

Early connections in your dementia journey

CHN



Carer Guide

**A guide to local dementia care
and support services in the ACT**



To access this resource digitally [click here](#) or scan the QR code

The need for information and assistance can arise at any time. This guide has been developed to assist you and your family understand local carer support services and to support you in caring for a person living with dementia in the ACT.

This guide was designed to be a resource that you can come back to throughout your caring journey. Each service listed has a check box so that you and your family or your GP can tick the services you would like to contact. There are also lots of 'useful tips' highlighted throughout the guide.

The list of services provided in this guide are not exhaustive and there may be services missing that you will find helpful. We chose the services listed based on discussions we have had with health professionals and dementia and carer advocacy organisations. We hope you find it useful.

Capital Health Network has been funded by the Department of Health and Aged Care to develop this guide. This information is current as at November 2023.



To access a corresponding resource that maps useful services for people living with dementia [click here](#) or scan the QR code.



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National Dementia Support Organisations



Dementia Australia

National service organisation that provides information, education, and support services for you and your carer. These include:

- the post-diagnostic support program
- living with dementia program
- social and peer support
- flexible respite and counselling.

Contact the **National Dementia Helpline**, a free 24/7 service for more information and advice, and to be connected to local community support services and programs.



dementia.org.au



1800 100 500
(National Dementia Helpline)



Dementia Australia ACT Office
Endeavour House
Level 3, 2-10 Captain Cook
Cres, Griffith ACT 2603



02 6255 0722
(Dementia Australia ACT office)



act.admin@dementia.org.au



Useful tip:

If the person you care for has a mental health crisis, call Access Mental Health on **1800 629 354** or **02 6205 1065**. If your situation is life-threatening, call **000** for help or **visit your nearest Emergency Department**.



Dementia Support Australia

National service organisation that provides free help for carers of people living with dementia in situations when their behaviour is impacting on their care.

Dementia Support Australia can:

- assess the person living with dementia
- provide clinical support, information and advice (including referrals to other support services)
- help with care planning and short-term case management.

Contact the **National Helpline**, a free 24/7 service for more information and advice.



dementia.com.au



1800 699 799



Useful tip:

If the person you are caring for is eligible for CHSP, contact Dementia Australia for more information about accessing flexible respite, social support individual, centre-based programs and dementia advisory services.

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Translation, Interpreting and Relay Services



National Auslan Interpreter Booking Service (NABS)

Provides interpreters to people who use sign language.



nabs.org.au



1800 246 945



0427 671 261 (SMS booking)

National Relay Service

Phone service for people who are deaf, have a hearing or speech impediment. You need to register to use this service.



nrsCaptions.nrsCall.gov.au



133 677

Translating and Interpreting Service (TIS)

Provides interpreters for people who do not speak English.



tisnational.gov.au



131 450



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Carer Support Organisations and Government Support



The services listed below provide assistance to carers. For government support available for people living with dementia, see our companion resource.

ACT Companion Card Program

The Companion Card enables a companion of someone living with a disability (who requires life-long attendant care support) to attend activities and events at participating venues without paying for a second ticket.



communityservices.act.gov.au



02 6205 4333



companioncard@act.gov.au



Carer Gateway

Offers help, advice, education and information to carers and connects them to local services including:

- counselling
- respite
- social activities
- advocacy
- peer support
- care navigation
- care package coordination
- emergency respite
- planning.

Contact the national **Carer Gateway helpline**, a free 24/7 service for information and advice.

Carers ACT provides local carer support and can also help arrange respite care and assistance with care package coordination.



carergateway.gov.au



1800 422 737 – Option 1



02 6296 9900
[Carers ACT office]



2/80 Beaurepaire Cres, Holt ACT 2615



Useful tip:

You can apply for payments and services through Services Australia such as Carers Payment and Carers Allowance if you provide temporary or ongoing care. This can be helpful if you need to take time off work to care for someone.



Services Australia

Services Australia is the national provider for government payment services. Carers can apply for payments and services that can help.



[servicesaustralia.gov.au/
caring-for-someone](https://servicesaustralia.gov.au/caring-for-someone)





Respite Care



Caring for someone with dementia can be challenging. Access to respite can help you have a break and look after yourself, so you can continue to provide care at home for as long as possible. Options include flexible respite, in-home respite, day centres, overnight cottage respite and residential respite.

For a list of current respite services available in your local area who specialise in dementia care, visit myagedcare.gov.au/find-a-provider. The list can be filtered by the care type and services required.

The service providers listed may also provide fee-for-services if the person you are caring for is not eligible for My Aged Care or NDIS.



myagedcare.gov.au/find-a-provider

Specialist Dementia Care Program (SDCP) - Uniting

In the ACT the Uniting Eabrai aged care residence in Weston is specially designed to meet the needs of people living with dementia. This is part of an Australian Government program (SDCP).



uniting.org/services/aged-care-services/types-of-care/dementia-care/specialist-dementia-care



1800 699 799
(Dementia Support Australia)



12 Namatjira Drive, Weston
ACT 2611



Emergency Respite Care

Emergency respite care is an option if you, as a carer, are unavailable to look after and support a person living with dementia.

The emergency respite services will cover the care and support for a period of time.

Carer Gateway is available 24/7 for emergency respite situations.



carergateway.gov.au



Useful tip:

Prepare for an emergency by filling out the **emergency care plan** available on **carergateway.gov.au**. This plan details all the information about the person you care for in one place, making it easy for someone to take over from you in a hurry.

The Hub Day Program

The Hub Day Program is available for people between the ages of 18 and 50 living with a mild to medium cognitive disability. It aims to:

- enhance the individual's social and independent living skills
- develop interest and abilities
- participate in the community.

Activities are interactive and adapted to the participant's NDIS goals, abilities and interests.



carersact.org.au/service/the-hub-disability-day-program



0413 997 466



Carers ACT
2/80 Beaurepaire Crescent, Holt ACT 2615



The.Hub@carersact.com.au





Staying at home program

Free carer wellbeing and respite program delivered by Dementia Support Australia for people in the community living with dementia and their carers.

The program is designed to:

- empower and upskill carers to support a person living with dementia to remain at home for as long as possible
- create opportunities for carers and people with dementia to meet others who are going through the same experiences in a supportive environment.



dementia.com.au/dsa-staying-at-home



1800 699 799



stayathome@dementia.com.au



Theodora's Place (St Andrews Village)

Theodora's Place is a Commonwealth Home Support Program-funded centre that offers day respite and emergency overnight respite for carers of:

- frail aged Australians 65 and over (or 50 and over for Aboriginal and Torres Strait Islanders)
- people living with dementia, and
- people living with dementia and challenging behaviours.

Contact the Respite Coordinator for further information and to arrange an assessment.



sav.org.au/theodoras-place



02 6283 4999



95 Groom Street, Hughes ACT 2605



Operating Hours:

Tuesday, Wednesday, Thursday: 9AM – 5PM

Red Hill Social Club (BaptistCare)

Day respite for the elderly and people with low to medium level dementia, offering activity programs (which can involve card and board games, arts and crafts, light exercise) as well as regular outings and bus trips in the local community.



baptistcare.org.au/centre/red-hill-social-club



02 6195 3130



Lower Ground Floor,
111 Carnegie Crescent, Red Hill
ACT 2603



Operating Hours:

Monday to Friday: 8AM – 6PM
(except public holidays)



Short-stay cottages

Carers ACT's cottages are low care services open to all ACT seniors or people with early onset dementia, depending on their individual care needs.

Fees apply, but clients may be eligible for the costs of the service to be subsidised through My Aged Care or NDIS.

Services include:

- interactive day programs
- overnight stays and
- short-term respite stays.



carersact.org.au/ageing-dementia-short-stay-cottages



Deakin Cottage

117 Denison St, Deakin ACT 2600



02 6296 9949



cottages@carersact.org.au



Naraganwali Cottage

28 Rowntree Crescent, Isaacs ACT 2607



02 6296 9940



cottages@carersact.org.au

Leo's Place

Leo's Place is a Palliative Care ACT initiative that provides a home away from home for people over 18 years of age with a life-limiting illness.

Leo's place offers:

- overnight respite for people with a life-limiting illness, with the option of their carer staying with them
- day respite to support and care for people with a life-limiting illness, to allow carers to have a short break
- carer support by providing access to advice, information and self-care activities.



leosplace.org.au



02 6171 2290



Located in the Inner North of Canberra – call for further information.



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Peer Support Groups



Carers ACT (or Carer Gateway)

Offers help, advice, education and information to carers and connects them to local services.



carergateway.gov.au



02 6296 9900 or 1800 422 737

Dementia Australia

National organisation that provides free help for carers of people living with dementia in situations when their behaviour is impacting on their care.



dementia.org.au



1800 100 500

Dementia Downunder

Support and information Facebook group for anyone in Australia with a family member or friend with Dementia.




facebook.com/groups/dementiadownder/


Sustainable Personalised Interventions for Cognition, Care and Engagement (SPICE) Program

12-week program for people living with dementia and their carer at the University of Canberra Hospital including:

- physical activity
- nutritional assessment
- group activities
- education and carer support
- care of people with dementia in their environment (COPE) program.

To express interest in participating, contact Dr Nathan D’Cunha.

 02 6206 8585

 0437 709 355

 CHS.UCHSPICE@act.gov.au





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Counselling and Helplines



Carer Gateway

Offers help, advice, education and information to carers and connects them to local services.



carergateway.gov.au



1800 422 737

Dementia Australia

National organisation that provides free help for carers of people living with dementia in situations when their behaviour is impacting on their care.



dementia.org.au



1800 100 500

Domestic Violence Crisis Service - ACT

The Domestic Violence Crisis Service in the ACT provides long and short term support, advice, resources and services including:

- crisis intervention (24/7, 365 days a year)
- legal support and advocacy
- safety planning
- support programs



dvcs.org.au



02 6280 9099
(24/7 crisis line)



SMS 0421 268 492
(not monitored 24/7)



crisis@dvcs.org.au

**If your situation is life threatening
please call the police on 000.**

Elder Abuse Helpline

The Elder Abuse Helpline offers free information and support services for people who experience or witness the abuse of an older person.



ag.gov.au/rights-and-protections/protecting-rights-older-australians



1800 353 374

Multicultural Hub Canberra

Multicultural counselling service. Offers culturally sensitive counselling and is available to men and women of any age.



mhub.org.au/counselling-service



info@mhub.org.au
(to book a confidential appointment)

National Disability Abuse and Neglect Hotline

Provides support to you or someone you care for to report abuse and neglect of people with disability.



1800 880 052
Available Monday to Friday:
9AM-7PM

Qlife Australia Helpline

Anonymous LGBTQI+ peer support and referral from 3PM to midnight, 365 days a year.



qlife.org.au



1800 184 527

**13Yarn**

Crisis support 24 hours a day, 7 days a week for First Nations people who are feeling overwhelmed or having difficulty coping.



13yarn.org.au



13 92 76

1800Respect

24 hours national sexual assault, family and domestic violence counselling line.



1800respect.org.au



1800 737 732

Canberra Head to Health

The Canberra Head to Health Centre provides free mental health care services to people 18 and over. They accept walk-ins, phone calls, and online enquiries and don't require a referral, a Medicare Card or a Mental Health Care Plan (MHCP).



canberrahealthtohealth.com.au



1800 595 212



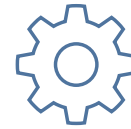
Shop G7 (Ground Floor),
14 Childers Street, Canberra
City ACT 2601

**Useful tip:**

Caring for someone is important but can affect your own health and wellbeing. Consider filling out the **NAT-CC** (Needs Assessment Tool for Carers) to help you name issues that are important to you about your own health and well-being to discuss with your GP.

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Useful Apps and Tools



Ask Annie

Dementia Australia's Ask Annie App is designed to provide practical tips and strategies to better support people living with dementia.



[dementialearning.org.au/
technology/ask-annie](https://dementialearning.org.au/technology/ask-annie)

Better Visit

Dementia Australia's Better Visit app features a range of two-player games designed to enhance communication and facilitate positive social interactions between people living with dementia and their visitors.



[dementia.org.au/information/
resources/technology/
abettervisit](https://dementia.org.au/information/resources/technology/abettervisit)

BrainTrack

Dementia Australia's BrainTrack App has games and challenges to explore your brain health and help monitor changes in your thinking. You can share the data from this app with your GP.



[dementia.org.au/braintrack-
app](https://dementia.org.au/braintrack-app)



Dementia-Friendly Home

Dementia Australia's Dementia-Friendly Home App provides carers with ideas to make their home more accessible for people living with dementia.



[dementia.org.au/information/
resources/technology/
dementia-friendly-home-app](https://dementia.org.au/information/resources/technology/dementia-friendly-home-app)

Pill Reminder and Medication Reminder | healthdirect

MedicineWise's Manage Medicine app helps you easily keep track of medicines and access important health information anytime and anywhere.



[healthdirect.gov.au/manage-
medicine](https://healthdirect.gov.au/manage-medicine)

My Dementia Companion Carer

My Dementia Companion Carer edition is a tool that helps self-directed family and friend carers to make caring and life easier for their loved one with dementia. The tool can be used via smartphone or computer.



[mydementiacompanion.com.
au](https://mydementiacompanion.com.au)

Vera Music

Vera is a purpose built and evidence based music app to support carers in their care routine. With Vera music can be incorporated into the daily activities of someone living with dementia.



veramusic.com





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Carer Education and Resources



Carers ACT

Offers help, advice, education and information to carers and connects them to local services.



carersact.org.au

Carer Gateway

Offers help, advice, education and information to carers and connects them to local services.



carergateway.gov.au

Carer Help

The CarerHelp website brings together tools, videos and information to support carers to improve your wellbeing and the care you provide.



carerhelp.com.au

Dementia Australia

Provides information, educational sessions and resources that are tailored for friends, families and carers about dementia.



dementia.org.au

**Understanding Dementia
(Massive Open Online
Course) by University of
Tasmania**



[utas.edu.au/wicking/
understanding-dementia](https://utas.edu.au/wicking/understanding-dementia)

A free online course designed to be accessible to people from diverse backgrounds including people in the early stages of the disease, their families and caregivers.



Useful tip:

Anglicare offers a free eBook with advice on improving your health and wellbeing while caring for someone. To order your copy visit the Anglicare website <https://www.anglicare.org.au/what-we-offer/more-aged-care-services/dementia-care/forms/wellness-e-book/>.

[illegible]



To access this resource
digitally [click here](#)
or scan the QR code



To provide feedback

If you would like to provide feedback on this resource
please email healthpathways@chnact.org.au



To access a corresponding resource that maps useful
services for people living with dementia [click here](#) or scan
the QR code.