

Monday 16 December 2024

Data reveals increased need for dementia support following festive season

New Dementia Australia data has revealed more Australians are urgently needing dementia support and services following the festive period.

An increase in calls to the National Dementia Helpline in January 2024 compared to the 2023-24 financial year average indicates after festive and new year gatherings Australians have an increased need for dementia information and support for loved ones.

Dementia Australia CEO Professor Tanya Buchanan said now is an important time to remind all Australians that they do not have to wait to the new year to get support and that the National Dementia Helpline 1800 100 500 remains open across the holidays 24 hours a day, seven days a week, 365 days a year – including all public holidays.

“The holidays can be a difficult and challenging time for people living with dementia, their carers and loved ones with changes in routine or environment, busy social gatherings and travel,” Professor Buchanan said.

“No one needs to face dementia alone, especially during the holidays. Our highly trained National Dementia Helpline Advisors are here 24/7 to provide information, advice and support to people impacted by dementia or anyone who may have concerns about cognitive changes in themselves or loved ones.

“I urge anyone needing support over the holidays to contact the National Dementia Helpline on 1800 100 500 or to use our live chat at dementia.org.au. There is no question too big, no reason too small and no time too late to reach out.”

Dementia Australia Dementia Advocate Anthony Pollock lives with younger onset dementia and said contacting the National Dementia Helpline provided him essential support when he needed it most.

“Family and friends are good but to have a professional who actually knows about dementia is a far greater help in understanding and support,” Mr Pollock said.

“The holidays are difficult times for a lot of people and to have that support there is vital, knowing you can pick up the telephone at any time to get that support.

“You never know when an emotion is going to hit you or you feel overwhelmed as the person being diagnosed or as a family member caring for someone, so it’s extremely important that you can contact someone at midnight or 2am because there might not be anyone else to talk to.

“I would really encourage not only people living with dementia, but I encourage family and loved ones to reach out and to have a chat if they need it.”

The National Dementia Helpline is a free service available 24 hours a day, seven days a week, 365 days a year, including public holidays via phone on 1800 100 500 or visit www.dementia.org.au/get-support/national-dementia-helpline for live chat or email.

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Whenever possible please include: 'If this story has prompted any questions or concerns, please call the **National Dementia Helpline 1800 100 500** (24 hours a day, seven days a week) or visit **dementia.org.au**.'

Dementia Australia is the source of trusted information, education and services for the estimated more than 421,000 Australians living with dementia, and the more than 1.6 million people involved in their care. We advocate for positive change and support vital research. We are here to support people impacted by dementia, and to enable them to live as well as possible. No matter how you are impacted by dementia or who you are, we are here for you.

For support, please contact the **National Dementia Helpline on 1800 100 500**. An interpreter service is available. The National Dementia Helpline is funded by the Australian Government. People looking for information can also visit **dementia.org.au**

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When talking or writing about dementia please refer to [Dementia-Friendly Language Guidelines](#).

Note to Editors:

We request, where possible, details for the **National Dementia Helpline 1800 100 500** appear alongside news stories about dementia, as these stories often prompt questions or concerns:

If this story has prompted any questions or concerns, please call the National Dementia Helpline 1800 100 500 (24 hours, 7 days a week) or visit dementia.org.au.