



## Section 7

# Dementia Australia services

The Dementia Guide is for anyone who has been impacted by any form of dementia. The information in this guide is divided into sections. Each section relates to a particular stage of your dementia journey.

It is important to remember that everyone living with dementia is unique. The content in this guide is general in nature and we recommend you seek professional advice in relation to any specific concerns or issues you may have.

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

Web: [dementia.org.au/the-dementia-guide](https://dementia.org.au/the-dementia-guide)



“

**When people take the time, it makes me feel good and I feel understood. ”**

Eileen, a Dementia Advocate who lives with dementia

## Section 7

# **Dementia Australia services**

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Dementia Australia offers a broad range of services to support:

- people living with all forms of dementia and mild cognitive impairment
- people concerned about changes to memory, thinking or behaviour
- families and carers.

Our highly experienced and qualified dementia advisors provide information, support and education services to help you:

- understand your diagnosis
- learn more about your type of dementia
- adapt to changes in memory, thinking, behaviour and abilities
- plan for the future
- live a good quality of life.

We understand that every person and their experience of dementia is unique, and we take a very personalised approach in how we can support you. Our dementia specialist team can talk with you about how we can best support you and your unique needs.

You can participate in programs and services:

- as an individual
- as a carer
- as a couple (your partner, friend or carer)
- as a family.

Services can be accessed in a variety of ways, including:

- face-to-face
- telephone
- online.

Services are free or low-cost, thanks to government funding and the generous donations of philanthropists and private donors.

Services are also available to aged care and community care professionals seeking to learn more about person-centred approaches to dementia care.

The best way to learn about our services and connect to them is to call the **National Dementia Helpline** on **1800 100 500**.

## Information services

### Dementia Australia website

Visit the Dementia Australia website for:

- information about Dementia Australia (who we are and what we do)
- information about dementia, signs, symptoms, adapting to change and living well with dementia
- information, advice, common sense approaches and practical strategies on issues commonly raised about dementia
- booklets, videos and links to apps on a range of topics about dementia

- information about education programs and information sessions
- ways to get involved in advocacy, fundraising and research.



**Scan** here to visit the website or visit:  
**[dementia.org.au](https://dementia.org.au)**

## **Living well with dementia**

On our website you can read people's personal stories, which are aimed at inspiring people with dementia to have a good quality of life.

Our website encourages you to:

- discover new hobbies and activities
- continue participation in activities you love
- look after your heart, body and mind.

## **Younger onset dementia**

Our website is a valuable resource for people living with younger onset dementia, family, carers and medical professionals. It provides information and advice, and helps connect you with specific support and services, including the National Disability Insurance Scheme (NDIS).

## **Dementia in my family**

Our website helps children and teenagers who know someone with dementia. The website is full of colourful, interactive and age-appropriate content about dementia, using videos, games and quizzes. The website also shares experiences of young people in similar circumstances.

## **Dementia-Friendly Communities**

Dementia-Friendly Communities is a program that aims to build understanding, awareness and acceptance of dementia in the community. Our program website provides information and resources to support and empower people living with dementia and carers to:



- raise awareness and understanding of dementia, to create accessible and inclusive spaces
- link in with local programs, events and social activities
- connect with people in their local area who are committed to creating a dementia-friendly community.

## **Dementia Australia Library Service**

The library service provides access to a comprehensive collection of print and digital resources about dementia. You can borrow books, articles, audio resources, e-books and DVDs. Loaned items can be posted to you on request.

Visit: [\*\*dementia.org.au/library\*\*](https://dementia.org.au/library)

# Support services

## National Dementia Helpline

The **National Dementia Helpline** is a free telephone service available to anyone, 24 hours a day, seven days a week.

You can talk confidentially to dementia specialists about:

- memory concerns and seeking a diagnosis
- understanding your diagnosis and next steps to take
- the emotional impacts of dementia
- adapting to changes in memory, thinking, behaviour and physical abilities
- maintaining daily wellbeing and independence
- ways to connect with support programs and services to support you and your family
- caring for a loved one with dementia.

If you are newly diagnosed, your doctor, medical specialist or memory clinic may contact Dementia Australia, with your permission, to request a dementia specialist to call you to discuss support programs and services.

Call the **National Dementia Helpline** on **1800 100 500**. If you need an interpreter, call the **Translating and Interpreting Service** on **131 450**.



Scan the QR code to learn more about the National Dementia Helpline or visit: [dementia.org.au/helpline](https://dementia.org.au/helpline)

# Support programs following a diagnosis

## Post-Diagnostic Support Program

Dementia Australia's post diagnostic support program is available Australia-wide to anyone diagnosed with any type of dementia or mild cognitive impairment, as well as families and carers.

Over multiple sessions, a dementia specialist will:

- talk with you about your diagnosis
- identify services and support to help you adjust and live well with dementia
- make referrals to services and programs, including My Aged Care, the National Disability Insurance Scheme and Dementia Australia
- provide practical information and advice tailored to your type of dementia and your circumstances.

## **Living With Dementia Program**

This program provides an overview of dementia and how to proceed following a diagnosis. The program welcomes people living with dementia, together with a family member or carer, to participate in a series of group sessions and interact with people who are in a similar situation.

Led by a Dementia Australia facilitator, this program covers:

- adapting to change
- relationships and communication
- planning for the future
- staying healthy
- services and programs to help you live well.

## **Younger Onset Dementia Family Engagement Program**

While all of our programs are available to families impacted by younger onset dementia, we recognise the unique challenges facing some families when dementia is diagnosed in someone under the age of 65.

You may be:

- in full-time employment
- actively raising a family
- financially responsible for your family
- physically and socially active.

Our family specialist service is available to help with complex family situations and will work with you and your family, including children, to help you adjust to change and adapt as challenges arise.

## **Mild Cognitive Impairment Post-Diagnostic Program**

This program provides information and support to people living with mild cognitive impairment.

The program focuses on:

- understanding the condition and adjusting to changes in memory and thinking skills
- the importance of health and wellbeing to support and maintain brain health
- creating and maintaining healthy habits to reduce your risk of developing dementia
- activities that can help you stay mentally and socially active, and maximise wellbeing.

# Support programs at any stage of dementia

## Counselling

You may wish to talk to a professional counsellor about your dementia experience. You can do this on your own, or with a family member or carer.

Dementia Australia's free counselling service can help you:

- work through feelings about your type of dementia and its symptoms
- share your emotions in private, with a partner or your family
- talk about changes to memory, thinking and behaviour and its impacts on family, culture and living arrangements
- plan for the future, by setting goals and seeking referrals for support.

This service is also available to professional carers.



## **Connecting Peers**

One-to-one peer support is available to people living with dementia, and carers. Participants are paired with someone impacted by dementia in a similar way, enabling participants to share experiences and learn from each other.

## **Social support programs**

Social support services are available for people with dementia, their family and carers.

The Memory Lane Café® program offers group social support, hosted in community café settings across Australia. People living with dementia and their loved ones meet regularly with others to enjoy some entertainment and light refreshments. Participants are encouraged to form new friendships and build a support network to share experiences of dementia. Dementia Australia staff and volunteers are on hand to talk through any questions and offer advice.

Dementia Australia also offers people living with dementia a range of group programs tailored to various needs and interests. These include centre-based activities, community outings and more.

### **At Home with Dementia Program**

Dementia can change a person's perception of their home environment.

The At Home with Dementia Program offers advice and support to make practical changes and modifications to your physical home environment to support you to:

- live well at home
- maintain independence
- feel safe and secure
- maintain daily routines and tasks
- participate in hobbies and activities.

Dementia occupational therapists consult with you to identify changes you can make to create a home environment that is dementia-friendly and dementia-enabling.

## **Carer Support**

Caring for someone with dementia can be uplifting and rewarding, but also an emotional and challenging time. Dementia Australia offers support for carers to learn new ways to manage in their caring role, support wellbeing and connect with others in a similar situation.

Support groups are multi-session and include people in a similar situation, such as dementia type, people in rural and remote areas and other carer characteristics. All groups are facilitated by Dementia Australia's specialists who provide additional information and support, tailored to the needs of participants.

## **Support for culturally and linguistically diverse groups**

Dementia Australia connects with agencies, health and social services, groups and programs, supporting culturally and linguistically diverse people. Together, we identify programs and tools to meet the unique needs of diverse communities, to share information about dementia and encourage connection to Dementia Australia services.

## **Support for Aboriginal and Torres Strait Islander peoples**

Dementia Australia works with Aboriginal and Torres Strait Islander community health services, groups and programs to identify, develop and support Aboriginal and Torres Strait Islander peoples to become Dementia Link Workers. By working with local people, dementia information, advice and support is shared with people impacted by dementia in a culturally safe and inclusive way.

# Education services

## For people living with dementia, family and carers

Dementia Australia offers a broad range of information and education sessions, available face-to-face, online, or via pre-recorded webinars, to help build knowledge to support your wellbeing.

Our education services can help you:

- understand symptoms associated with different forms of dementia
- adapt your home environment to be dementia-friendly and dementia-enabling
- learn ways to respond to changes in memory, thinking, behaviour and communication
- identify supports and services to help you maintain independence and general wellbeing
- develop strategies to manage changes in abilities that affect daily life.

## For health professionals and care workers

Dementia Australia's 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.



**Scan** the QR code to learn more about our education services or visit:

**[dementia.org.au/professionals/  
professional-development-and-  
training](https://dementia.org.au/professionals/professional-development-and-training)**



**No matter how you  
are impacted by  
dementia or who  
you are, **Dementia  
Australia** is here  
for you. ”**