage living at home, even with in-home support, and moving into an aged care home may need to be considered. Aged care homes are also known as 'Residential Care'. To be considered for Residential Care you must have a current ACAT assessment (please refer to an 'ACAT Assessments' section of this directory)**

Residential care facilities provide accommodation, basic furnishings, laundry, cleaning, meals and refreshments, staff to help at all times, personal care (assistance with bathing, dressing, grooming, eating etc), nursing care, and social activities.

Residential care facilities have often been described as either 'low care' (hostels) or 'high care' (nursing homes). These days, many aged care homes provide both low and high levels of care, enabling people to remain in the same environment even if their care needs change. This is often referred to as 'Ageing in Place'. Whether a person qualifies for 'low' or 'high' care is determined by an Aged Care Assessment Team – ACAT.

Moving into an aged care home represents a significant change in life. It is very important when considering residential care that an older person and their family are well informed and fully understand the process involved and the changes this decision will bring to their lives. It is normal to experience some feelings of anxiety and sadness at this time of life. The staff of the aged care facility can offer a range of supports to new residents to help them overcome these feelings and settle in.

To receive Government funding, the providers of residential care must meet a number of standards relating to the quality of services they provide. When choosing an aged care home you have the right to find out how the home is rated. It is best to ask the Manager directly during a visit. If you are not comfortable doing that, the Aged Care Standards and Accreditation Agency has detailed information about residential facilities accreditation on their website.

When choosing an aged care home it is also important to consider how it meets the cultural needs of the residents. There are some aged care homes which cater for a particular ethnic group and are often able to provide bilingual staff and many cultural features. Most aged care homes however provide care to residents from many different backgrounds and are required to meet their cultural needs. This can be demonstrated by offering ethnic food, supporting residents in observing their cultural traditions, organising culturally meaningful activities, finding a volunteer visitor who speaks the client's language etc.

When you first come to live at the aged care home, a Staff member will ask you questions about your past experiences, your traditions, preferences, things that are important to you. Tell them as much as you can about your cultural needs so they will be able to meet them.

## Entry into residential care can be briefly outlined in the following 5 steps:

1. **Arranging an ACAT assessment.** It will determine if you are eligible for residential care and at which level (low or high) The ACAT assessment is valid for 12 months. You can ask your relative, a friend, your GP or a community worker to help you contact ACAT. (Refer to the 'ACAT Assessments' section of this directory)
2. **Selecting an aged care home.** Consider the location - you may wish to remain in your neighbourhood, or choose a home closer to your children. Contact the homes you are considering to arrange a visit and once there ask questions. You can visit as many facilities as you wish. Seniors Information Service maintains a regularly updated list of current residential care vacancies across the Metropolitan Adelaide. (Refer to 'Information Services for Older People' section of this directory)
3. **Working out the cost.** While the Australian Government subsidises residential care, the aged care homes charge a number of fees. The fees are calculated individually, according to your income and assets. These calculations can be quite complex. It is advisable to seek some advice on how the move to an aged care home will affect your financial situation. (Refer to 'Information Services for Older People' section of this directory)
4. **Completing and submitting an application form.** You need to submit a completed application form for residential care (including residential respite). Call the aged care home of your choice and ask for the forms to be sent to you. Once the aged care home will receive your completed application, they will contact you if they have a place. You can submit applications to as many aged care homes as you wish. You may be able to get some help with completing paperwork (refer to the 'Information Services for Older People').
5. **Moving into an aged care home.** Residential facilities provide basic furnishings but you will be able to bring some of your personal possessions with you, depending on the space available. It is a good idea to discuss this with the Manager prior to moving in. The staff of the aged care home will support you during the transition period to help you cope with the changes.

## **Other accommodation options**

In addition to the government subsidised residential care there are other forms of accommodation for older people. They include:

- retirement villages
- independent living units
- serviced apartments
- supported residential services

These facilities offer an accommodation alternative to residential care for those older people who are still largely independent but no longer wish to remain in their own homes.

They are regulated by the State and Federal laws and may be purchased under a licence to occupy or in some cases may be rented. The cost for this type of housing varies according to the provider, and may involve complex legal and financial considerations. Seniors Information Service offers comprehensive information about these accommodation options.

### **❖ For more information about residential care contact**

- Welfare Centre for German Speaking Seniors 8232 2999
- Commonwealth Respite and Carelink Centres 1800 052 222
- Seniors Information Service 8163 8776
- Your local doctor
- The Aged Care Standards and Accreditation Agency 1800 288 025
- Centrelink Financial Information 132 300

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## ***Information Services for Older People***

It is very important for the quality of life of older people that they have accurate information about all aspects of their life, such as health, accommodation, aged care, work, leisure, retirement, legal and financial matters etc. Having this information maximises people's independence and allows them to make the right decisions.

**The Welfare Centre for German-speaking Seniors** provides free and accurate information about aged care services in both German and English language.

**The Seniors Information Service** is dedicated to providing older people and their carers with comprehensive information on a wide range of topics. Information is available over the phone, in printed form, on the website, as well as delivered during information seminars. Printed information is available in several languages, including German. This service can help people with completing application forms for residential care.

The Seniors Information Service also encourages older people to embrace the information technology. It offers free internet access, introductory computer courses, as well as general computing facilities for all people over 50.

**Commonwealth Respite and Carelink Centres** offer a telephone information service operated by trained staff. Centres provide free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.

**The Aged Care Information Line** provides information about aged care services, including information on fees and charges, income testing and financial assistance.

**Government Aged Care Services Directories** – Australian Government produced some comprehensive guides to aged care services available as booklets and online.

- 'Australian Directory of Services for Older People'  
available by calling 1800 500853 or on website 'www.seniors.gov.au'
- 'Guide to Aged Care'  
available by calling 1800 052 222 or on website 'www.agedcareguide.com.au'

**Centrelink Financial Information** is a free service that may be helpful to you, especially when working out the cost of residential care.

### **❖ For more information contact**

- Seniors Information Service 8163 8776
- Commonwealth Respite and Carelink Centre 1800 052 222
- Aged Care Information Line 1800 500 853
- Centrelink Financial Information 132 300
- Welfare Centre for German speaking Seniors 8232 2999

## **Centrelink**

**Centrelink services offer a range of payments that older people might be eligible for. Contact Centrelink for information about the Australian age pension, pensions from overseas, concessions, carer payments and allowances, bereavement payment, income assessment for residential care etc.**

It is best to call Centrelink directly to find out what payments you may be eligible for. Do not rely on information given by your friends or relatives, as Centrelink payments are calculated according to individual circumstances and may vary significantly.

Centrelink also provides a free financial information service that may be helpful to you, especially when working out the cost of residential care.

It is easy to speak to Centrelink officers in your own language by calling the multilingual number. Always have your Customer Reference Number handy, choose a quiet place to make a phone call and write down the information you are given. Ask as many questions as you like.

You can also have Centrelink quarterly publication 'News for Seniors' delivered to your home. It is available in a number of community languages, including German. It contains important information about changes to payments, eligibility criteria and other relevant matters. Ask the Centrelink officer to arrange for this publication to be sent to you.

### **❖ For more information contact**

- Centrelink Multilingual Service 131 202
- Centrelink Financial Information 132 300
- Centrelink German language publications at '[www.centrelink.gov.au](http://www.centrelink.gov.au)'

# ***Language Support and Service Linking***

## **Ethnic Link**

Ethnic Link Services help older people, people with disability and their carers to overcome language and cultural barriers in accessing community support services.

Ethnic Link Services employs bilingual bicultural workers who work with clients to link them to a range of services to enable them to remain living at home in the community.

The work involves:

- Providing information about services to clients
- Linking clients to services and supports they need
- Helping with language barriers in accessing the services
- Helping with paperwork, such as letters, documents, forms etc
- Arranging appointments

## **Welfare Centre for German-speaking Seniors**

The centre assists older people of German speaking backgrounds in finding culturally appropriate aged care services that meet their needs. The workers will provide advocacy, language support and help with paperwork. (Refer to the 'Welfare Centre for German speaking Seniors' section of this directory)

### **❖ For more information contact**

- Ethnic Link 8241 0201
- Welfare Centre for German speaking Seniors 8232 2999

## ***Your Rights***

**Whether you are receiving Residential Care, Community Care or any other aged care service, it is important to be aware that you have the right to:**

- Be informed about your rights
- Be involved and informed about all decisions related to your care
- Be in charge of your life, your money and your possessions
- Be treated with dignity and respect
- Continue your cultural or religious practices and retain your native language
- Receive quality care that meets your needs, regardless of the fee you pay
- Complain and take steps to sort out any problems
- Retain your privacy

Many people believe it is inappropriate to complain about a service that they are receiving. It is encouraged that you provide feedback about services to aged care providers, as it can be used to improve services to other clients. If you like a service you can pass on comments/compliments to the Manager. Alternatively, if you have a concern or complaint about the quality of care or services you are receiving, you may like to discuss this with the Manager. If you are uncomfortable doing this, you can contact the *Aged Care Complaints Investigation Scheme*. This is a free and confidential service and you can remain anonymous.

### ❖ For more information contact

- Seniors Information Service 8163 8776
- Aged Care Complaints Investigation Scheme 1800 550 552
- ARAS 8232 5377
- Welfare Centre for German-speaking Seniors 8232 2999

## ***Advocacy services for older people***

***Advocacy services promote the interests and protect the rights of those who may not know how to, or not be able to speak for themselves.***

### **Aged Rights Advocacy Service (ARAS)**

Sometimes an older person may experience mistreatment, either by family, friends or workers. It is important to know that there are people who are trained to assist you if you are experiencing harm.

The Aged Rights Advocacy Service (ARAS) promotes and supports the rights of older people and their carers. The ARAS advocate will act on your behalf and will provide information about your rights, listen to your concerns and help you resolve the problem. You can arrange for the ARAS worker to come to you, or to meet them in their office. The service is free and confidential.

### **Malssa Inc**

Malssa Inc advocates on behalf of people with disabilities and their carers from culturally diverse backgrounds. Advocates provide assistance to ensure people receive equal access to and outcomes from services; assist clients with decision making on issues such as guardianship, social security matters, service plans and agreements. This service is free and confidential.

### **Aged Care Complaints Investigation Scheme**

This is a free and confidential service investigating complaints about Government subsidised aged care. You can call them with your concern and remain anonymous.

### **Welfare Centre for German-speaking Seniors**

The centre assist older people of German speaking backgrounds to ensure the services they receive from other providers are culturally appropriate and meet their needs.

### ❖ For more information contact

- ARAS 8232 5377
- Malssa Inc 8351 9500
- Aged Care Complaints Investigation Scheme 1800 550 552
- Welfare Centre for German-speaking Seniors 8232 2999

## ***Legal matters***

Most people understand the importance of having a will, a document which states who will receive your property and possessions when you die. Having a will makes it easier for the family to deal with your property and avoids lengthy legal processes.

It is equally important for anyone, and especially for an older person, to consider what will happen to them and their property when an accident, an illness or a disability results in a person not being able to make decisions, manage their affairs and communicate their wishes.

It is possible to plan ahead and make formal instructions about one's possible medical treatment, finances and any other relevant matters. These arrangements are called 'Advance Directives' and must be made when a person is still mentally competent to do so. There are several different kinds of Advance Directives and it is best to seek legal advice in preparing them.

Some government and community services offer free legal advice.

### **❖ For more information contact**

- COTA (Council On The Ageing) 8232 0422
- Legal Help Line 1300 366 424
- Women's Legal Service SA Inc 8231 8929
- Some community centres provide free legal advice (contact your local council)
- Private lawyers (fees apply)
- 'Early Planning' fact sheet in German available at '[www.alzheimers.org.au](http://www.alzheimers.org.au)'

## ***Support for People with Dementia***

**Dementia is a broad term used to describe a loss of memory, changes in intellectual functioning, personality, and loss of social skills. Alzheimer's Australia is the peak body representing the interests of people affected by dementia.**

Dementia occurs due to a progressive degeneration of the brain tissue, caused by a number of diseases; most commonly Alzheimer's disease.

While the risk of developing dementia increases with age, it is not an inevitable part of ageing. It is more common after the age of 65 years and can happen to anybody but it is important to remember that only some older people get dementia.

What you should know:

- Even though there is no cure for dementia, early diagnosis and possible treatment can help maintain the person's quality of life for longer. Talk to your doctor about your concerns about changes in memory. He or she will be able to recognize the symptoms and refer you to a specialist.
- Plan ahead: a person with dementia will inevitably at some point lose the ability to make decisions about their life, financial matters, treatment etc. It is important to make formal legal arrangements (Advanced Directives) while still able to do so. (Refer to 'Legal Matters' section of this directory)
- Caring for a person with dementia can be extremely demanding and exhausting. Carers need to look after themselves, having regular respite is crucial to maintaining carers health and wellbeing and allowing them to continue in the caring role. (Refer to 'Respite Care' section of this directory)
- Alzheimer's Australia provides a range of sensitive services to support people with dementia, their families and carers throughout the illness. This includes comprehensive information on every aspect of dementia (available in many languages including German), support groups for carers, counselling, and telephone help line. These services are free.
- Community Care offers different levels of support services for people with dementia and their carers. The level of support depends on individual needs. Fees and waiting periods apply (Refer to Community Care section of this directory).
- Extended Aged Care at Home Dementia (EACHD) Packages offer a range of in-home support services specifically for people experiencing behavioural and psychological symptoms associated with dementia. Individuals can refer themselves, or be referred by family, friends or a professional. To obtain an EACHD package, a person must have a current ACAT assessment. Fees and waiting periods apply. (Refer to the Community Care section of this directory).
- Welfare Centre for German-speaking Seniors has funding specifically to support carers. This includes provision of respite services by German-speaking staff and referral to other culturally appropriate respite services.

❖ **For more information contact**

- National Dementia Helpline 1800 100 500
- Commonwealth Respite and Carelink Centre 1800 052 222
- Welfare Centre for German Speaking Seniors 8232 2999
- Legal Services Commission telephone advisory service 1300 366 424