Call the National Dementia Helpline on 1800 100 500.
10 Dementia Australia services and support

Dementia Australia provides a range of services and resources to support people living with dementia, their families and carers.

Our inclusive services have been specifically designed to meet the needs of the whole community, regardless of age, cultural background or health condition.

Services cater for individuals, couples, families and groups, the aged and community care sector and the broader community.

Our services can be accessed in a variety of ways including face-to-face, by telephone or online, depending on the needs and particular situation of each individual.

There are a number of ways people make initial contact with Dementia Australia. Some call our National Dementia Helpline on 1800 100 500. Others are referred to us by health professionals or service providers.

Once contact has been made, we will identify the service required and make arrangements to connect the individual or group with that service.

Dementia Australia partners with many external service providers within the community offering secondary consultation and advice. Whatever your needs, we will act as a gateway and connect you to the appropriate provider.

National Dementia Helpline 1800 100 500

The National Dementia Helpline is a telephone information, support and counselling service available across Australia. The Helpline is available for people with dementia, their carers, families and friends, as well as people concerned about memory loss. It is also used by health professionals, service providers, community organisations and students.
Trained and experienced professionals provide understanding and support for callers, practical information and advice, up-to-date written material about dementia, and details of the full range of services available.

The Helpline operates during business hours. If you need an interpreter call the **Translating and Interpreting Service** on **131 450**. Users who are deaf or have a hearing or speech impairment can call the **National Relay Service** on **133 677**.

**Children’s website**

Children and teens of all ages impacted by a diagnosis of dementia in their family can now find information and support at Dementia Australia’s [dementiainmyfamily.org.au](http://dementiainmyfamily.org.au) website.

The website is full of colourful, interactive, age-appropriate content and provides dementia-related education through videos, games, quizzes and the shared experiences of other young people in similar circumstances.

**Online dementia support service**

Dementia Australia’s online dementia support service – [helpwithdementia.org.au](http://helpwithdementia.org.au) – enhances existing services by enabling access to 24-hour information and resources; email or video conference counselling; a forum for participating in an online peer support community, and videos featuring experts and carers sharing their experiences.

**Engage, Enable, Empower**

Dementia Australia’s resource ‘Engage, Enable, Empower’ comprises a website and booklet specifically developed by people living with dementia, for people living with dementia.

The resource aims to inspire anyone who is living with dementia to know that it is possible to live a good quality of life and to communicate important information about maintaining your mind, body and overall health.

The website can be found at [livingwellwithdementia.org.au](http://livingwellwithdementia.org.au)

The Younger Onset Dementia Online Forum can be accessed at [talkdementia.org.au](http://talkdementia.org.au)
Information

Dementia Australia produces a wide range of information for people with dementia, carers, family, friends and health professionals. This includes the Dementia Help Sheets listed throughout this guide, which are available in 32 languages. These can be accessed at dementia.org.au

To request printed copies of the Dementia Help Sheets, visit our website dementia.org.au, call the National Dementia Helpline on 1800 100 500 or drop into any of our offices.

A large range of in-depth dementia related information including books, journals and DVDs is available through the specialist library based at our Hawthorn site. Items loaned from the library can be dispatched via post, upon request.

Local services

Dementia Australia has offices across Victoria. Aside from our metropolitan offices in Parkville and Hawthorn, additional offices are located in every region, enabling us to ensure we can meet the needs of people with dementia throughout the state.

For more information about any of our locations visit dementia.org.au/contact-us/vic or call the National Dementia Helpline on 1800 100 500.

Dementia Consultants

Following a diagnosis of dementia, our trained and experienced Dementia Consultants provide personalised information and advice, as well as details on the most appropriate support available.

Often people wish to discuss emotional reactions, changed relationships, planning for the future, sourcing appropriate services, living arrangements, dealing with changes in behaviour, family and cultural reactions.

Dementia consultation sessions can be provided face-to-face at one of our offices, or in a family home. Alternatively, they can take place over the telephone, or by using internet-based video conferencing. If English is not your first language, interpreters can be arranged.
Early intervention

Dementia Australia offers a range of information sessions that support people living with early stage dementia and their families. Participants have an opportunity to obtain information and have questions answered, meet with others in a similar situation, share experiences and express feelings in a safe environment.

Counselling

Our professional counsellors are trained to offer a range of services providing support and practical assistance to individuals, couples, families, children and friends. Dementia Australia has more than 25 years of experience providing dementia counselling.

Counselling for individuals

Our counsellors are available to provide support as you address the emotional impact of a dementia diagnosis. Often it is the family and carers that benefit from attending counselling sessions. However, sometimes people in the early stages of dementia or people with concerns about their memory will also benefit.

Counselling for families

The word ‘family’ means different things to different people. At Dementia Australia, we class a family as any group of individuals who refer to themselves as such. Families often provide the main source of support for people living with dementia. Counselling can therefore be provided to the whole family, sections of the family or individuals within the family.

Counselling for couples

Couples impacted by dementia are a specific type of family group, many of whom receive counselling together. Our counsellors can support couples to work through the issues associated with changed relationships.
Living With Dementia groups

Often, people with a diagnosis of dementia can benefit from meeting and talking to people in similar circumstances. Our Living With Dementia programs fulfil this need while offering education and support. People in the early stages of dementia can attend alone, but are usually accompanied by a support person (e.g. a partner, relative or friend).

Topics include symptoms and diagnosis, research and drug treatments, driving, planning for the future, living well with dementia, community services and legal issues.

Memory Lane Cafés

Our Memory Lane Café program offers an opportunity for people living with dementia to have a social outing in a supportive and familiar environment. The person with the diagnosis can attend alone or with a partner or family member.

Each two-hour event is held in a community café setting, where guests are treated to morning or afternoon tea, entertainment and the opportunity to interact with people in similar circumstances. Our staff members are also available to support and discuss all aspects of dementia and our services.

Memory Lane Cafés are held regularly at various locations throughout Victoria. There are also more specialised cafés catering to different cultural groups or people living with younger onset dementia.

Younger Onset Dementia Key Worker Program

People living with younger onset dementia, their families and carers, have particular needs arising from their age, stage of life and the type of dementia they have been diagnosed with. The term ‘younger onset dementia’ refers to anybody who is diagnosed with dementia below the age of 65.

People living with younger onset dementia will most probably have different interests to older people living with the condition. They may also still be in full-time employment, often at the peak of their career. They might have a mortgage and dependent children or elderly parents.
In order to meet these differing needs, we run the Younger Onset Dementia Key Worker Program. Participants have one point of contact (a Key Worker) to assist with information, support, education and counselling. The Key Worker provides individualised support and facilitates connections to other relevant services in the community, including where applicable, the NDIS.

**Family information and support sessions**

There will come a time when a person living with dementia will eventually need hands-on care and increased support from family and friends.

Families and carers tend to manage better when they have a good understanding of dementia, have been educated on ways to manage the issues associated with the condition and have developed ways to deal with their own reactions and emotions.

Our Family Information and Support Sessions provide participants with an in-depth understanding of the issues associated with caring for a person living with dementia, while at the same time providing an environment where people in similar situations can share stories, concerns and reactions.

Some are short, one-off sessions while others run over several weeks. All programs are offered in different locations across Victoria.

**Services for people with mild cognitive impairment**

Dementia Australia also offers information sessions for people diagnosed with mild cognitive impairment and their families. The sessions look at the differences between normal aging, mild cognitive impairment and dementia, and ways to manage the impacts of the condition.

Additionally, the LaTCH program is designed to assist people with mild cognitive impairment to develop strategies that will improve their memories, and aids for managing their day-to-day lives.

To access any of the information or programs listed above, call the National Dementia Helpline on **1800 100 500** or contact us directly on **03 9815 7800**.