ALZHEIMER’S AUSTRALIA (QLD) PROGRAMS AND SERVICES 2017
Alzheimer’s Australia (Qld) is the leading charity providing support services, advocacy and education for people living with dementia, their carers, family, friends, health professionals and the community.

Our purpose is to inspire hope through connecting, informing and empowering Queenslanders affected by dementia.

Life doesn’t stop with a diagnosis of dementia.

Alzheimer’s Australia is a leader in the prevention of dementia while valuing and supporting people living with dementia.

We offer a suite of services for people with dementia, their carers, family, friends, health professionals and anyone who wants to know more about memory loss, dementia or good brain health.

If you, or a family member, have concerns about changes to memory or behaviour, or have dementia, we are here to help. You do not have to face this alone. With years of experience behind us, our qualified staff will listen to you, understand your concerns and offer support to assist you.

We are here for people affected by all forms of dementia no matter what your age.

Who we help

- People with a diagnosis of dementia
- Family members, friends and carers of a person with dementia
- Professionals and staff working with people living with dementia

Disclaimer
This information provides a general summary only of the subject matter covered. Any person with dementia or a carer for a person with dementia should seek professional advice about their specific case.
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We were stumbling around in the dark by ourselves. Your course has put us on the right track for helping ourselves and our mum.

Living With Change Program, Bundaberg

How we can help you

Support

Call our National Dementia Helpline 1800 100 500 to request information or talk about your concerns. Talk through your emotional, practical and family issues in confidence with one of our professional advisors. We can also provide assistance in linking you in with other services and accessing the care you need.

Information

Read our Dementia Help Sheets which contain practical advice on a wide range of topics – they are also available in a wide range of languages from our website www.fightdementia.org.au/qld

Telephone or visit your local Dementia Support Centre to access one of our libraries with extensive collections of books and media.

Join our Supporter Community and receive our quarterly newsletter Inspirations or our monthly eneletter Dementia Now which contain updates on local events, new services, courses, personal stories, research and practical advice.

Sign up at www.fightdementia.org.au/qld

Explore our website for the latest information on dementia, services available, research and events.

Education

Ask about a community education session to learn more about dementia and practical ways of dealing with it.

Call our booking line on 1800 588 699 for more information or visit www.fightdementia.org.au/qld
State-wide Services

A diagnosis of dementia can leave a person and their family feeling extremely isolated. Support can make a world of difference to people living with dementia.

We’re here to provide the help you need, when you need it. Our dementia support and education services are available at various locations throughout Queensland.

NATIONAL DEMENTIA HELPLINE
1800 100 500
MONDAY - FRIDAY (9AM - 5PM AEDT)

The National Dementia Helpline is a free confidential telephone support and information service where you can talk to caring and experienced professionals. It provides:

- Understanding and support for people with dementia, their family and carers
- Practical information and advice
- Up to date information and help sheets about dementia
- Details of the full range of services provided by Alzheimer’s Australia (Qld)
- Information about other services

Queensland Central Administration Centre
The administration centre of Alzheimer’s Australia (Qld) provides support for the Dementia Support Centres across the State. It can also provide information and resources to people living with dementia, their families and carers, people concerned about their memory and members of the general public.

Postal address:
PO Box 8141, Woolloongabba QLD 4102

Phone: (07) 3895 8200
Fax: (07) 3895 8266
Email: qld.general@alzheimers.org.au
Web: www.fightdementia.org.au/qld
Open: Monday – Friday (8:30am – 4:30pm)

Dementia Support Centres

Our Dementia Support Centres provide information, support, referrals and advice relating to memory concerns and dementia. We have centres across the state:

Brisbane
825 Stanley Street, Woolloongabba Qld 4102
Phone: (07) 3895 8200
Email: qld.services@alzheimers.org.au
Open: Monday – Friday (8:30am – 4:30pm)
Additional services: carer support groups, leisure activity groups, library

Cairns
Shop 6A Piccones Shopping Village, 151 – 159 Pease Street, Manoora Qld 4870
Phone: (07) 4032 4884
Email: qld.cairns@alzheimers.org.au
Open: call for opening hours
Additional services: carer support group, library

Gold Coast Cedar House
46 Bonogin Road, Mudgeeraba Qld 4213
Phone: (07) 3895 8200
Email: qld.goldcoast@alzheimers.org.au
Open: Monday – Friday (8:30am – 4:30pm)

Gold Coast Rosemary House
90 Allied Drive, Arundel Qld 4214
Phone: (07) 5594 0270
Email: qld.goldcoast@alzheimers.org.au
Open: Monday – Friday (8:00am – 4:00pm)

Maryborough
Level 1, 200 Bazaar Street, Maryborough Qld 4650
Phone: (07) 4123 5611
Email: qld.maryborough@alzheimers.org.au
Additional services: carer support groups, early stage dementia group, scrapbook morning
Open: call for opening hours
Rockhampton
238 Richardson Road, North Rockhampton Qld 4701
Phone: (07) 4928 1926
Email: qld.rockhampton@alzheimers.org.au
Additional services: support group, social group, library
Open: call for opening hours

Toowoomba
241 Bridge Street, Toowoomba Qld 4350
Phone: (07) 4564 8893
Email: qld.toowoomba@alzheimers.org.au
Additional services: support groups, carer information
morning, music therapy, library
Open: call for opening hours

Townsville
165 Kings Road, Pimlico Qld 4812
Phone: (07) 4766 8732
Email: qld.townsville@alzheimers.org.au
Additional services: support groups, carer information
morning, music therapy, library
Open: call for opening hours
Our Services

The Commonwealth Home Support Programme
The Commonwealth Home Support Programme (CHSP), funded by the Australian Government, helps you stay independent and in your home and community for longer, by providing assistance with a range of daily tasks.

If you are an older person who can mostly – but not completely – live and cope on your own, and don’t yet need higher levels of support at home, you may be eligible for this support. My Aged Care can refer you to access services via Alzheimer’s Australia (Qld).

Contact My Aged Care who can help you find out what would be best for you and to help set up a home support assessment:
1800 200 422 or visit www.myagedcare.gov.au

To reserve a place at our respite centres on the Gold Coast, Rosemary House or Cedar House, you will need to contact My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au

For more information on how to seek your referral through My Aged Care to Rosemary House or Cedar House, call the National Dementia Helpline on 1800 100 500.

Your Brain Matters
Alzheimer’s Australia has developed an innovative dementia risk reduction program, Your Brain Matters. The program is based on scientific evidence and emphasises how preventative health measures can benefit your brain health.

Brain health at any age is important! Your brain is your most valuable asset, you need to protect it all your life. The program involves five simple steps to lead a brain healthy life by helping you look after your brain, your body and your heart.

For more information visit www.yourbrainmatters.org.au or call the National Dementia Helpline 1800 100 500.
**Counselling**

Alzheimer’s Australia (Qld) offers free counselling for people living with dementia, their spouse or partner, children or other family members.

These confidential, one-on-one or group counselling sessions provide emotional support and practical day-to-day advice for people whose lives have been impacted by dementia. These appointments are available by telephone or face-to-face.

Call the Alzheimer’s Australia (Qld) Booking Line **1800 588 699** or email **qld.services@alzheimers.org.au** to book a suitable date and time.

**Library**

Library and Information Services are available in all Dementia Support Centres except Maryborough. They support family carers, people with dementia, health professionals, community care workers and the general community by providing access to a wide range of information and resources.

The collection includes books, DVDs and other resources on caring, behaviour, dementia design, positive activities and brain science. Staff can also assist in your search for other external resources.

To find out how you can access this service contact the Dementia Support Centre in your area or the Queensland Central Administration Centre (pages 6-7).
Younger Onset Dementia Key Worker Program

Younger onset dementia is a term used to describe the onset of symptoms of dementia before the age of 65. Based on research evidence, it is estimated that more than 25,100 Australians have younger onset dementia, which includes 3,000 Queenslanders.

Alzheimer’s Australia has a national program to provide individualised support, information, counselling, advice and service planning to improve the quality of life for people with younger onset dementia, their families and carers.

Some examples of how Key Workers can help include:

- Working with a person with dementia to set goals and create care plans based on their individual needs
- Assisting people to navigate and understand the available services
- Assisting organisations to understand dementia and modify their services to meet the needs of people with younger onset dementia and their families

To make a referral or for more information, call the National Dementia Helpline 1800 100 500.
Gold Coast Rosemary House and Cedar House

Rosemary House and Cedar House provide a range of respite options for carers and families of people living with dementia. Options include:

- Centre based respite
- In-home respite and social support opportunities for individuals
- Respite and social activities for small groups to remain involved in the local community by going out and about
- Flexible respite options can be organised to meet your individual needs
- Limited overnight respite is available in a comfortable and safe environment at Rosemary House

Rosemary House and Cedar House offer a caring and supportive environment where clients can come to our centre for the day to enjoy a range of meaningful and fun activities; and carers are able to have some respite time to themselves. There is also the availability of in-home support through the Commonwealth Home Support Programme (personal care, domestic assistance and social support).

Bookings are essential: referrals are made through the My Aged Care contact centre 1800 200 422. The My Aged Care website www.myagedcare.gov.au has been established by the Australian Government to help you navigate the aged care system. For information on how to seek your referral through My Aged Care to Rosemary House or Cedar House call the National Dementia Helpline 1800 100 500.
Programs for people with dementia, their carers and families

Our group programs enable people with dementia, family members and carers to come together to share experiences, support one another and enhance their wellbeing.

These programs are available at various locations throughout Queensland. Expressions of interest are taken for alternative dates if the dates scheduled are not suitable.

Call the Alzheimer’s Australia (Qld) booking line on 1800 588 699 for dates in your area or to register your interest.

Disclaimer: Duration and Content of Programs are variable and subject to change without notice.

Early Intervention Program
This session will provide an introduction to dementia, causes, symptoms and typical changes that may occur. Also discussed are services available to support the person and the family including further education sessions.

Content Includes:
- The different types of dementia
- The difference between ageing and dementia
- Early detection of dementia
- The impact of dementia on communication
- Communication strategies
- Self care and risk reduction

Cost
Free (funded by the Australian Government)

Duration
3 hours

Times
Morning and afternoon sessions available

Suitable for:
Family and friends of a person who has memory concerns and may have a diagnosis of dementia.

Bookings are essential.
For more information call the Alzheimer’s Australia (Qld) Booking Line 1800 588 699.

Living With Memory Loss
The Living With Memory Loss program is designed specifically for people in the early stages of dementia who want to share their experiences or feelings with others in the same situation. Participants are able to bring a carer, family member or friend with them if they like.

The program provides accurate information about dementia and focuses on ways to help maintain a person’s abilities as well as offering practical strategies for living with dementia. Some sessions are specifically for people under the age of 65 with a diagnosis of dementia.
Living With Memory Loss (continued)

Cost
Free (funded by the Australian Government)

Duration
6-9 hours

Times
Flexible options available

Suitable for:
Participants must have a diagnosis of dementia or be accompanying a person with a diagnosis

Content includes:
• Symptoms and diagnosis
• Adapting to change
• Practical strategies for everyday living
• Relationships with family and friends
• Looking after yourself
• Planning for the future
• Community services
• Where to from here?*

Bookings are essential.
For more information call the Alzheimer’s Australia (Qld) Booking Line 1800 588 699.

*Memory Lane Café Post Support Sessions
Participants attending the Living With Memory Loss program are offered a free Memory Lane Café session to provide further support.

Family Carers’ Course
Our carer education programs are designed to help you and your family with practical strategies for managing day-to-day and to better understand your own needs and the needs of those for whom you care. You will learn practical strategies and have an opportunity to share common experiences.

Content includes:
• The nature of dementia
• Effective communication
• The impact of dementia
• Activities for living and pleasure
• Understanding and responding to behaviours of concern

Cost
Free (funded by the Australian Government)

Duration
5 hours

Suitable for
Family and friends of a person diagnosed with dementia

Bookings are essential.
For more information, call the Alzheimer’s Australia (Qld) Booking Line 1800 588 699.
Living With Change
This special group counselling program is designed to support and assist with the feelings experienced by carers, family members and friends of people with dementia.

Content includes:
- What has changed?
- The importance of caring for the carer
- Active coping strategies
- Living in the present and looking towards the future

Cost Duration Suitable for
Free (funded by the Australian Government) 6-8 hours Carers, family members and friends of people with dementia

Bookings are essential. For more information, call the Alzheimer’s Australia (Qld) Booking Line 1800 588 699.

Considering Residential Care
In this program we discuss the issues and decisions around residential care as well as the barriers to making the decision. Information is provided about the types of residential care, the residential care system, including different types of care available as well as the key features of a good facility. The emotional issues regarding the placement of a loved one in residential care are also discussed.

Content includes:
- Assessing the options
- Providing support
- Communication
- Emotions
- Services available

Cost Duration Suitable for
Free (funded by the Australian Government) 3-5 hours Family carers at the point of considering the option of residential care for their loved one with dementia

Support groups
Alzheimer’s Australia (Qld) Support Groups are an open and ongoing informal group of people who support each other through the journey of dementia. The groups are usually led by a trained facilitator, and meet regularly throughout the year at a local venue.

They can have an informal social focus or be more structured with the aim to educate and inform. All groups welcome anyone caring for a person with dementia or family members and friends of someone with dementia.

In some areas we also offer specialist support groups for carers or people with younger onset dementia.

Registration is essential: To make contact with a support group, or for session dates and times, call the Alzheimer’s Australia (Qld) booking line on 1800 588 699.
Social and Therapeutic Activities
Our Dementia Support Centres provide a range of services for people with dementia, their families and carers, people at risk of developing dementia, people concerned about their memory, and the wider community. Meaningful activities aim to support and empower attendees through social engagement, learning new skills and healthy living.

Activities include:

**Tai chi:** (Brisbane only)
This light exercise to music can be performed while sitting or standing so it suits all fitness levels.

**Friendship Club:** Held throughout the state, a social engagement group for the person living with dementia and their care partner. This regularly includes information sessions facilitated by Alzheimer’s Australia (Qld) staff.

**Come Dance With Me:** (Brisbane only)
This dementia-friendly creative dance program is designed to empower people with dementia to participate in their community while engaging in social and physical activity. No experience in dance is required.

**Aspire Fitness Group:** (Brisbane only)
An easy to follow chair based exercise program designed to keep people with dementia active and improve motor skills.

**Music Therapy:** Music therapy provides great social engagement and an opportunity to reminisce to old favourites, while encouraging the group to sing along to the classics.

Bookings are essential for all activities.
For more information, call the Alzheimer’s Australia (Qld) booking Line **1800 588 699**.

Please note: Some activities require an assessment before commencement.

Your Privacy Respected
It is necessary for us to collect and record some of your personal information so that we can provide an effective service.

- Any information you provide will be treated confidentially.
- In general, we will not disclose your personal information to anyone without your consent.
- If you have consented to the release of your personal information, you may withdraw your consent at any time by notifying us in writing.
- If you receive counselling or support services, your personal information may be shared with other counsellors or support workers in order to provide the best advice and support available.
- There may be occasions when the law requires us to disclose personal information. This might occur when the health or wellbeing of a person is threatened and there is a strong public interest in disclosing that information.
- For the purpose of review, audit, evaluation, compliance checking and accreditation, your details may be made available to government and legislated authorities.
- You have the right to remain anonymous if you prefer.
Help Us Help Others

There are many ways you can get involved and make a difference to the lives of people living with dementia and their families:

• Make a donation – donate online at [www.fightdementia.org.au/qld](http://www.fightdementia.org.au/qld) or call (07) 3895 8200 today to make a one-off credit card donation or regular gift

• Join our supporter community and state-wide network of support

• Use your voice and help us advocate for improved funding and services

• Become a volunteer – there are many ways in which you can donate your time; help out at your local Dementia Support Centre, event or awareness raising activity

• Leave a bequest and help future generations with a gift in your Will

• Participate in one of our state-wide events to help raise vital funds to support programs and services for people living with dementia and their loved ones. This includes our annual Memory Walk & Jog events. Visit [www.memorywalk.com.au](http://www.memorywalk.com.au)

To find out more, call (07) 3895 8200 or visit [www.fightdementia.org.au/qld](http://www.fightdementia.org.au/qld)
MORE THAN 67,600 QUEENSLANDERS ARE ALREADY LIVING WITH DEMENTIA

WE CAN HELP WITH SUPPORT, INFORMATION AND ADVICE

FOR HELP AND INFORMATION CALL THE NATIONAL DEMENTIA HELPLINE 1800 100 500

TO REGISTER FOR A PROGRAM CALL THE ALZHEIMER’S AUSTRALIA (QLD) BOOKING LINE 1800 588 699

An Australian Government Initiative

Alzheimer’s Australia (Qld) Limited
PO BOX 8141, Woolloongabba QLD 4102
ABN 62 659 273 563
ACN 166 472 224

Web: www.fightdementia.org.au/qld
Email: qld.general@alzheimers.org.au
Facebook: facebook.com/AlzheimersAustraliaQld
Twitter: @AlzheimersQld
Instagram: @alzheimersqld
LinkedIn: Alzheimer’s Australia (Qld)