



Section 7

Dementia Australia services

This publication contains information and general advice. It should not substitute personalised advice from a qualified professional.

While we strive to keep content accurate and up-to-date, information can change over time. For updates, please visit dementia.org.au or call the National Dementia Helpline on **1800 100 500**.

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dementia.org.au/resources/the-dementia-guide

Section 7

Dementia Australia services

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Dementia Australia supports people living with all forms of dementia. We also support their families and carers.

Our registered supports and services are available through My Aged Care and the NDIS. We also offer supports and services that do not require you to be eligible for these schemes.

Our services cater to individuals, couples, families and groups. Services are available nationally and can be accessed in a variety of ways, including face-to-face, telephone or online.

Services are free or low-cost thanks to government funding and the generous donations of corporate partners and individuals.

Information services

Dementia Australia has a range of information for:

- people living with dementia
- family carers
- family members
- friends
- health professionals.

Visit the Dementia Australia website for:

- help sheets (available in 32 languages)
- books and resources from the online library
- videos and downloadable resources on a range of topics and forms of dementia.

We also operate a national library service. You can borrow books, journals and DVDs with detailed information about dementia. We post loaned items on request.

We have a range of online resources that can support you, your family and carers.

Dementia in my family website

Dementia in my family is for children and teenagers who know someone with dementia.

The website is full of colourful, interactive and age-appropriate content. It provides education about dementia using videos, games and quizzes. The website also shares experiences of other young people in similar circumstances.

Visit **dementiainmyfamily.org.au**

Help with dementia website

Help with dementia is a website that can help you, family members, friends and carers learn more about:

- the stages of dementia
- how and where to get help
- arranging counselling over email, video conference or phone
- connecting online with others going through the same experience.

Visit **helpwithdementia.org.au**

Living well with dementia website

The *Living well with dementia* website aims to inspire people with dementia to live a good quality of life. The site encourages you to:

- discover new hobbies and activities
- continue participating in activities you love
- keep your heart, body and mind well.

Visit **livingwellwithdementia.org.au**

Support services

National Dementia Helpline

The National Dementia Helpline is a free telephone service. You can talk to trained and experienced professionals about:

- practical advice and emotional support to manage the impact of dementia
- education and early intervention programs for you, your family and carers

- counselling and support groups for yourself, your family and carers
- accessing skilled dementia professionals
- local community and health services
- government support services
- resources for people from:
 - different cultural and linguistic backgrounds
 - Aboriginal and Torres Strait Islander communities.

Call the National Dementia Helpline on **1800 100 500**.

- If you need an interpreter, call the Translating and Interpreting Service on **131 450**.
- If you are deaf or have a hearing or speech impairment, call the National Relay Service on **133 677**.
- You can access the Helpline webchat at **dementia.org.au**
- You can access email support at **helpline@dementia.org.au**

Counselling

You may wish to talk to a professional about your dementia experience. They can offer support with:

- emotional reactions
- changed relationships
- planning for the future
- finding appropriate services
- living arrangements
- dealing with changes in behaviour, family and cultural reactions.

Professional counselling is available at all stages of your dementia journey. You can do it on your own, with your family or partner, or with your carer.

Counselling can help you:

- work through feelings about your diagnosis
- understand how to live well for as long as possible
- share your emotions with a partner or your family.

It can also help family members understand your dementia and the changes they may be seeing in you.

Call the National Dementia Helpline on **1800 100 500**.

Personalised and practical support

Dementia Australia provides a range of services to help you live well at home. Community support services include:

- dementia advisory service—receive personalised advice about the support, services and education programs available to you
- group social support
- individual social support
- personal care
- transport
- cognitive stimulation groups
- domestic help

- flexible respite
- centre-based respite
- cottage respite.

The community support services available to you depends on:

- your geographic location
- whether you are eligible for services through My Aged Care or the NDIS.

Community support services may also be available to you or your carer without a referral from My Aged Care and the NDIS if you meet eligibility criteria for state-based and local council services.

Call the National Dementia Helpline on **1800 100 500**.

NDIS support coordination for people living with younger onset dementia

If you are living with younger onset dementia and need help with your NDIS plan, we can help. Our Support Coordinators can help you implement your funded supports and services.

Dementia Australia is a registered NDIS service provider. We can connect you with community, government and private providers. We can also negotiate what providers offer you and how much it will cost out of your plan.

This service is for people living with dementia who have support coordination included under their NDIS plan.

Education services

Dementia Australia offers a range of education sessions and programs. These can help you, your family, and carers learn about the different stages of dementia.

Our education services can help you:

- better understand the symptoms and behaviours associated with the disease
- identify the supports and services you need
- prepare for and make changes in your daily life to live as well as you can
- share stories, concerns and emotions.

For more information about any of the programs or to book a session, visit **dementia.org.au/education**

Living with Dementia program

It can be helpful to meet and talk to people in similar circumstances.

The Living with Dementia program provides this opportunity, as well as education and support. You can attend the program alone or bring along 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
- legal issues.

For more information about any of the programs or to book a session, contact the National Dementia Helpline **1800 100 500**.