

# 我們的服務

資訊  
支援  
教育



## 我們做甚麼

澳洲痴呆症協會 (Dementia Australia) 為患有各種痴呆症的各個年齡的患者及其家人和照顧者提供支援。

如果你或家人對記憶力、思維或行為改變感到擔心或者你有癡呆症，我們都可以為你提供支援和指導。

我們經驗豐富的合格工作人員可以提供資訊、支援和教育服務，幫助你獲得社區支援和服務。

# 我們可以如何提供幫助？

## 資訊

我們提供資訊，幫助患有各種痴呆症的人士及其家人和照顧者。

- 瀏覽澳洲痴呆症協會網站。下載一系列主題的幫助單張、視頻、傳單和手冊。我們提供非英語語言的資訊。[dementia.org.au](http://dementia.org.au)
- 預訂或下載一份《痴呆症指南》。這份指南含有介紹癡呆症、身患癡呆症的生活以及未來規劃的資訊。[dementia.org.au/the-dementia-guide](http://dementia.org.au/the-dementia-guide)
- 瀏覽我們的圖書館網站或者親往圖書館。你可以借閱圖書、電子書和有聲書。[dementia.org.au/library](http://dementia.org.au/library)



## 支援

診斷患有痴呆症可能會引起各種擔心和情緒，讓人們對未來感到不確定，這可能需要一些時間才能適應。

我們可以為你提供支援。

我們可以為你提供以下方面的支援：

- 瞭解個人情況的最新變化以及社區提供的支援
- 瞭解這一診斷以及接下來應採取甚麼步驟

- 瞭解記憶力、思維或行為方面的變化以及管理這些變化的方法
- 諮詢我們的專業顧問或者參加支援項目，保持心理健康
- 獲得社交和實際支援來保持社交福祉和身體健康
- 向“老年護理服務”（My Aged Care）或全國殘障保險計劃登記。



## 教育

如果你是痴呆症患者、家人或照顧者，我們經驗豐富的工作人員在澳洲各地以及網上開辦各種教育活動，幫助增進人們的知識，促進你的福祉。

如果你是醫務人員或老年人護理工作人員，我們的痴呆症學習中心開展一整套循証學習和諮詢服務，幫助改善為痴呆症患者提供的支援和護理品質。

這些服務包括有認證項目和非認證項目，既可在網上提供，也可以面對面提供。

有關詳情，請瀏覽

[dementia.org.au/education](http://dementia.org.au/education)

## 致電全國癡呆症幫助熱線

全國癡呆症幫助熱線是一項免費的保密服務。

請向我們富於關愛的專家團隊查詢：

- 有關體徵和症狀的建議
- 有關癡呆症的資訊
- 有關你的情況的保密討論
- 實際的支援和輔導
- 尋找社區支援和服務方面的幫助。

**全國癡呆症幫助熱線**的工作時間為星期一至五上午8點和晚上8點之間(公共假日除外)。

請致電**1800 100 500**或在上午9點和下午5點之間進行網頁聊天，網址：  
[dementia.org.au/webchat](http://dementia.org.au/webchat)

## 幫助我們來幫助他人

給癡呆症患者及其家人的生活帶來不同。

- 成為痴呆症之友，為你社區中的癡呆症患者提供支援。
- 成為痴呆症代言人，為癡呆症患者及其照顧者發聲。
- 成為志願者，幫助我們改善癡呆症患者的生活。
- 做出捐贈，支持我們的工作。
- 在遺囑中做出遺贈。



全國癡呆症幫助熱線  
**1800 100 500**



若需要語言方面的幫助，  
請致電**131 450**

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在線聯繫我們  
**dementia.org.au**



澳洲癡呆症協會特此鳴謝澳洲政府、州和領地政府提供資金以及個人和機構的慷慨資助。

全國癡呆症幫助熱線由澳洲政府提供資金。

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# Our services

Information  
Support  
Education



## What we do

Dementia Australia supports people of all ages living with all forms of dementia, their families and carers.

If you or a family member have concerns about changes to memory, thinking or behaviour, or you have dementia, we are here to support and guide you.

Our highly experienced and qualified staff provide information, support and education services and can assist you to access supports and services in your community.

# How we can help

## Information

We provide information to help people living with all forms of dementia, their families and carers.

- **Visit the Dementia Australia website.** Download Help Sheets, videos, flyers and booklets on a range of topics. Information is available in languages other than English. **[dementia.org.au](https://dementia.org.au)**
- **Order a copy or download The Dementia Guide.** This guide includes information about dementia, living with dementia and planning for the future. **[dementia.org.au/the-dementia-guide](https://dementia.org.au/the-dementia-guide)**
- **Visit one of our libraries, either online or in-person.** You can borrow books, ebooks and audiobooks. **[dementia.org.au/library](https://dementia.org.au/library)**



# Support

A diagnosis of dementia can lead to a range of concerns and emotions. It can leave people feeling uncertain about the future and it can take some time to adjust.

We are here for you.

We can support you to:

- understand recent changes in your circumstances and the support available in your community
- understand the diagnosis and what steps to take next
- understand the changes to memory, thinking or behaviour and how to manage them
- maintain your emotional wellbeing by talking to one of our professional counsellors or joining a support program
- maintain your social and physical wellbeing through social and practical support
- register with My Aged Care or the National Disability Insurance Scheme.



## Education

If you are a person living with dementia, a family member or carer, our experienced staff run educational sessions throughout Australia and online to help build knowledge to support your wellbeing.

If you are a health professional or aged care worker, our Centre for Dementia Learning provides a comprehensive suite of evidence-based learning and consultancy services to help improve the quality of support and care experienced by people living with dementia.

These services include accredited and non-accredited programs and are available both online and face-to-face.

For information visit  
**[dementia.org.au/education](https://dementia.org.au/education)**

## Call the National Dementia Helpline

The National Dementia Helpline is a free and confidential service.

Speak to our caring and expert team for:

- advice on signs and symptoms
- information about dementia
- a confidential discussion about your situation
- practical support and counselling
- assistance to find supports and services in your community.

The **National Dementia Helpline** is available Monday to Friday, between 8am and 8pm (excluding public holidays).

Call **1800 100 500** or webchat between 9am and 5pm at **[dementia.org.au/webchat](https://dementia.org.au/webchat)**

## Help us to help others

Make a difference to the lives of people with dementia and their families.

- Become a Dementia Friend and support people living with dementia in your community.
- Become a Dementia Advocate and be a voice for people living with dementia and carers.
- Become a volunteer and help us improve the lives of people living with dementia.
- Make a donation to support our work.
- Leave a bequest gift in your will.



# National Dementia Helpline

## 1800 100 500



For language assistance  
call **131 450**

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Find us online  
**dementia.org.au**



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National Dementia Helpline is funded by the Australian Government

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