

INFORMATION AND SUPPORT

This Help Sheet lists a number of services and organisations that can provide families and carers of people with dementia with information and support about residential care.

Alzheimer's Australia

Alzheimer's Australia is the peak body for people living with dementia, their families and carers. It provides support, information, education and counselling.

You can call the National Dementia Helpline on **1800 100 500** or visit fightdementia.org.au

Aged Care Complaints Scheme

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. Complaints can help aged care providers improve the services and quality of care they provide to you or your loved one, so one complaint can help other people too.

For complaints regarding residential facilities and Community Aged Care Packages call **1800 550 552**

Age Page

The Age Page lists many services for older people. You will find the Age Page in the front of your telephone book.

Aged Care Assessment Team (ACAT)

ACATs provide assistance to older people in determining their needs for home based supports or residential care. A range of health care workers such as geriatricians, social workers and occupational therapists work on the teams.

All people requiring residential care, including younger people with dementia, must be assessed by an ACAT before moving to a Commonwealth funded aged care facility.

You can contact your nearest ACAT by calling the number listed in the Age Page of your telephone directory. Your doctor or hospital can also help you to contact your local ACAT.

Respite and Resource Centres

The Carer Advisory and Counselling Service provide carers with information and advice about relevant services and entitlements. Contact your closest Carer Advisory and Counselling Service on **1800 242 636** or visit carersaustralia.com.au

Commonwealth Respite and Carelink Centres around Australia provide information about the range of community care programs and services available to help people stay in their own homes. Visit commcarelink.health.gov.au or call **1800 052 222**

Australian Government Department of Health and Ageing

The Australian Government has established Aged Care Australia (incorporating the Aged Care Information Line), which provides information, support and advice regarding rights and responsibilities in residential facilities and can assist with any complaints. You can contact the Aged Care Information Line by calling **1800 200 422** or visiting agedcareaustralia.gov.au

FIGHTDEMENTIA.ORG.AU **NATIONAL DEMENTIA HELPLINE 1800 100 500**

Council on the Ageing (COTA)

This is an independent organisation working on behalf of older people. You can contact your State or Territory COTA office by calling the number listed in the Age Page in the front of your telephone book or visit cota.org.au

Standards and Accreditation

The Aged Care Standards and Accreditation Agency is the independent body responsible for managing the accreditation and ongoing supervision of Australian Government-funded aged care homes. The Agency has offices in all State capitals.

The National Office can be contacted on **02 9633 2099** or visit accreditation.org.au

FURTHER INFORMATION

Alzheimer's Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at fightdementia.org.au



For language assistance phone the Translating and Interpreting Service on **131 450**