

充分利用暫息 照顧服務

本資料單張為腦退化症患者及其家人和照顧者提供瞭解和使用暫息服務方面的資訊，而且還提供了規劃和使用暫息服務方面的一些實用建議。

什麼是暫息服務？

暫息服務是為在家生活的所有腦退化症患者及其家人和照顧者提供的一種支持服務。對於腦退化症患者來說，暫息服務讓他們可以有機會離開家人或照顧者，在自己的家中或者在其它地方享受各種關係和富有意義的活動。暫息服務也可以讓腦退化症患者的家人和照顧者去工作和休閒，追求自己的興趣及照顧自己，從而維護他們的個人福祉。

“...我當然很高興走出家門做不一樣的事情...而且Jill也有時間做自己的事情...” – 腦退化症患者

腦退化症患者及其家人和照顧者可能有不同的暫息服務需要。在照顧者和腦退化症患者人生變化的整個過程中，暫息服務都為他們提供支持。

政府資助開展了許多不同類型的暫息服務，為腦退化症患者及其照顧者提供支持。不同地區有特定的服務，服務的使用取決於你所住的地區以及腦退化症患者的資格。若要使用暫息服務，需要由一個專家評估小組進行評估，他們將決定腦退化症患者是否有資格並且評估其需要。

所有暫息服務都應該靈活照顧到服務使用者的個別需要、優選暫息服務類型和個人情況，包括來自土著和托利斯海峽島民社區的人士、具有多元文化背景的人士、非英語使用者、同性戀者、雙性戀者、變性者和雙性者。

服務使用者應該對暫息服務的規劃和開展做出選擇和控制。

腦退化症患者的規劃暫息服務類型

- 家庭暫息服務
- 中心日間暫息服務
- 過夜或週末暫息服務

- 社區暫息服務
- 靈活暫息服務
- 養老院暫息服務

有什麼暫息服務？

若要瞭解你所在地區有什麼暫息服務，你可以與以下機構聯絡：

澳洲腦退化症協會 (Dementia Australia)

全國腦退化症幫助熱線 1800 100 500

dementia.org.au

老年護理服務 (My Aged Care) 1800 200 422

myagedcare.gov.au

照顧者門戶 (The Carer Gateway)

1800 422 737

carergateway.gov.au

聯邦暫息服務與 Carelink 中心 (Commonwealth Respite and Carelink Centres)

1800 052 222

緊急暫息住宿 (Emergency Respite Accommodation)

1800 059 059

退伍軍人家家庭護理評估機構 (Veteran's Home Care Assessment Agency)

市區：1300 550 450

地區：1800 555 254

(請注意：1800號碼為免費電話，但手機撥打除外)

National Dementia Helpline 1800 100 500

dementia.org.au

65歲以下的腦退化症患者

通過“照顧者門戶”(Carer Gateway)以及聯邦暫息服務與Carelink中心 (Commonwealth Respite and Carelink Centres) 可以獲得有關資訊。65歲以下的腦退化症患者以及/或者其照顧者可以通過全國殘障保險計劃(NDIS)來獲得各項服務。

NDIS計劃通過一個名為“維持非正式支持的支持服務”來提供與暫息服務類似的的支持服務。

請聯絡NDIS幫助熱線1800 800 110或ndis.gov.au

若要瞭解如何探索NDIS計劃以及為65歲以下的腦退化症患者提供有什麼暫息服務，請聯絡澳洲腦退化症協會的早發性腦退化症主要工作者，聯絡方式：全國腦退化症幫助熱線1800 100 500或dementia.org.au

考慮暫息服務時的小貼士

在考慮暫息服務時，要對你的需要和目標確定優先順序，這一點很重要。需要考慮以下事項：

什麼類型的暫息支持服務適合你？

- 這種服務是不是在你需要的時候提供而且持續時間也符合你的需要？
- 暫息服務的活動、工作人員和小組成員是否與接受暫息服務的人士的個人興趣相符？
- 暫息服務的地點和氣氛是否安全、友好並且富有支持性？
- 對個人興趣和福祉是如何評估、支持、討論和覆審的？

可能會有等候時間，因此務必要盡可能預先計劃。

適應暫息服務

你可能需要時間才會對使用暫息服務感到自信和自在。做以下事情可能會有所幫助：

- 與其他人談談他們的經歷

- 先使用短時間的暫息服務，然後再使用更長時間的暫息服務
- 與暫息服務的工作者談談自己最初的體驗，以便幫助大家相互瞭解。

如果你對暫息服務感到不滿意，請找服務機構談談，這可能是很容易調整的事情，或者你不妨考慮不同的暫息服務選擇。

與工作人員建立合作夥伴關係

你可以從一開始就分享個人資料，這有助於與工作人員建立關係。告訴他們接受暫息服務的人士的喜惡、做事的偏好、對壓力的反應、做什麼可以有幫助、重要的人生大事、醫療問題、醫藥、發生緊急情況時的安排。

使用暫息服務的人士亦不妨帶上一本展現自己人生經歷的影集或照片版，或者帶上一件富有意義的個人物品。這些工具可能有助於交談。

投訴

如果你對暫息服務感到不滿意並希望提出自己擔心的任何問題，最好直接與服務機構談談，這可能是很容易調整的事情，在大多數情況下可能很快得到解決。或者你不妨考慮不同的暫息服務選擇。

如果你對直接向服務機構投訴感到不自在或者事情仍未得到解決，你可以聯絡老年護理投訴專員 (Aged Care Complaints Commissioner)，電話：1800 500 294；網址：agedcarequality.gov.au

詳情

澳洲腦退化症協會提供支持、資訊、教育和輔導。請聯絡全國腦退化症幫助熱線：1800 100 500，或瀏覽我們的網站：dementia.org.au。



Interpreter

若需要語言方面的幫助，請致電口筆譯服務處電話：131 450。

MAKING THE MOST OF RESPITE CARE

This Help Sheet provides information for people living with dementia, their families and carers, about understanding and accessing respite services. It provides some practical suggestions for planning and using respite.

What is respite?

Respite is a form of support for all people living at home who have dementia, and their families and carers. For the person living with dementia, respite can be an opportunity to enjoy relationships and meaningful activities separate from their family or carer, and can be within their own home or elsewhere. Respite can also be a time where families and carers of people with dementia are able to sustain their personal wellbeing through work, leisure, interests and self-care.

“...I was glad of course to get out of the house and do something different...and Jill had time to herself to do things...” Person living with dementia

The person with dementia, and their family and carers, may have different needs for respite. Respite services support both the carer, and the person with dementia, throughout the changes in their lives.

The Government funds many different types of respite services to support people with dementia and their carers. Particular services are available in different areas, and access will depend on where you live and the eligibility of the person with dementia. To access respite services, an assessment will be conducted by a specialist assessment team who will determine eligibility and assess the needs of the person with dementia.

All respite services should offer flexibility to cater for individual needs, preferred types of respite, and personal circumstances, including people who are from Aboriginal and Torres Strait Islander communities, people with diverse cultural backgrounds or who speak languages other than English, and people who are lesbian, gay, bisexual, transgender and intersex.

The consumer should have choice and control over the planning and delivery of respite services.

Types of Planned Respite Services for people with dementia

- In-home respite
- Centre-based day respite
- Overnight or weekend respite
- Community-access respite
- Flexible respite
- Respite in a Residential Aged Care Facility

What respite is available?

To find out what respite services are available in your area there are a number of contact points:

Dementia Australia

National Dementia Helpline 1800 100 500
dementia.org.au

My Aged Care 1800 200 422
myagedcare.gov.au

The Carer Gateway 1800 422 737
carergateway.gov.au

Commonwealth Respite and Carelink Centres
1800 052 222

Emergency Respite Accommodation
1800 059 059

Veteran's Home Care Assessment Agency
Metropolitan: 1300 550 450
Regional: 1800 555 254

(Please note that 1800 numbers are free except from mobile phones)

National Dementia Helpline 1800 100 500

dementia.org.au

For people living with dementia under 65

Information is available through the **Carer Gateway** and **Commonwealth Respite and Carelink Centres**. The person with dementia who is under 65 and/or their carer can access services through the **National Disability Insurance Scheme (NDIS)**.

The NDIS provides respite-like support via a program called 'Support for Sustaining Informal Supports'.

Contact the NDIS help line on 1800 800 110 or ndis.gov.au

To find out about navigating the NDIS and what respite services are available for people with dementia who are under 65, contact Dementia Australia's **Younger Onset Dementia Key Workers** on the National Dementia Helpline 1800 100 500 or dementia.org.au

Tips when considering respite

It is important to prioritise your needs and goals when thinking about respite. Things to consider:

What type of respite support is right for you?

- Is the type of service provided when you want it, for the time you want it?
- Do respite activities, staff and group members match the personal interests of the person receiving the respite service?
- Is the location and atmosphere safe, friendly and supportive?
- How are individual interests and wellbeing assessed, supported, discussed and reviewed?

There may be a waiting time, so it is important to plan ahead if you can.

Adjusting to Respite

It may take time to feel confident and comfortable using respite services. It can help to:

- talk with others about their experiences
- take short respite breaks before having longer ones

- share the initial experience with your respite worker in order to help everyone to get to know each other.

If you are not happy with the respite service talk to the service provider as it may be something that is easily adjusted or you may want to consider different respite options.

Building partnerships with staff

You can support building relationships with staff by sharing personal information from the beginning. Tell them what the person receiving respite likes and dislikes, their preferences when doing things, reactions to stress and what can help, significant life events, medical issues, medications and emergency arrangements.

It can also be useful for the person accessing respite to take with them a life story photo album or board or a meaningful personal object. These tools can aid conversations.

Complaints

If you are unhappy with the respite service and wish to raise any concerns, it is best to speak directly with the service provider, as it may be something that can be easily adjusted and can be resolved quickly in most cases. Alternatively, you may want to consider different respite options.

If you are uncomfortable to raise a complaint directly with the service provider or if things remain unresolved, you can contact the **Aged Care Complaints Commissioner** on 1800 500 294 agedcarequality.gov.au.

FURTHER INFORMATION

Dementia Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at dementia.org.au



For language assistance phone the Translating and Interpreting Service on **131 450**