

# Dementia

Resources and support to help you live well

## Finding out about dementia

Finding out that you or a family member may have dementia can be overwhelming. You might have a lot of questions. There is a lot to learn but help is available. Your local doctor (GP) can help you understand what may happen next, and how to find the information and help that you, your family, or friends may need.

This information sheet outlines where to find the services and supports you may need now and in the future.

## Call a national help line



The **National Dementia Helpline** provides information and advice, emotional support and guidance, and will connect you to support services and programs.

**1800 100 500** free call  
24 hours a day, 7 days a week.

## Dementia Support Australia

The **Dementia Behaviour Management Advisory Service** is a national advisory service for families and carers of people with dementia. The service provides confidential advice, assessment, intervention, education and specialised support.

**1800 699 799** free call  
24 hours a day, 7 days a week.



## Find services using the local Dementia Directory



You can now find a range of local services in the dementia directory, such as:

- Information and resources
- Support groups
- Respite services
- Cognitive, Dementia and Memory Services (CDAMS)
- Health professionals (such as dietitians, exercise physiologists, speech pathologists, occupational therapists, counsellors)



Scan the QR code to visit the Dementia Directory

Visit: [DementiaDirectory.org.au](https://DementiaDirectory.org.au)

This directory includes services not listed in My Aged Care or Dementia Australia services lists.



Do you need help to access the links in this information sheet? Call 1800 100 500 or ask your local doctor (GP).

This collaborative project is funded by the Australian Government to support better access to dementia care in our community. This information sheet has been developed using content from The Dementia Guide by Dementia Australia and in consultation with people living with dementia, carers and health professionals.

### Support services



There are supports and services that can help you. These may include: help around the home, social and daily activities, personal care, respite care, allied health (such as exercise physiologists, dietitians, occupational therapists), transport, and residential aged care.

To help you find the services you need see below:

- **If you are under 65 years old** contact the National Disability Insurance Scheme (NDIS)  
Visit [ndis.gov.au](https://www.ndis.gov.au) or call:

**1800 800 110**

8am – 8pm Monday – Friday

- **If you are over 65 years old** contact My Aged Care.  
Visit [myagedcare.gov.au](https://www.myagedcare.gov.au) or call:

**1800 200 422**

8am – 8pm Monday – Friday  
10am – 2pm Saturday

- **If you are an Aboriginal or Torres Strait Islander** aged 50 – 64 years you can access either NDIS or My Aged Care.



### Support for carers

If you support someone with dementia, you can find information, get support and access services in your area and online at **Carer Gateway**.

Visit: [carergateway.gov.au](https://www.carergateway.gov.au)  
or call: **1800 422 737**



### Information in other languages



**Dementia Australia** provides a wide range of information, education and support, including information translated into 38 languages. Visit [dementia.org.au/languages](https://www.dementia.org.au/languages)

**Dementia Support Australia** have a range of translated information online. Visit [dementia.com.au/resource-hub](https://www.dementia.com.au/resource-hub)

**Moving Pictures** has translated information and short videos available in different languages. Visit [movingpictures.org.au/Pages/FAQs/Category/mp-genie](https://www.movingpictures.org.au/Pages/FAQs/Category/mp-genie) or [movingpictures.org.au/films](https://www.movingpictures.org.au/films)

### Interpreter and hearing services

If you need an interpreter, please call the Translating and Interpreting Service on **131 450**.



If you are deaf or have a hearing or speech impairment, please call the National Relay Service on **133 677**.



[The Dementia Guide](https://www.dementia.org.au) is available in print or audio. Each section relates to a stage of your dementia journey. Visit [dementia.org.au](https://www.dementia.org.au)



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