



Dementia Service Guide



About Dementia Australia

Dementia Australia is the source of trusted information, education and services for the estimated half a million Australians living with dementia, and the almost 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.

People living with dementia and mild cognitive impairment

Everybody's experience of dementia and mild cognitive impairment is different. We respect that everyone has different needs, dreams and attitudes, so we listen and tailor our support appropriately. Our services are available pre-diagnosis and to people living with all types of dementia and mild cognitive impairment, regardless of age, background or location.

Families, carers and friends

Families, carers and friends play a crucial supporting role in the care of someone living with dementia. That's why Dementia Australia is dedicated to providing specialised support to families, carers and friends at every stage, from pre-diagnosis onwards.

People with concerns about memory and thinking

We provide information to support people with concerns about memory and thinking to understand dementia and mild cognitive impairment. We also provide information on memory and common changes that may occur with ageing, strategies for improving memory and thinking, and information about when to seek help about concerns.

Health and aged care professionals

We support health and aged care professionals across Australia through our award-winning suite of education programs, including the use of innovative technology to create immersive experiences. Professionals can also refer their patients and clients to Dementia Australia for specialised services.



You are getting sound, solid advice, and you are empowered to go out and face the world. ”

Geoff, carer of a person living with dementia.



Welcome from the CEO

Maree McCabe AM

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

As the source of trusted information, education and specialised services for the estimated half a million Australians living with dementia, and the almost 1.6 million people involved in their care, we provide essential and tailored support enabling people impacted by dementia to live as well as possible.

We empower people living with dementia, their families and carers with information about the road ahead and strategies to live as independently as possible the life of their choosing.

Our team supports people across Australia to understand and adjust to a diagnosis of dementia or mild cognitive impairment. Dementia Australia services empower people to live engaged and fulfilling lives by gaining knowledge and strategies, maintaining emotional wellbeing and psychological health, and navigating the aged care and disability systems.

We support people from pre-diagnosis, including people with mild cognitive impairment, right through to end of life.

Our life-changing services are complementary to the care provided by general practitioners, medical specialists, allied health and aged care professionals.

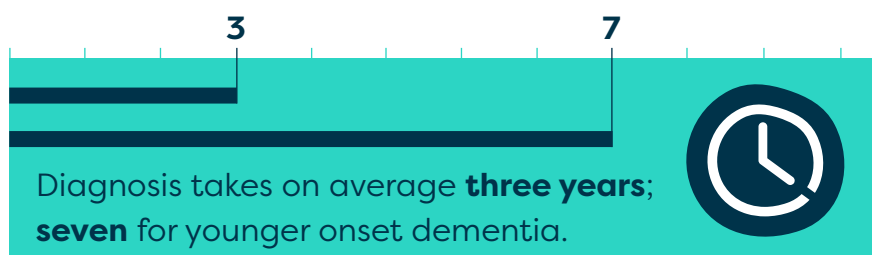
We support medical, health and aged care professionals with information to support their patients.

The team at Dementia Australia is here for you and your patients. Please reach out to us via the **National Dementia Helpline** on **1800 100 500** or visit [dementia.org.au](https://www.dementia.org.au)

Thank you.

Reshaping the impact of dementia

Dementia Australia's Strategic Direction 2018-2023 outlines the significant and growing challenge ahead of us.



76%
of people with dementia live in the community



44%
live alone.



There are currently **no standards** specific to the care of people living with dementia in aged care facilities.

Dementia Australia's strategic aims are:

- To significantly reduce the time it takes to diagnose dementia and increase the number of people accessing supports early, including those living in hard-to-reach locations.
- To create baseline and best-practice standards for quality dementia care, in consultation with stakeholders. We advocate for the baseline standards—which include provisions for training—to be implemented into aged care facilities across Australia.
- We will tackle discrimination head on so that no-one with dementia feels isolated.

What we do

Dementia Australia works with health and aged care professionals, organisations and individuals to support people impacted by dementia and mild cognitive impairment. This ranges from answering initial questions and exploring concerns, to focused programs to support people in the crucial period immediately following a diagnosis and then onwards.

A referral to Dementia Australia connects people with concerns about their cognition and those living with dementia or mild cognitive impairment with individual, specialised support services to live as well as possible. Our specialist staff assess the needs of each individual and provide tailored support and services. You can refer your patients and clients to Dementia Australia for dementia-specialised support, information, and education.

Support

We offer free or low-cost services across Australia that can help people understand recent changes in circumstances and access support. We offer services dedicated to understanding diagnosis and next steps, and supporting ongoing emotional, social, and physical wellbeing.

To connect with our services directly, call the **National Dementia Helpline** on **1800 100 500** and for interpreter services call **131 450**, or make an online referral at dementia.org.au/referral

The **National Dementia Helpline** operates **24 hours a day, seven days a week, 365 days a year.**

Opposite: Juanita, who is living with dementia.



Information

We provide a wide range of resources to support people living with all forms of dementia, their families, and carers. For resources and information visit dementia.org.au/referral/resources. We provide resources in many languages and in various formats.

Visit dementia.org.au

Education

We offer information and education sessions for people living with dementia, family members and carers. Our experienced staff run educational sessions throughout Australia and online. For more information visit dementia.org.au/education.



I'm still not fully supported and that's my choice because I'm just taking it as I want to do that sort of thing. The initial contact with Dementia Australia was fantastic in terms of getting my access to the resources and services I need. ”

Russell, person living with dementia.



I rang the Helpline, they had a short but very helpful conversation with me and promised that in 24 hours somebody else would contact me, which they did. And then a new world started to open to me and opportunities I never dreamed about. ”

Graham, person living with dementia.

Services and support

National Dementia Helpline

The **National Dementia Helpline** operates 24 hours a day, seven days a week, 365 days a year. Our highly trained dementia specialists support people living with dementia or mild cognitive impairment, family members, friends and carers, people worried about their memory or cognition and health professionals.

Free and confidential information is available about cognitive changes, brain health, memory loss, dementia and mild cognitive impairment, government support services (including My Aged Care, the Carer Gateway, National Disability Insurance Scheme and Centrelink), diagnostic services and local support.

Contact the **National Dementia Helpline** for information about all of Dementia Australia's services. Call **1800 100 500**, send an email to helpline@dementia.org.au or chat online at dementia.org.au/helpline/webchat. For interpreter services call **131 450**.



Above: Lilli and Salim. Salim is living with dementia.

Early Intervention Programs

Early intervention programs are designed to support people with dementia or mild cognitive impairment and their support network immediately following a diagnosis, and over the initial years living with that diagnosis.

Offered in multiple ways including individual and group-based, face-to-face and online, programs are uniquely tailored to be accessible for all people living anywhere in Australia.

Participants will experience improved dementia literacy and self-advocacy skills, engage in forward planning, understand and access available support, form social connections and undertake financial and legal planning.

Living With Dementia Program

Our Living With Dementia Program enables people impacted by dementia and their families to be empowered in the early stages of living with dementia. People understand more about dementia and how to live well, learn about supports and services, and planning ahead.

In a supportive group environment, our highly skilled dementia specialists guide clients and carers to learn how to communicate more effectively, adapt to the impact of dementia and deal with challenges. The program also provides an opportunity to meet others who are in a similar situation. Delivered face-to-face and online the program is available to people living anywhere in Australia.

Visit dementia.org.au/education/living-dementia-program

Counselling

Living with a diagnosis of dementia or mild cognitive impairment, or caring for someone with dementia, can be challenging. Counselling supports people to gain a better understanding of the impact of dementia or mild cognitive impairment and develop strategies to live well. Adjusting practically and emotionally to the diagnosis can enable those impacted to take control and work together as a couple or family.

Counselling is confidential, and our qualified counsellors are experienced in supporting people of all ages living with dementia or mild cognitive impairment. Counselling is also available for carers and family members, or any other significant people in the life of someone living with dementia. Sessions can be delivered to individuals or small family groups, face-to-face, over the telephone or online.

Visit dementia.org.au/support/counselling

Library

The Dementia Australia Library Service is a trusted source of knowledge, offering world-class resources to people across Australia.

Visit dementia.org.au/library



I did use the library service and it was wonderful. I read books written by people with experience of having dementia and it made me feel not alone. ”

Jenni, person living with dementia.



Dementia education programs

Our education services provide a better understanding of symptoms and behaviours associated with dementia. We offer services that help people living with dementia prepare for changes they make in their daily life to live as well as they can. We provide a place for people affected by dementia to share their stories, concerns and emotions.

Sessions are delivered by qualified and highly skilled dementia specialists face-to-face and online, with a range of topics relevant to people living with dementia, their families and carers.

Dementia Australia also engages with dementia experts working across a range of industries and specialties to produce recorded online webinars that are available anytime.

Visit dementia.org.au/education

Above: Rob is a former carer.



**It's not just a lifeline, it's a life.
It's giving us our lives back.** ”

Jenni, person living with dementia.

Post-diagnostic Support Program

This program is ideally suited to people following a diagnosis of dementia, by providing practical information and advice tailored to their circumstances. Available to people of all ages diagnosed with any type of dementia or mild cognitive impairment, as well as their families and carers across Australia.

Participants engage with a single dementia specialist to identify their needs. Over multiple sessions they are provided with tailored resources and support to adjust to their diagnosis and live well with dementia.

The program also provides people with referrals to additional services and programs, including My Aged Care (also known as MAC), the National Disability Insurance Scheme (also known as the NDIS) and Dementia Australia services. Available throughout Australia via phone or via video conference.

Visit dementia.org.au/support/living-with-dementia/post-diagnostic-support



Memory Lane Cafe®

This cafe style peer and social support program provides regular group-based social support to enhance emotional wellbeing, support the care relationship, minimise social isolation and facilitate access to information and community resources and Dementia Australia staff.

Both the person with dementia and their loved one(s)/support person attend sessions together. People with dementia who don't have a support person are also supported to attend. Memory Lane Cafes run from community cafe settings, across Australia, meeting every six to eight weeks. Participants enjoy socialising with peers in a supported environment and specialist staff are on hand to talk through questions or concerns.



Dementia Australia Carer Support

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

Support groups are multi-session and delivered face-to-face, online or via telephone across Australia. There are groups tailored to specific circumstances 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.

Visit dementia.org.au/support/family-and-carers

Group and Individual Social Support

Dementia Australia offers a range of social support services for people with dementia tailored to various needs and interests. These include centre-based activities, community outings and more.

Visit dementia.org.au/support/additional-programs

Younger Onset Dementia Hub

Dementia Australia's services are available to people impacted by dementia who are under the age of 65. There are a number of programs tailored to address the unique needs of a younger person living with dementia and their family and carers. This includes support to register with the National Disability Insurance Scheme.

Visit dementia.org.au/support/younger-onset-dementia

“

I realised I wasn't going to die tomorrow, and I still have a life to live. ”

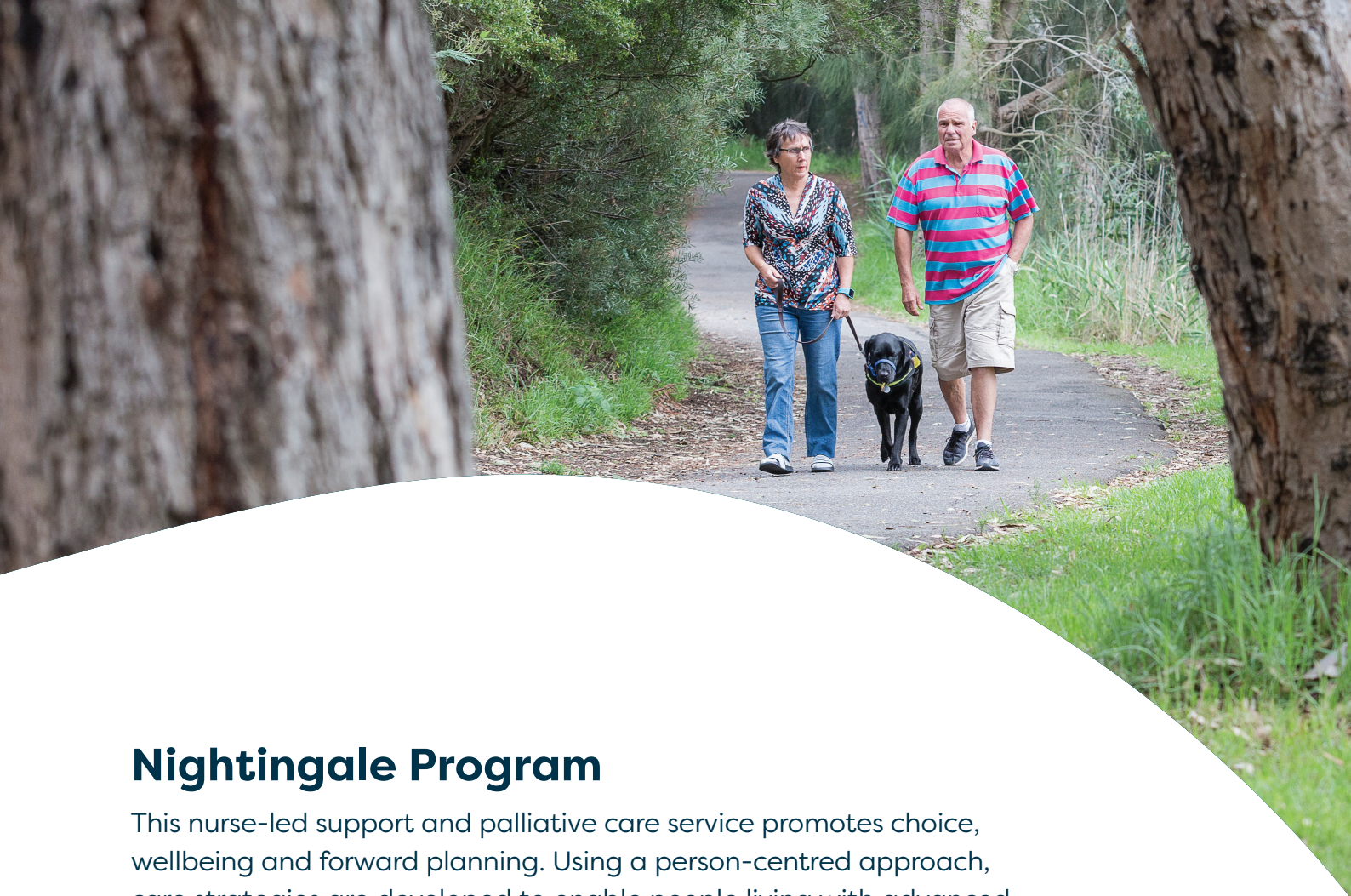
Jenni, a person living with dementia.

Dementia Advisory Services

Access advice and support focused on disease management, overcoming challenges, managing changes and living well. This service is goals-focused and unpacks individual needs and goals to identify strategies and opportunities for achieving desired outcomes.

Brain Works Program

This multi-session group-based program utilises principles of Cognitive Stimulation Therapy (CST). People with dementia or mild cognitive impairment are engaged in activities and discussions, aimed at enhancing cognitive and social functioning. The program empowers people to maintain a sense of purpose by learning how to implement meaningful activities in their daily life. In parallel, primary carers are supported to implement the goals and strategies identified by the person living with dementia or mild cognitive impairment.



Nightingale Program

This nurse-led support and palliative care service promotes choice, wellbeing and forward planning. Using a person-centred approach, care strategies are developed to enable people living with advanced dementia to maximise their independence, foster positive relationships, have a voice in their future care options and decision-making and avoid unnecessary presentations to acute hospital settings.

Outreach Brain Hubs

This program offers a tailored outreach opportunity for rural and remote communities. Delivered over a specified period, a Brain Hub is a safe and inviting place to receive dementia information, education and support. The specific program of activities is developed in consultation with the local community.

Dementia Australia specialists deliver the Brain Hub to raise community awareness and understanding of dementia and ensure people know how to connect with Dementia Australia and other available service providers. Brain Hubs engage with community members and local health specialists.

Above: Joe and Joyce with Venus, Joyce's assistance dog. Joyce is living with dementia.



Outreach Aboriginal and Torres Strait Islander Link Workers

Dementia Australia respects and celebrates the diversity of Aboriginal and Torres Strait Islander communities and culture throughout Australia. This program builds community capacity to support Aboriginal and Torres Strait Islander people impacted by dementia with tailored information, education and services.

Dementia Australia collaborates with Aboriginal and Torres Strait Islander community health services, groups and programs to identify, develop and support Aboriginal and Torres Strait islander people to become Dementia Link Workers. This localised approach ensures programs are delivered in a culturally safe and inclusive way, supporting increased access and quality of life.

Above: Jack and Gwen. Jack is living with dementia.

Culturally and Linguistically Diverse Groups

Dementia Australia identifies and connects with agencies, health and social services, groups and programs supporting culturally and linguistically diverse people to increase the reach and impact of dementia information, education and services for people from diverse backgrounds.

Our specialist staff collaborate with representatives to identify programs and tools to meet the unique needs of their communities. They deliver culturally safe and inclusive programs, which increase the capacity of representatives to offer ongoing support and facilitate connection to Dementia Australia services.



We were advised to do the course Living With Dementia and that's probably the biggest thing that changed our life. Whilst it was great to talk to people from Dementia Australia, it's also good to talk to people with dementia because you sort of feel a bit collegiate, you can open yourself a little bit more to your vulnerabilities and that sort of thing. ”

Russell, person living with dementia.

New programs 2022

Connecting Peers

Dementia Australia have developed a new peer support program which provides one-on-one connections between two people living with dementia, or two carers. Peer support enables people with similar experiences to share their stories, feel understood and learn from each other.

At Home with Dementia

This program supports people to ensure their home is dementia-friendly. Focusing on more than safety, the program takes a holistic approach to ensure the physical home environment supports independence, comfort, functioning and wellbeing. Ensuring all household members are considered, the program supports increased quality of life for participants.

Our highly experienced and qualified staff who deliver this program have an occupational therapy background, overlaid with dementia expertise around the assessment and creation of dementia-enabling environments.

“

The most useful thing was a support group once a month because I gained so much information and realised, I wasn't alone in dealing with this. ”

Claire, carer for a person living with dementia.

Programs launching soon

Younger onset dementia

Dementia Australia recognises the unique situation facing families with a loved one who develops dementia at a younger age. Our Family Specialist service will work with people living with younger onset dementia and their families—including children—to understand the condition and to work together to adjust and adapt as challenges arise.

Mild cognitive impairment

Currently in development, Dementia Australia will launch a program to support the increasing number of people diagnosed with mild cognitive impairment. The program will combine a focus on lifestyle factors that support brain health and reduce the risk of dementia. It will also cover how to understand and adjust to a diagnosis, as well as cognitive rehabilitation approaches aimed at maximising wellbeing.

Dementia Australia is dedicated to ensuring that all Australians impacted by dementia are connected to the information, education and support they need, when they need it.

Our dementia specialists assess individual needs and circumstances to create a tailored support plan. Contact the **National Dementia Helpline** for information about any of Dementia Australia's services on **1800 100 500**.



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Dementia Australia is the source of trusted information, education and services for the estimated half a million Australians living with dementia, and the almost 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.

Founded by carers more than 35 years ago, today we are the national peak body for people living with dementia, their families and carers. We involve people impacted by dementia and their experiences in our activities and decision-making, to make sure we are representative of the diverse range of dementia experiences. We amplify the voices of people impacted by dementia through advocating and sharing stories to help inform and inspire others.

No matter how you are impacted by dementia or who you are, we are here for you.

“

I just feel so much more empowered and able to live my life on a day-to-day basis. The impact of the services has been amazing because I realise I can still survive and do more, I can do wonderful things that I would never even think of doing before. ”

Jenni, person living with dementia.

National Dementia Helpline

1800 100 500



For language assistance
call **131 450**

Find us online
[**dementia.org.au**](https://dementia.org.au)

