

S.T.



Has their
FACE
drooped?

Can they lift both
ARMS?

Is their
SPEECH
slurred and do they
understand you?

Prevent. Treat.
strokefoundation



A better plan for stroke for all New South Wales residents

Pre-Budget Submission
2024–25

*New South Wales survivor
of stroke Priya Sharma.*

strokefoundation.org.au

About Stroke Foundation

Stroke Foundation is a national charity that partners with the community to prevent, treat and beat stroke.

We stand alongside survivors of stroke and their families, healthcare professionals and researchers. We build community awareness and foster new thinking and innovative treatments. We support survivors on their journey to live the best possible life after stroke. We are the trusted voice of stroke in Australia, and we work to:

- › Raise awareness of the risk factors and signs of stroke, and promote healthy lifestyles.
- › Improve treatment for stroke to save lives and reduce disability.
- › Improve life after stroke for survivors.
- › Encourage and facilitate stroke research.
- › Advocate for initiatives to prevent, treat and beat stroke.
- › Raise funds from the community, corporate sector and government to continue our mission.

Our work aligns with three key pillars, Prevention, Treatment and Recovery, as outlined in our strategic plan, [Stroke Strategy 2024](#).

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Introduction

In 2020, more than 8,900 New South Wales residents experienced stroke for the first time, and there were more than 145,000 survivors of stroke living in our community – many with an ongoing disability.¹ Unless action is taken, it is estimated by 2050, New South Wales residents will experience an additional 6,513 new strokes annually, and there will be an additional 104,344 survivors of stroke living in the community.¹

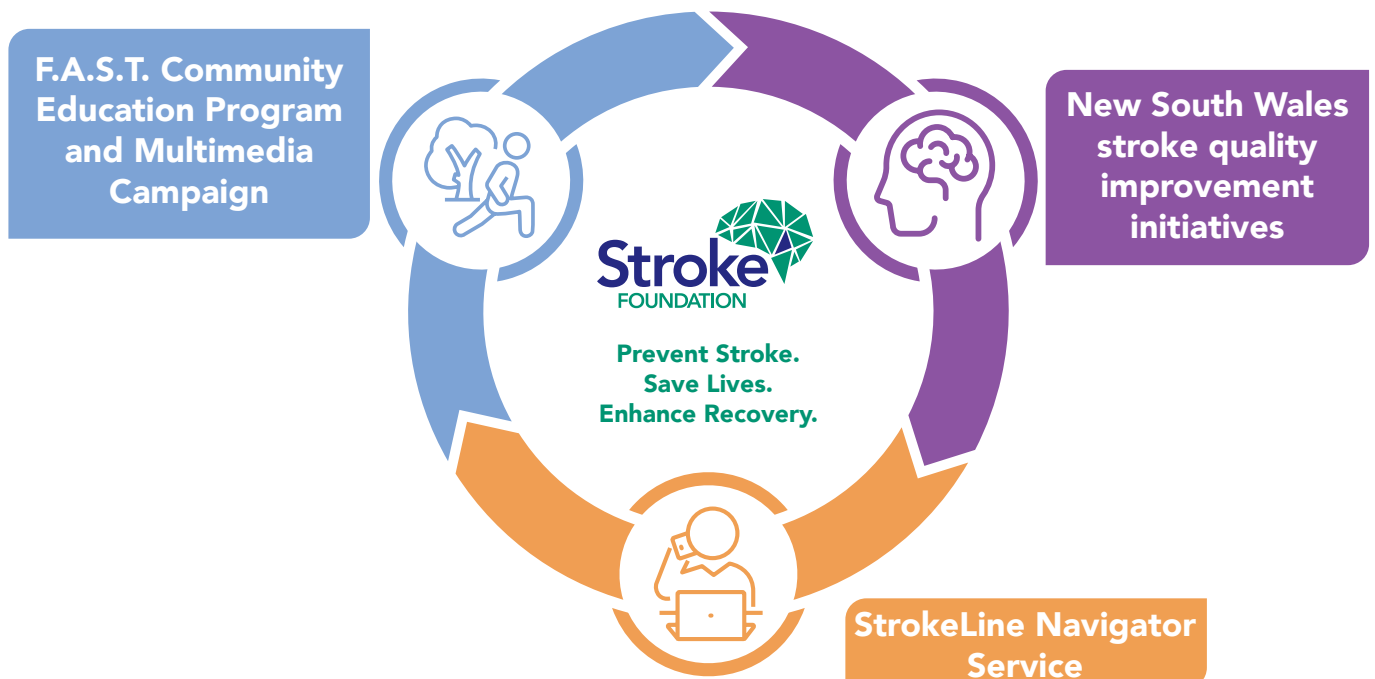
One of the key modifiable risk factors for stroke is high blood pressure. Importantly, 1,472,700 New South Wales residents are living with high blood pressure,¹ and many don't know it. In addition, 926,800 New South Wales residents are daily smokers, 805,500 have high cholesterol, 955,800 are physically inactive, and 4,331,300 are overweight or obese¹ – putting them at an increased risk of stroke.

Stroke Foundation has identified the three key initiatives that need to be implemented in order to prevent, treat and beat stroke in New South Wales. We have developed highly effective, evidence-based programs that will ensure New South Wales residents know how to reduce their risk of preventable stroke,

recognise the F.A.S.T. signs of stroke to reach hospital in time to receive world-class, best-practice stroke treatment and care, and are able to successfully transition from hospital to home and onto recovery to live the best possible life after stroke (Figure 1).

Stroke Foundation is proud to be partnering with the New South Wales Government in 2023 to deliver the successful F.A.S.T. Community Education Program and Multimedia Campaign in the Sydney metropolitan area. There is an opportunity to renew efforts and build on this investment by extending the support for this program, as well as investing in the StrokeLine Navigator Service, to strengthen stroke prevention, treatment and recovery, ensuring more New South Wales residents can avoid, survive, and recover from stroke. State Government investment in stroke quality improvement initiatives is also critical, to ensure New South Wales stroke clinicians have the knowledge and tools they need to deliver best-practice, evidence-based stroke treatment and care.

Figure 1. The three initiatives for preventing, treating and beating stroke in New South Wales



Summary of key budget proposals

Proposal	Investment	Page
Prevention: Fewer preventable strokes in New South Wales		
<p><i>Continue the F.A.S.T. (Face, Arms, Speech, Time) Community Education Program and Multimedia Campaign in the Sydney metropolitan area.</i></p> <p>Ensure more people in the Sydney metropolitan area know how to reduce their stroke risk and recognise the signs of stroke.</p>	\$250,000 p.a. (over four years)	6
Treatment: Ensure all New South Wales residents have access to evidence-based stroke treatment		
<p><i>New South Wales stroke quality improvement initiatives.</i></p> <p>State Government investment in initiatives that support a New South Wales Stroke Learning Health System, to ensure New South Wales stroke clinicians have the knowledge and tools they need to improve the quality, safety, and effectiveness of stroke treatment and care.</p>	Within existing resources	9
Recovery: Enhance recovery to help New South Wales residents achieve better outcomes after stroke		
<p><i>StrokeLine Navigator Service.</i></p> <p>Facilitate improved continuity of care and ensure New South Wales survivors of stroke are connected to the services, supports, and information they need to achieve their best possible recovery and avoid hospital readmission.</p>	\$550,000 p.a. (over four years)	12

Fewer preventable strokes in New South Wales

More than 80 percent of strokes can be prevented,² and stroke prevention remains the most effective means of reducing the burden of stroke in New South Wales.

Importantly, we know that many preventive health interventions are cost-effective, and for every dollar invested in prevention there is a \$14 return.³

Stroke Foundation is committed to reducing the number of preventable strokes in our community, by empowering more New South Wales residents to recognise the risk factors for stroke that can be changed, and in doing so increase their chances of preventing stroke. **Specifically, our goal is to ensure that by 2024, 65 percent of adult New South Wales residents will know the stroke risks they can change.**

Stroke Foundation delivers campaigns and programs to raise awareness of important modifiable risk factors for stroke such as high blood pressure. Stroke Foundation's annual 'Australia's Biggest Blood Pressure Check (ABBPC)' campaign raises public awareness of the link between high blood pressure and stroke and empowers Australians to know their stroke risk and understand how to manage it by getting a free health check at a pharmacy or with their general practitioner. Since the beginning of ABBPC in 2014, over one million Australians have received a free health check.

We have also developed a behaviour modification program aimed at secondary stroke prevention, called *Living Well After Stroke*. Following a successful national pilot that has demonstrated changed behaviours amongst participants, this program is currently being delivered in Tasmania with funding from the State Government and is delivering great results.

Stroke Foundation is proud to be partnering with the New South Wales Government to deliver the F.A.S.T. Community Education Program and Multimedia Campaign in the Sydney metropolitan area. Thousands of New South Wales residents have received life-saving messages about stroke, how to reduce stroke risk, and how to recognise the signs of stroke (using the F.A.S.T. test), as a result of this successful program. The program commenced in 2023, and there is still more work to be done to increase awareness about how to reduce stroke risk, and how to recognise the signs of stroke, in our community.

We are calling on the New South Wales Government to continue its investment in Stroke Foundation's evidence-based F.A.S.T. (Face, Arms, Speech, Time) Community Education Program and Multimedia Campaign in the Sydney metropolitan area, to reduce the number of preventable strokes in our community and ensure more New South Wales residents know the life-saving F.A.S.T. signs of stroke.

Continue the F.A.S.T. (Face, Arms, Speech, Time) Community Education Program and Multimedia Campaign in the Sydney metropolitan area.

Investment: \$250,000 per annum over four years.

We know that keeping people healthy and well, and the effective management of chronic conditions, are priority areas for the New South Wales Government. Stroke Foundation's *F.A.S.T. (Face, Arms, Speech, Time) Community Education Program and Multimedia Campaign* align strongly with these priorities and will help the New South Wales Government to deliver on one of the key strategic outcomes of the 'Future Health – Guiding the next decade of care in NSW 2022–2032' state health plan.

F.A.S.T. education campaigns are proven to increase awareness of the signs of stroke, and calls to emergency services, nationally⁴ and internationally.^{5, 6} Furthermore, in Tasmania, where the State Government has been funding the F.A.S.T. Community Education Program for five years, the unprompted community awareness of the F.A.S.T. signs of stroke has grown to be significantly higher than in all other states and territories.⁷

Stroke is a medical emergency, and faster diagnosis and treatment saves lives and results in improved quality of life. When someone suffers a stroke, every minute counts. F.A.S.T. access to treatment means a greater chance of recovery and decreased costs for our health system.

Importantly, only 39 percent of New South Wales stroke patients arrive at hospital within the 4.5-hour window for clot-dissolving treatment (thrombolysis).⁸ There is a clear lack of awareness in the New South Wales community about stroke and the need for it to be treated as a medical emergency.

It is critical New South Wales residents understand that if they or someone they know experience the signs of stroke, including facial drooping, arm weakness, or speech changes, they must call triple zero (000) immediately.

As such, Stroke Foundation is proud to be partnering with the New South Wales Government to deliver the F.A.S.T. Community Education Program and Multimedia Campaign in the Sydney metropolitan area. Between January and June 2023, the program has delivered:

- › an integrated multi-channel advertising campaign (including Meta, radio, print and YouTube) promoting the F.A.S.T. message in Sydney's CBD, to reinforce the connection between stroke, and the need to call an ambulance immediately

- › a total of 13 media mentions of F.A.S.T. stories in Sydney, mainly featuring on radio and online, with an audience reach of 36,000 people
- › 4 new StrokeSafe volunteer speakers
- › 36 StrokeSafe presentations, that reached over 1,000 people
- › StrokeSafe volunteer attendance at 5 community expo events, with a reach of over 1,500 people, where stroke and F.A.S.T. information was distributed
- › 6,600 F.A.S.T. branded items that were distributed to homes, organisations, and workplaces.

The F.A.S.T. Community Education Program and Multimedia Campaign is delivering results; however, the program commenced in 2023 and is due to expire in December 2023, and there is still more work to be done to increase awareness about how to reduce stroke risk, and how to recognise the signs of stroke, so more New South Wales and Sydney residents are able to receive life-saving treatment sooner.

The 2023 Stroke Foundation F.A.S.T. Signs and Stroke Awareness Survey reported on the unprompted awareness of the F.A.S.T. signs of stroke in greater Sydney, and showed that 38 percent knew speech difficulties were a sign, 26 percent knew facial drooping was a sign, and 8 percent knew an inability to lift both arms was a sign.⁷ This is much lower than the national average and lower compared to other metropolitan areas, representing a significant need to invest now to reverse the trend.

Importantly, we know that major gains in population awareness of the F.A.S.T. message can be made over time. For example, sustained State Government funding of the F.A.S.T. Community Education Program in regional areas of New South Wales, to support the roll out of the statewide Telestroke Service, resulted in significant increases in the unprompted awareness of the F.A.S.T. signs of stroke in these areas compared with metropolitan areas, which is still evident.⁷

We are calling on the New South Wales Government to continue its investment in Stroke Foundation's F.A.S.T. Community Education Program and Multimedia Campaign, which will increase awareness of what stroke is, how to reduce stroke risk, and how to recognise the F.A.S.T. signs of stroke, in the Sydney metropolitan area. It will also strengthen and maximise existing New South Wales Government investments in stroke treatment pathways and protocols, and infrastructure, including the metropolitan Sydney Large Vessel Occlusion (LVO) bypass model of care, as well as the new virtual reality (VR) training program for emergency stroke care.

Learn the F.A.S.T. signs of STROKE



FACE
drooped?



ARM
can't be raised?



SPEECH
slurred or confused?



TIME
is critical! Call 000.

If you see any of these signs
Act **FAST** call 000 (triple zero)



Eddie's Story

Eddie was 49 when he suffered a stroke.

He was at home when he began to experience the telltale F.A.S.T. (Face, Arms, Speech and Time) signs of stroke.

"I went to stand up and felt light-headed. I noticed I couldn't raise my left arm. I tried to get up again, but my legs collapsed from underneath me," said Eddie.

Thankfully, Eddie's wife Caroline was at home at the time. She had participated in a first aid course at work only the day before, where she had learnt about the signs of stroke. She knew what to do, kept Eddie calm, and called triple zero (000).

"I have no doubt she saved my life, if not my life, she was able to greatly improve my quality of life by getting me the help I needed quickly," said Eddie.

"I didn't realise younger people had strokes, but the reality is, they can happen to anyone, at any time," said Eddie.

Eddie says he's fighting stroke by facing challenges he once thought impossible.

"Being back at work was a big achievement of mine. It's been really great to have some independence."

"My next goal is to make it to the top of Mount Wellington. That would be the pinnacle of my recovery journey."



Survivor of stroke, Eddie.

Ensure all New South Wales residents have access to evidence-based stroke treatment

Stroke is a medical emergency, requiring urgent medical attention; however, with the right treatment at the right time, many people can recover from stroke. 'Time is brain' stroke treatments, including thrombolysis (clot-dissolving treatment) and endovascular thrombectomy (blood clot removal treatment), are saving lives and reducing disability in survivors of stroke.

Modelling commissioned by Stroke Foundation, and undertaken by Deloitte Access Economics, has shown that if the endovascular thrombectomy rate in the Australian population was increased from its current rate of 3 percent to a target rate of 10 percent, the potential savings from meeting this benchmark in 2020 were estimated to be \$455 million over five years (in net present value terms).⁹

An increase in the endovascular thrombectomy rate would mean more patients who might otherwise require a lifetime of disability support being able to live independently, return to work, and resume social and community participation. These benefits and the accompanying cost savings would accrue to individual survivors of stroke and their families and carers, as well as federal and state and territory governments, employers, and society more broadly.⁹

Endovascular thrombectomy is a highly effective treatment with evidence of benefit in selected patients with large vessel occlusion,¹⁰ but it requires highly specialised teams, and is restricted to comprehensive stroke centres. In New South Wales, the State Government is developing a metropolitan Sydney Large Vessel Occlusion (LVO) bypass model of care, to help health and ambulance services identify patients who are suitable for this treatment, and ensure they are transferred (if not already at an endovascular thrombectomy-capable centre) and treated quickly. This life-saving treatment is provided to 6 percent of all reported ischaemic stroke patients in New South Wales, while 12 percent of ischaemic stroke patients receive thrombolysis treatment.⁸

Building on time-critical treatment, access to stroke unit care, characterised by provision of care in one location by a multidisciplinary team including medical, nursing and allied health professionals with expertise in stroke, is proven to make the biggest difference to patient outcomes following stroke, both in hospital and after.^{11, 12} Importantly, only 72 percent of New South Wales stroke patients are able to access stroke unit care.⁸ More work needs to be done to improve access to stroke unit care in our state.

The Australian Stroke Coalition (ASC), co-chaired by Stroke Foundation and the Australian and New Zealand Stroke Organisation, has developed a voluntary system for certification of stroke units in Australian hospitals, which has now been piloted. Two New South Wales hospitals, Shoalhaven District Memorial Hospital and Wagga Wagga Base Hospital, were successful in achieving certification during this pilot. The ASC Stroke Unit Certification Program is now an ongoing initiative, with the goal of certifying all centres providing stroke care in Australia by 2030.

While many of the structural elements of good systems of care are in place, more could be done to improve processes of care. Improving the quality of stroke treatment and care provided in New South Wales hospitals is critical to reducing the burden of stroke on survivors, their families and carers, and our community and health system. A Learning Health System (LHS), involving ongoing cyclical processes, where practice is turned into data, which is then analysed to generate new knowledge, which in turn is implemented into practice, has been identified as an important element in improving the quality, safety and efficiency of care.¹³ Knowledge of performance is critical to identifying gaps in care and to helping prioritise quality improvement activities.¹⁴ In the case of a Stroke LHS, it is critical that¹⁴:

- › all acute and rehabilitation stroke services routinely monitor care by collecting national acute stroke quality of care indicators, and/or agreed rehabilitation indicators
- › stroke services quality committees regularly review stroke data dashboards that monitor near real time performance
- › stroke services compare their performance with national benchmarks and actively drive improvement.

State Government investment in these key elements of a Stroke LHS is critical to ensuring New South Wales stroke clinicians have the knowledge and tools they need to improve the quality, safety, and effectiveness of stroke care provided, leading to better health outcomes for patients, and a subsequent reduction in the burden of stroke on our health system and community.

Stroke Foundation is committed to supporting hospitals and health professionals to strengthen their capabilities in the delivery of best-practice, evidence-based stroke treatment and care, and have developed *StrokeLink*, a stroke quality improvement program focused on closing the gap between guidelines and practice. This program has been supporting hospitals across Queensland since 2007, with funding from the Queensland Government, and has contributed to substantial improvements in the delivery of best-practice stroke treatment and care.^{15, 16}

Whether delivered by the State Government, or by sector partners such as Stroke Foundation (through our evidence-based *StrokeLink* program), quality improvement initiatives will strengthen and maximise existing New South Wales Government investments in treatment pathways and protocols, and infrastructure, including the New South Wales Telestroke Service, the metropolitan Sydney LVO bypass model of care, as well as the new VR training program for emergency stroke care. These initiatives will also help to deliver on one of the key strategic outcomes of the 'Future Health – Guiding the next decade of care in NSW 2022–2032' state health plan.

New South Wales stroke clinicians also benefit from a variety of Stroke Foundation resources and initiatives which are designed to support them to improve the quality of stroke treatment and care and are provided thanks largely to the generous support of Stroke Foundation donors and partners. These include:

- › The *National Stroke Audit*, which commenced in 2007, and provides longitudinal data on the clinical performance of Australian hospitals. Data is provided in an accessible format to help hospitals identify where improvements are required, lobby for change and celebrate success.
- › *Clinical Guidelines for Stroke Management*, which provide recommendations for best-practice stroke treatment and care, based on the latest research. Technology and processes developed and piloted during a federal government funded research project have enabled the Guidelines to evolve into a 'living' model, where individual recommendations are updated as soon as new relevant evidence becomes available.

- › *InformMe*, Stroke Foundation's dedicated website for health professionals working in stroke treatment and care, which in addition to housing the Clinical Guidelines for Stroke Management and National Stroke Audit data, includes over 50 e-Learning professional development modules covering a wide variety of topics.
- › The *National Webinar Series*, which provides web-based education on a range of topics for health professionals working in stroke treatment and care across Australia, including in regional and remote areas. Over 90 percent of clinicians who participated in the webinars reported feeling more confident in identifying their current practice gaps after the sessions.

to invest in stroke quality improvement initiatives that will strengthen and maximise existing Government investments in treatment pathways and protocols, and infrastructure.



Enhance recovery to help New South Wales residents achieve better outcomes after stroke

The impact of stroke is far reaching, and well beyond discharge from hospital a significant proportion of survivors of stroke have yet to make a full recovery. Many survivors speak of falling into a 'black hole' once they are discharged from hospital. The often profound and prolonged brain injury resulting from stroke can severely impact a survivor's ability to navigate an often-complex health and welfare system. This can add time and frustration to their recovery, and lead to poorer health outcomes, and hospital readmissions.

Continuity of care is an issue for survivors of stroke once discharged from hospital, and one of the major challenges to improving continuity of care is inconsistent discharge planning from the hospital system.

Importantly, on discharge from hospital, 26 percent of New South Wales stroke patients do not receive education about behaviour change for modifiable risk factors, and 20 percent do not receive antihypertensive prescription medications, putting them at an increased risk of another stroke.⁸

Stroke Foundation is committed to reaching out to those impacted by stroke to ensure more New South Wales residents can connect with and access trustworthy information, resources, and post-stroke support. **Specifically, our goal is to ensure that by 2024, 85 percent of New South Wales residents will be connected to Stroke Foundation and enabled to navigate the ongoing support they need to achieve better outcomes after stroke.**

Thousands of New South Wales residents benefit from Stroke Foundation's suite of resources and services which are designed to support survivors of stroke, their families and carers following discharge from hospital, and are provided thanks to the generous support of Stroke Foundation donors and partners. These include:

- › *EnableMe*, Stroke Foundation's recovery website, which has been co-designed with survivors of stroke and carers. This provides videos, podcasts and fact sheets on a wide range of topics impacting daily life after stroke, a community forum to ask questions and share experiences, a tool to set and track personal

goals for recovery, and an online helpdesk to ask questions of Stroke Foundation health professionals. In 2022, over 76,000 survivors of stroke, their families, carers and health professionals, accessed 330,000 pages of information through *EnableMe*.

- › *My Stroke Journey*, a resource delivered by our hospital partners in the first few days after a person's stroke, which is used throughout their admission in education and care planning. This free resource also supports the transition from hospital to the community, and includes information on preparing for discharge and available supports and services. In 2022, 163 hospitals delivered this resource to almost 25,000 Australians. *My Stroke Journey* is now a suite of resources, with versions available in both standard and easy English, and for Aboriginal and Torres Strait Islander peoples, and parents and carers of children who have had a stroke.
- › *StrokeLine*, a service that provides free expert information, advice, support and referral on stroke prevention, treatment and recovery to the general public and to survivors of stroke, their families, and carers. *StrokeLine* delivers services via telephone, email, social media and *EnableMe*, and aims to equip people to take action as required; however, if the individual contacting the service is vulnerable or at risk, *StrokeLine's* health professionals coordinate their care and follow-up as needed.

We are calling on the New South Wales Government to invest in our digitally enabled StrokeLine Navigator Service. State Government investment in this service will mean more New South Wales survivors of stroke, their families, and carers will be able to access the information, advice, support, referral, and care coordination they need to achieve their best possible recovery.

StrokeLine Navigator Service

Investment: \$550,000 per annum over four years.

We know that delivering safe and high quality care for patients across all settings, including in the community, is a priority area for the New South Wales Government. Stroke Foundation's *StrokeLine Navigator Service* aligns strongly with this priority, and will help the New South Wales Government to deliver on one of the key objectives of the 'Future Health – Guiding the next decade of care in NSW 2022–2032' state health plan, which is to connect providers and partners across all settings and locations, including non-governmental organisations, to strengthen the integration of care for patients.

The rationale

Navigating the complex health system after leaving hospital is often one of the greatest barriers to success that New South Wales survivors of stroke face in their recovery journey.

In New South Wales, on discharge from hospital, 26 percent of stroke patients do not receive education about behaviour change for modifiable risk factors, and 20 percent do not receive antihypertensive prescription medications.⁸ This leaves many New South Wales survivors of stroke unable to achieve their best possible recovery, manage their health, and achieve better outcomes after stroke.

We know there is unfulfilled demand for services from survivors of stroke who cannot easily navigate the health system after leaving hospital. In the last two years, there has been an increase in the complexity of calls into our StrokeLine information and support helpline. Specifically, there are an increasing number of vulnerable survivors calling StrokeLine for advice and support, who in addition to trying to manage the consequences of their stroke, are also facing challenges with issues such as homelessness and social isolation. This highlights a clear need for State Government investment in a service that reaches out to all New South Wales residents impacted by stroke, and their families and carers, after their return home from hospital, and ensures survivors of stroke have a smooth transition from hospital into the community.

This service will facilitate improved continuity of care, and ensure survivors are connected to the appropriate services and supports, and have the information they need to achieve their best possible recovery and avoid hospital readmission due to complications or recurrent stroke. This is particularly important for vulnerable survivors, and those with poor outcomes following their stroke.

The service

Stroke Foundation's **StrokeLine Navigator Service** will ensure every New South Wales survivor of stroke is contacted following their discharge from hospital and provided with the appropriate level of information and support. In order to make certain no survivor falls through the cracks, we will work with NSW Health to ensure the appropriate notification systems are in place, and Stroke Foundation is automatically notified each time a survivor of stroke is discharged from hospital. Survivors will be able to opt out of referral to the service if they so choose.

The service will facilitate care coordination, including referrals to other service providers and outpatient appointments, as well as improved survivor knowledge, self-efficacy, health literacy and social connection. It will also be focused on reducing the burden on family members and carers and improving their quality of life and wellbeing.

This will be a personalised, two-tier service, depending on the participant's level of need:

- › For those at low risk of hospital readmission and poor physical, social, and mental health outcomes, there will be two 'lighter touch' options:
 - › A tailored, self-directed digital solution.
 - › A peer support solution, where survivors of stroke are matched in a structured, supportive relationship with a trained, more experienced survivor of stroke peer mentor. Interactions will be either face-to-face, online, and/or by phone, depending on individual preferences.
- › For those at medium to high risk of hospital readmission and poor physical, social, and mental health outcomes, there will be an intensive, health professional-led solution.

While some participants may only require one consultation with the service, others may require one or more follow-up consultations, depending on the complexity of their needs.

The Navigators who will be responsible for delivering the service day-to-day will be a mix of nurses and allied health professionals such as occupational therapists, social workers, physiotherapists, and speech pathologists. As we have learned through the many years of delivering the StrokeLine service, it is critical all Navigators understand stroke and the stroke support service network, to connect survivors with the supports they need.

We are calling on the New South Wales Government to invest in the StrokeLine Navigator Service, which will ensure more New South Wales residents, regardless of where they live, are supported to manage their stroke recovery, achieve better outcomes, return to work (where possible), and resume social and community participation. This will have benefits for survivors of stroke, their families and carers, and our community, as well as our state's health system and economy.

StrokeLine Manager, Katherine.



Bertha's Story

Bertha was 72 when she suffered a stroke.

After spending 2 weeks in inpatient rehabilitation following her discharge from hospital, she returned home, and was contacted by Stroke Foundation's StrokeLine Navigator Service.

During the initial phone call, Bertha told the Navigator health professional that she was finding it incredibly difficult to find services to support her with the ongoing impact of her stroke now that she was home. In particular, she needed assistance accessing occupational therapy, physiotherapy, and home help services, information and resources on vision loss, as well as some support to be able to go for a walk.

The Navigator health professional listened to Bertha's concerns, and provided her with information about stroke and stroke risk factors, as well as services to contact for support. Bertha was also encouraged to follow up with services she was still waiting to hear from.

Specifically, the Navigator health professional informed her that she could access a Mental Health Care plan through her GP if she felt she needed mental health support, and also encouraged her to contact Centrelink to discuss financial support that she may be eligible for due to the ongoing impact of her stroke.



Survivor of stroke, Bertha.

Once the initial call was complete, the Navigator health professional looked into further supports and services that might be available to Bertha in her local area.

The StrokeLine Navigator Service contacted Bertha again the following week, and she confirmed that she had success in accessing some of the resources and supports she required.

The Navigator health professional then provided Bertha with further resources and information via email, which included general information on stroke, resources to support her to manage her vision loss including the Stroke Foundation 'Vision Loss After Stroke' fact sheet and information on Guide Dogs Australia, as well as information on occupational therapy and physiotherapy services available in her local area.

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Contact us

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How to get more involved

-  **Give time** – become a volunteer.
-  **Raise funds** – donate or hold a fundraising event.
-  **Speak up** – join our advocacy team.
-  **Leave a lasting legacy** – include a gift in your Will.
-  **Know your numbers** – check your health regularly.
-  **Stay informed** – keep up-to-date and share our message.