

我们的服务

我们为痴呆症患者及其照顾者、家人、朋友和社区提供支持和教育，是维多利亚州的最高机构。

我们提供什么服务

如果您或家人对记忆力或行为改变有任何担心或患有痴呆症，我们可以提供帮助。您不必独自面对这一问题。我们的合格工作人员拥有多年丰富经验，他们将倾听您的需要，理解您担心的问题，为您提供支持和帮助。

我们为受阿耳兹海默氏病、血管性痴呆症、雷微小体式疾病、额颞痴呆症以及轻度认知障碍等各种痴呆症类型影响的人士服务。不论您的年龄如何，我们都可以提供帮助。

我们为谁提供帮助

- 具有记忆力、思维或行为问题的人士
- 诊断患有痴呆症的人士
- 痴呆症患者的家人、朋友和照顾者
- 对痴呆症患者开展工作的专业人员及工作人员



“我妈妈十年前被诊断患有阿耳兹海默氏病。澳大利亚维多利亚州阿耳兹海默氏病协会帮助我，让我通过这一旅程，从对痴呆症几乎一无所知，逐步学会如何为父母提供最佳支持。” Helen



我们可以如何帮助您

支持

- 致电我们的全国痴呆症帮助热线(National Dementia Helpline)，索取信息或讨论您担心的问题
- 与我们的专业心理辅导员针对情感问题、实际问题和家庭问题开展保密交谈
- 加入我们为早期痴呆症患者及其家人和朋友开展的早期介入计划之一
- 协助与其它服务机构联系，获得您所需要的照护服务

信息

- 阅读我们的痴呆症帮助须知(Dementia Help Sheets)，这些须知包含有关各种主题的实用建议，并可提供一系列语言的版本
- 致电或前往我们的图书馆，浏览我们丰富的书籍与媒体馆藏
- 成为会员，收阅我们介绍最新研究、个人故事和实用建议介绍的季刊通讯
- 浏览我们的网站fightdementia.org.au，了解有关痴呆症、现有服务与活动的最新信息

教育

- 参加信息讨论会、课程或讲座，了解有关痴呆症及应对痴呆症的实用方法的更多详情
- 参加我们为老年人、社区、残疾人和医护人员开设的认证课程。我们是一家注册培训机构，可以为专业人员及工作人员开设认证培训课程
- 使用我们的痴呆症咨询服务，以便我们可以帮助您的机构更好地支持痴呆症患者

尊重您的隐私

我们有必要收集和记录您的一些个人资料，以便能够提供有效的服务。

- 我们将对您提供的任何资料保密。
- 一般而言，未经您的同意，我们不会向任何人披露您的个人资料。
- 如果您已同意披露自己的个人资料，您可以通过书面通知我们撤销同意。
- 如果您接受心理辅导或支持服务，我们可能与其他心理辅导员或支持工作者交流您的个人资料，以便提供现有的最佳建议与支持。
- 有时法律可能要求我们披露个人资料。在一个人的健康或福祉受到威胁以及公众对披露该资料具有浓厚兴趣时，就可能发生这种情况。
- 出于审查、审计、评估、合规检查及认证目的，您的资料可能会提供给政府与法定管理机构。
- 如果您愿意，您有权保持匿名。

帮助我们来帮助他人

您可以通过多种方式参与，为痴呆症患者及其家人的生活带来不同。

捐赠 ... 支持我们的工作。

成为会员 ... 加入我们实力强大的支持网络。

大声疾呼 ... 帮助我们为提高资金和改善服务代言。

成为志愿者 ... 帮助我们改善痴呆症患者的生活。

留下遗产 ... 在遗嘱中捐献一份遗产，帮助子孙后代。

希望了解详情? 请与我们联系。

致电全国痴呆症帮助热线电话：
1800 100 500



联系我们

全国痴呆症帮助热线
1800 100 500

或通过口笔译服务电话
131 450



fightdementia.org.au/vic



澳大利亚维多利亚州阿耳兹
海默氏病协会

98 -104 Riversdale Road
Hawthorn Victoria 3122

通信地址：

Locked Bag 3001
Hawthorn Victoria 3122

电话：03 9815 7800

传真：03 9815 7801

电邮：alz@alzheimers.org.au

还可以通过以下方式与我们联系：



地区办事处：

Albury/Wodonga
Ballarat
Bendigo
Geelong
Lakes Entrance
Moe
Shepparton
Swan Hill
Warrnambool

UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

OUR SERVICES

We are Victoria's peak body providing support and education to people living with dementia, their carers, family, friends, and the community.

WHAT WE DO

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 including Alzheimer's disease, vascular dementia, Lewy body disease, Frontal Temporal Dementia, and mild cognitive impairment. No matter what your age.

WHO WE HELP

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers of a person with dementia
- Professionals and staff working with people with dementia



*"My Mum was diagnosed with Alzheimer's ten years ago. Alzheimer's Australia Vic took me from knowing next to nothing about dementia, to learning how I could best support my parents through this journey."
Helen*



HOW WE CAN HELP YOU

Support

- Call our National Dementia Helpline to request information or talk about your concerns
- Talk through your emotional, practical and family issues in confidence with one of our professional counsellors
- Join one of our early intervention programs for people with early stage dementia, their families and friends
- Assistance to link in with other services and access 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 range of languages
- Phone or visit our library and browse through our extensive collection of books and media
- Become a member and receive our quarterly newsletter which contains updates on research, personal stories and practical advice
- Explore our website fightdementia.org.au for the latest information on dementia, services available and events

Education

- Attend an information session, course or seminar to learn more about dementia and practical ways of dealing with it
- Participate in our accredited courses for aged, community, disability and health care workers. We are a Registered Training Organisation offering accredited training for professionals and staff
- Use our Dementia Consultancy Service so that we can help your organisation better support people with dementia

UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

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 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 TO HELP OTHERS

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

Make a donation ... and support our work.

Become a member ... and join a powerful network of support.

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

Become a volunteer ... and help us improve the lives of people living with dementia.

Leave a bequest ... and help future generations with a gift in your will.

LIKE TO KNOW MORE? ASK US.

Call the National Dementia Helpline on
1800 100 500

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Our Patron: The Honourable Alex Chernov AC QC Governor of Victoria

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CONTACT US

**National Dementia Helpline
1800 100 500**

or via the
Translating and Interpreting Service
131 450



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