

# Support Services: Early connections in your dementia journey

CHN



**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 dementia care and support services available in the ACT.

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 advocacy organisations. We hope you find it useful.

## How to use this guide

This guide was designed to be a resource that you can come back to throughout your dementia 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. From page 46 you will find space to list your medications, contact details for appointments and specialists and information about your dementia care plan.

## Background

A diagnosis of dementia can bring a mix of emotions to you and your family. Early diagnosis is important to allow you to live better by managing your symptoms, access a range of health and support services and plan for the future. Capital Health Network has been funded by the Department of Health and Aged Care to develop this guide. We hope it is useful to help you and your family.

The contents of this resource were guided by consultations with people living with dementia, their carers and health professionals. This resource maps local care and support services that can assist you and your family in your dementia journey.

This information is current as at November 2023.



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



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# 1 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](https://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](mailto:act.admin@dementia.org.au)

## Dementia Support Australia

National service organisation that provides support when a person living with dementia is experiencing changes to their behaviour. They work with you and your support network with the goal to improve quality of life.

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



[dementia.com.au/what-services-are-available](https://dementia.com.au/what-services-are-available)



1800 699 799



## **2** Translation, Interpreting and Relay Services



### **National Auslan Interpreter Booking Service (NABS)**

Provides interpreters to people who use sign language.



[nabs.org.au](https://nabs.org.au)



1800 246 945



0427 671 261 (SMS booking)

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### **Translating and Interpreting Service (TIS)**

Provides interpreters for people who do not speak English.



[tisnational.gov.au](https://tisnational.gov.au)



131 450

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### **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](https://nrscaptions.nrscall.gov.au)



133 677



3

## Government support



### 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/companion\\_card](https://communityservices.act.gov.au/companion_card)



02 6205 4333



[companioncard@act.gov.au](mailto:companioncard@act.gov.au)





## **Carer Gateway**

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

- counselling
- coaching
- social activities
- advocacy
- peer support
- 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](https://www.carergateway.gov.au)



1800 422 737 – Option 1



02 6296 9900 (Carers ACT office)



2/80 Beaurepaire Cres, Holt ACT 2615

## **Community Assistance & Support Program (CASP)**

CASP is available to ACT residents who:

- are under 65 years of age
- are seeking home and community supports for daily living activities (due to a health issue)
- are not already funded under another Government program care scheme.

Services available include:

- domestic assistance
- food services
- linen service
- personal care
- community participation and social support
- counselling support
- information and advocacy
- carer support
- minor home maintenance and transport.



[health.act.gov.au/services-and-programs/act-community-assistance-support-program-casp](https://health.act.gov.au/services-and-programs/act-community-assistance-support-program-casp)



### **Useful tip:**

Visit the **ACT Health's Community Assistance & Support Program (CASP) Service Directory** for details on services offered by organisations under the **CASP Program**.





## **My Aged Care**

My Aged Care is available to people aged 65 years and over (or 50 years of age and over if you identify as Aboriginal and/or Torres Strait Islander). It helps people living with dementia apply for Australian Government funded services such as help at home, social support, respite care and transport.



[myagedcare.gov.au](https://myagedcare.gov.au)



1800 200 422



### **Useful tip:**

Visit the [myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider) website to find local service providers that specialise in dementia care.

You can filter services by the care type required. For example,

- help at home
- short-term care and
- aged care homes.

You can also filter by the services required. For example,

- to keep the home liveable
- keeping you well
- getting out and staying social.

The service providers listed may also provide fee-for-services if you are not eligible for government subsidisation schemes.

### Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) helps older Australians access entry-level support services to live independently and safely at home including:

- meals and food preparation
- bathing, hygiene, and grooming
- nursing
- podiatry, physiotherapy and other therapies
- help with impairments or continence
- day/overnight respite
- changes at home
- home or garden maintenance
- cleaning, laundry and other chores
- aids to stay independent
- transport
- and social outings, groups and visitors.



[myagedcare.gov.au/help-at-home/commonwealth-home-support-programme](https://myagedcare.gov.au/help-at-home/commonwealth-home-support-programme)



1800 200 422



#### Useful tip:


If you are a veteran, Department of Veterans' Affairs (DVA) may be able to assist with in-home support, nursing services and respite care during business hours at **1800 VETERAN (1800 838 372)**.



## **National Disability Insurance Scheme (NDIS)**

NDIS is available to eligible people under the age of 65 years of age (or 50 years of age and over if you identify as Aboriginal and/or Torres Strait Islander). It helps people with younger onset dementia to access services to achieve their goals, maintain their wellbeing and participate in community life.

 [ndis.gov.au](https://www.ndis.gov.au)

 1800 800 110



### **Useful tip:**

Call **1800 227 475** (Services Australia Aged Care Line) to book face-to-face appointments with Aged Care Specialist Officers in Belconnen or Woden.



## 4 Advocacy organisations



Individual advocacy aims to increase your control over care, services and quality of life. Advocates can provide information about your rights and responsibilities, listen to your concerns, help resolve problems or complaints with service providers, and refer you to other agencies where necessary.

### **ACT Disability, Aged and Carer Advocacy Service (ADACAS)**

Promote and protect the rights of people with disability, people experiencing mental ill-health, older people and their carers.



[adacas.org.au](http://adacas.org.au)



02 6242 5060



Unit 14, Weston Community Hub, Cnr Gritten & Hilder Sts, Weston ACT 2611



[adacas@adacas.org.au](mailto:adacas@adacas.org.au)

### **Older Persons Advocacy Network (OPAN)**

OPAN offers free, confidential and information to older people looking for or receiving government-funded aged services. They help older people understand their aged care rights, seek aged care services that suit their needs and find solutions to issues they may be experiencing with their aged care provider.



[opan.org.au](http://opan.org.au)



1800 700 600



Advocacy organisations provide systemic advocacy and work towards policy initiatives and changes within the health system that are in the best interests of older persons living in the ACT. They can also provide information and help refer you to local services.

### **Health Care Consumers' Association (HCCA)**

HCCA is the peak health consumer organisation in the ACT who work to improve the quality and safety of health services and advocate for health equity. They also help consumers access health care information and improve their knowledge of health issues.



[hcca.org.au](http://hcca.org.au)



02 6230 7800



100 Maitland St, Hackett ACT  
2602



[adminofficer@hcca.org.au](mailto:adminofficer@hcca.org.au)

### **Council on the Ageing (COTA) ACT**

COTA is a local organisation working to improve the lives of older people and the Canberran community. They provide information on a range of services (including the Seniors Card) and advocate to ensure seniors have a strong voice in the community.



[cotaact.org.au](http://cotaact.org.au)



02 6282 3777



Hughes Community Centre  
(next to the Hughes shops)  
2 Wisdom St, Hughes ACT  
2605



[contact@cotaact.org.au](mailto:contact@cotaact.org.au)



## 5

## After hours providers



### Canberra After hours Locum Medical Service (CALMS)

CALMS is an after hours medical care and advice service.

The call centre operates via a phone triage and appointment system staffed by experienced registered nurses and call takers.



[calms.net.au](http://calms.net.au)



1300 422 567



#### Call Centre Hours

Weeknights: 6:00PM – 8:30AM

Weekends and Public Holidays: 24 hours

#### Clinic Hours

Weeknights: 8:00PM – 11:00PM

Weekends and Public Holidays: 10:00AM – 11:00PM



#### Clinic Locations

- CALMS Tuggeranong Surgery: Tuggeranong Community Health Centre, Corner of Anketell & Pitman Streets, Tuggeranong ACT 2900
- CALMS Southside Surgery: Building 12, Level 2 Pre Admissions clinic, The Canberra Hospital, Yamba Drive, Garran ACT 2605
- CALMS Northside Surgery: Day Procedure Unit, Level 2 Marion Building, Calvary Hospital, 60 Mary Potter Circuit, Bruce ACT 2617

**Useful tip:**

Consider checking the National Health Service Directory (NHSD) at [about.healthdirect.gov.au/nhsd](https://about.healthdirect.gov.au/nhsd) for a more comprehensive list of other after hours services.

**Healthdirect**

Provides health information and advice including symptom checker, health service finder and 24-hour helpline to a registered nurse.



[healthdirect.gov.au](https://healthdirect.gov.au)



1800 022 222

**Walk-in Centres**

Free health care for non-life threatening injuries and illnesses for anyone over one year of age. You do not need an appointment or any referral; you can just walk in.



[canberrahealthservices.act.gov.au/services-and-clinics/services/walk-in-centres-wic](https://canberrahealthservices.act.gov.au/services-and-clinics/services/walk-in-centres-wic)

**Walk-in Centre Opening Hours**

Open 7-days a week, 7:30AM – 10:00PM

**Centre Locations**

- Belconnen: 56 Lathlain St, Belconnen ACT 2617
- Dickson: 11 Dickson Pl, Dickson ACT 2602
- Gungahlin: 1/57 Ernest Cavanagh St, Gungahlin ACT 2912
- Tuggeranong: Tuggeranong Community Health Centre, Anketell St & Pitman St, Tuggeranong ACT 2900
- Weston Creek: 24 Parkinson St, Weston ACT 2611

### Late Night Pharmacies

The pharmacies listed below are open 8:00AM - 11:00PM, 365 days of the year. For more pharmacies close to you, with extended trading hours and/or open on the weekends, visit NHSD or [find-a-pharmacy.com.au](http://find-a-pharmacy.com.au).



#### **Capital Chemist O'Connor**

Shopping Centre, 9 Sargood St, O'Connor ACT 2602



02 6248 7050



#### **The Pharmacy on Northbourne**

Shop 2, The Jolimont Centre, 65 Northbourne Ave,  
Canberra City ACT 2601



02 6162 1133



#### **Useful tip:**

Prepare for your medical appointment by creating a list of questions to ask your doctor. Consider the [\*\*Question Builder | healthdirect link\*\*](#) on [healthdirect.gov.au](http://healthdirect.gov.au).

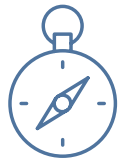






## 6

## Care coordination/navigation



### Council on the Ageing (COTA) ACT

Administers the ACT Seniors Card program and provides information, referrals and advice on issues such as housing, transport and aged care navigation.



[cotaact.org.au](http://cotaact.org.au)



02 6282 3777



Hughes Community Centre,  
2 Wisdom St, Hughes  
ACT 2605



[contact@cotaact.org.au](mailto:contact@cotaact.org.au)

### 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](http://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](mailto:act.admin@dementia.org.au)





### **Meridian**

Provides free, friendly and inclusive services supporting older LGBTQIA+ persons, carers and loved ones to connect and navigate My Aged Care.



[meridianact.org.au](https://meridianact.org.au)



02 6257 2855



Havelock House,  
85 Northbourne Ave, Turner  
ACT 2612



[healthyageing@meridianact.org.au](mailto:healthyageing@meridianact.org.au)

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### **Multicultural Communities Council of Illawarra (MCCI)**

Provides support to people from diverse cultural backgrounds. They can help you find culturally appropriate services and resources.



[mcci.org.au](https://mcci.org.au)



02 6169 3986



8 Lyell St, Fyshwick ACT 2609



[admin@mcci.org.au](mailto:admin@mcci.org.au)


## 7 Counselling and helplines





### Canberra Head to Health

The Canberra Head to Health Centre is now open and provides free mental health care services for adults. Canberra Head to Health accepts walk-ins, phone calls, and online enquiries.

You don't need a referral, appointment, Medicare Card or a Mental Health Care Plan to use this service.

 [canberraheadtohealth.com.au](http://canberraheadtohealth.com.au)

 1800 595 212

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

### **Walk-in Hours**

- Monday, Tuesday and Friday: 8:30AM – 4:30PM  
(Closed for lunch from 12:30PM-1:30PM)
- Wednesday 10:30AM – 6:00PM  
(Closed for lunch from 1:30PM - 2:30PM)
- Thursday: 1:30PM - 4:30PM



## **Dementia Australia**

National service 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](https://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](mailto:act.admin@dementia.org.au)

### **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 (24hrs a day, 365 days a year)
- legal support and advocacy
- safety planning
- support programs.



[dvcs.org.au](https://dvcs.org.au)



02 6280 0900  
(24/7 crisis line)



SMS 0421 268 492  
(not monitored 24/7)



[crisis@dvcs.org.au](mailto:crisis@dvcs.org.au)

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

### **Elder Abuse Help Line**

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](https://ag.gov.au/rights-and-protections/protecting-rights-older-australians)



1800 353 374



### **Multicultural Hub Canberra**

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



[mhub.org.au/counselling-service](https://mhub.org.au/counselling-service)



[info@mhub.org.au](mailto: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 living with a disability.



[jobaccess.gov.au/complaints/hotline](https://jobaccess.gov.au/complaints/hotline)



1800 880 052



Hotline operating hours:  
Monday - Friday: 9:00AM -  
7:00PM

### **Older Persons ACT Legal Service (OPALS)**

OPALS is a specialist legal service within Legal Aid ACT that can help with legal issues involving elder abuse.



[legalaidact.org.au/opals](https://legalaidact.org.au/opals)



[02 6243 3436](tel:0262433436)



Legal Aid ACT, 2 Allsop St,  
Canberra City ACT 2601



**Qlife Australia Helpline**

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



[qlife.org.au](http://qlife.org.au)



1800 184 527

**13Yarn**

Crisis support 24/7 for First Nations people who are feeling overwhelmed or having difficulty coping.



[13yarn.org.au](http://13yarn.org.au)



13 92 76

**1800Respect**

National sexual assault, family and domestic violence counselling line available 24/7.



[1800respect.org.au](http://1800respect.org.au)



1800 737 732





## 8

## Allied health



### Canberra Health Services Central Health Intake

Provides access to a wide range of services, including:

- community care nursing
- community care nutrition service
- community care social work
- falls and fall injury prevention program
- continence promotion service and podiatry.

*\*Some services require a referral from your health professional.*



[canberrahealthservices.act.gov.au/services-and-clinics](https://canberrahealthservices.act.gov.au/services-and-clinics)



02 5124 9977

### Capital Region Community Services - Backs in Balance Program

Health promotion program that has a focus on falls prevention and may also assist with recovery. (Costs associated).



[crcs.com.au/programs-and-services/back-in-balance-staying-active-and-on-your-feet/](https://crcs.com.au/programs-and-services/back-in-balance-staying-active-and-on-your-feet/)



02 6264 0200



CRCs Gym, Belconnen Community Centre, Swanson Court,  
Belconnen ACT 2617



Wednesday: 1:45PM - 2:45PM



[contact@crcs.com.au](mailto:contact@crcs.com.au)



### **Care of People with dementia in their Environments (COPE)**

COPE-trained occupational therapists and nurses work with you and your carer to help you to manage your day-to-day activities and support you to live at home. Enter your postcode on the website to find a trained occupational therapist or organisation near you.



[copeprogram.com.au](http://copeprogram.com.au)

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### **Continence Foundation**

Provides information, support, resources and advice on bladder and bowel control health.



[continence.org.au](http://continence.org.au)




1800 330 066 (8:00AM - 8:00PM)

### **Strength for Life**

Progressive exercise training program designed to improve the participant's strength, balance, coordination and endurance. For people over the age of 50 years of age (or over 40 years for Aboriginal and/or Torres Strait Islanders).

For more information, contact the Strength for Life Coordinator.

 [cotaact.org.au/services/strength-for-life](https://cotaact.org.au/services/strength-for-life)

 02 6282 3777

 [strengthforlife@cotaact.org.au](mailto:strengthforlife@cotaact.org.au)









### **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](mailto:CHS.UCHSPICE@act.gov.au)



## 9 Planning ahead



Planning ahead helps you think about what you need to have in place to take care of yourself - and the people you love.



**Diagnosis** – dementia can only be diagnosed with certain medical examinations. Your doctor may refer you to different specialists for these examinations including, but not exclusive to:

### Clinical Psychology (CHS)

Neuropsychology assessment to understand your current thinking skills and changes and also understand how these might impact on your daily life and discuss strategies to support your thinking skills.



[canberrahealthservices.act.gov.au/services-and-clinics/services/clinical-psychology-for-older-people-with-cognitive-difficulties-or-people-recovering-from-brain-injury-or-illness](https://canberrahealthservices.act.gov.au/services-and-clinics/services/clinical-psychology-for-older-people-with-cognitive-difficulties-or-people-recovering-from-brain-injury-or-illness)



Brindabella Rehabilitation Service, 20 Guraguma St, Bruce ACT 2617

### Memory Assessment Service (CHS)

Assessment for people under the age of 70 years old who may be suffering with early memory changes or possible dementia.



[canberrahealthservices.act.gov.au/services-and-clinics/services/memory-assessment-service](https://canberrahealthservices.act.gov.au/services-and-clinics/services/memory-assessment-service)



Building 3, Level 1 Brindabella Rehabilitation Centre, University of Canberra, 20 Guraguma St, Bruce ACT 2617





## Transport



**Driving** – if you drive, contact Access Canberra and your car insurer about your diagnosis. If you need to stop driving, look at other transport options to help you remain active and connected with your family and community.

### Driver Assessment and Rehabilitation Service (DARS) and Driving & OT Solutions (DOTS)

Provides advice, assessment, rehabilitation and training for people wishing to drive after an injury or illness or who have a disability.



[dars.com.au](http://dars.com.au)



02 5124 0118 (DARS)



[otdrivingsolutions.com](http://otdrivingsolutions.com)



0410 984 339 (DOTS)

### Fitness to Drive Medical Clinic

Requires referral from your GP to assess your fitness to drive a motor vehicle.



[canberrahealthservices.act.gov.au/services-and-clinics/services/fitness-to-drive-medical-clinic](http://canberrahealthservices.act.gov.au/services-and-clinics/services/fitness-to-drive-medical-clinic)



02 6207 7002



Central Outpatients,  
Building 1, Level 2 (ground level), Canberra Hospital,  
Yamba Dr, Garran ACT 2605



### Useful tip:

For more information consider accessing COTA's **A guide to getting around in Canberra** and **Older Drivers Handbook 2022** for more information.





**Other transport options** – to help you remain active and connected with your family and community.

### **ACT Revenue Office Taxi Subsidy Scheme**

You can apply through the ACT Revenue Office for the Taxi Subsidy Scheme. This scheme is designed to provide financial assistance to people who cannot utilise public transport. See the website for further information on eligibility.



[revenue.act.gov.au/community-assistance/taxi-subsidy-scheme](https://revenue.act.gov.au/community-assistance/taxi-subsidy-scheme)



02 6207 0028

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### **Community Bus Service**

Flexible bus services for ACT residents, Monday to Friday, generally within their own regional area. Contact your Regional Community Service for an assessment and to register to use this service. They can provide you with details on how to make a booking, any associated costs and answer any further questions you may have.



[communityservices.act.gov.au/community/community\\_bus\\_services](https://communityservices.act.gov.au/community/community_bus_services)

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### **Transport Canberra**

Offers bus and light rail services, including the Flexible Bus Service and the Aboriginal and Torres Strait Islander Bus (booking required). MyWay smartcard ticketing system required to pay for travel. For information on where to get a MyWay visit [transport.act.gov.au/tickets-and-myway/get-myway](https://transport.act.gov.au/tickets-and-myway/get-myway)



[transport.act.gov.au](https://transport.act.gov.au)



## Legal and Financial Matters

Consider:

### Will

Allows you to choose who will inherit your money and possessions after your death.

### Enduring Power of Attorney

Appointing someone to make decisions on your behalf about finance, property, lifestyle and/or health. You will need to give the financial or medical power of attorney to the relevant organisations including Medicare and your banks.

### Finances

Keep details of essential information and documents, including:

- your usernames and passwords for digital accounts
- bank accounts
- insurance policies
- mortgage or rental contracts
- pensions and benefits
- superannuation
- shares
- tax returns
- trusts
- will and powers of attorney.



### **ACT Human Rights Commission**

The ACT Human Rights Commission can deal with concerns about the abuse, neglect or exploitation of people over 60 or adults with a disability, including dementia. The Commission can also deal with concerns about health services and individual health practitioners, age and disability discrimination, retirement village complaints, and services for older people including residential aged care or in home supports.



[hrc.act.gov.au](http://hrc.act.gov.au)



02 6205 2222 (office hours)



1800 822 272 (free call)



[human.rights@act.gov.au](mailto:human.rights@act.gov.au)

### **ACT Civil and Administrative Tribunal**

Assists in cases where a person does not have legal capacity or there are concerns about whether someone had capacity when a Power of Attorney/ Enduring Guardianship was prepared.



[acat.act.gov.au](http://acat.act.gov.au)



02 6207 1740



Allara House, 15 Constitution Avenue, Canberra City ACT 2601



### **Older Person ACT Legal Service (OPALS)**

Specialist service in providing free and confidential legal assistance in areas such as wills, power of attorney and enduring guardianship.



[legalaidact.org.au/opals](http://legalaidact.org.au/opals)



02 6243 3436



Legal Aid ACT, 2 Allsop St,  
Canberra City ACT 2601

### **Public Trustee and Guardian - ACT Government**

The Public Trustee and Guardian for the ACT can provide support and advice in making wills and enduring powers of attorney. They can also help arrange a translator at no extra cost if needed.



[ptg.act.gov.au](http://ptg.act.gov.au)



02 6207 9800



Ground floor 221 London  
Circuit (Cnr London Crct and  
Nangari Street) Canberra City  
ACT 2600



## Advance Care Planning

Process of thinking about, sharing and recording future medical treatment(s) and personal care wishes for when you are unable to make decisions about your care. There are three ways you can record your choices in an Advance Care Plan by completing a:

- Enduring Power of Attorney
- Advance Care Plan Statement of Choices
- Health Direction

Send copies of all your documents to the ACT Health Advance Care Planning Program. You may also like to upload to My Health Record, and give a copy to your GP, your attorney(s) and family members.

### **ACT Health Advance Care Planning Program**

The program provides assistance and information about advance care planning. Send copies of your documents to the ACT Advance Care Planning Program to register the documents.



[health.act.gov.au/services/advance-care-planning](https://health.act.gov.au/services/advance-care-planning)



02 5124 9274

### **Advance Care Planning Australia**

Provides links to all state and territory documents, advice and resources in many languages.



[advancecareplanning.org.au](https://advancecareplanning.org.au)



1300 208 582

### **Health Care Consumers' Association (HCCA)**

The Health Care Consumers' Association provide information on advance care planning and useful resources. They can also deliver informative talks to local community groups.



[hcca.org.au](http://hcca.org.au)



02 6230 7800



100 Maitland Street,  
Hackett ACT 2602

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### **Palliative Care ACT**

Provides information, support and education about palliative care. Palliative care is care to help you manage your illness, particularly pain and symptoms, so you can continue to live life as well as you can while dealing with your life-limiting illness. It can also provide support to carers and family members.



[pallcareact.org.au](http://pallcareact.org.au)

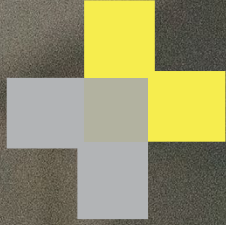


02 6255 5771



The Tom Elvin Centre,  
5 Flemington Road, Lyneham  
ACT 2602





**Useful tip:**

Advance Care Planning Australia offer free online courses for carers and people living with dementia on advance care planning. The courses are designed to be helpful in understanding the planning and decision making involved as well as the legal implications. See the website for more information [www.advancecareplanning.org.au/training-and-education/webinars](http://www.advancecareplanning.org.au/training-and-education/webinars)



## 10 Social and Recreational Programs



### Alchemy Chorus

Brings together people living with dementia, their relative or close friend, volunteer musicians and singers. Meets every Thursday in school terms from 10:00AM - 12:00PM and costs \$5 per person. All people diagnosed with dementia are required to always have a carer with them.



[alchemychorus.com](http://alchemychorus.com)



0413 439 381



COTA Hall, Hughes  
Community Centre  
Wisdom St, Hughes ACT 2605



[jillsheppard@grapevine.com.au](mailto:jillsheppard@grapevine.com.au)

### Communities at Work – Senior Social Groups

Provides dementia-inclusive services and activities for Seniors across Canberra that focus on capacity building, wellness, inclusion, maintaining independence and social participation.



[commsatwork.org/services/community/senior-programs/](http://commsatwork.org/services/community/senior-programs/)



02 6293 6254



[seniors@commsatwork.org](mailto:seniors@commsatwork.org)



#### Useful tip:

Visit the [mycommunitydirectory.com.au](http://mycommunitydirectory.com.au) website to find a comprehensive list of local community services and events.



**Capital Region  
Community Services -  
INVOLVE – Activities for  
Senior Canberrans**

Offers a range of dementia-inclusive well-being and social activities including:

- building skills and knowledge around health & fitness
- IT skills
- the creative arts
- walking groups
- excursions.

Requires My Aged Care and Commonwealth Home Support Programme (CHSP) funding for participation.



[crcs.com.au/programs-and-services/involve](https://crcs.com.au/programs-and-services/involve)



02 6264 0200



[involve@crcs.com.au](mailto:involve@crcs.com.au)

**National Gallery of  
Australia (NGA)**

Online social and creative program at 11:00AM, on the fourth Friday of every month for people living with dementia and their carers \**bookings essential*\*.



[nga.gov.au/events/art-and-dementia-online](https://nga.gov.au/events/art-and-dementia-online)



02 6240 6632

## 11

## Support groups /social support



### Dementia Alliance International

Represents, supports, and educates others on living with dementia. Membership exclusive for people with a medically confirmed dementia diagnosis.



[dementiaallianceinternational.org](https://dementiaallianceinternational.org)

### Dementia Australia

National service 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](https://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

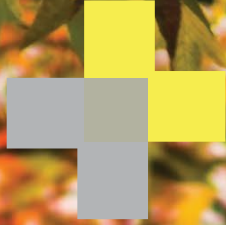


02 6255 0722  
(Dementia Australia ACT office)

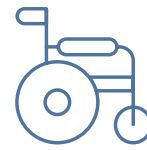


[act.admin@dementia.org.au](mailto:act.admin@dementia.org.au)






## 12 Aids and equipment




### Independent Living Specialists - Mobility Specialist Store

Independent Living Specialists is a retailer of home care mobility and physiotherapy equipment, provides equipment hire, service support, equipment prescription for NDIS participants and occupational therapy services.

 [ilsau.com.au](http://ilsau.com.au)

 02 9044 1333


 Units 3-4, 25 Dundas Court, Phillip ACT 2606

 [canberra@ilsau.com.au](mailto:canberra@ilsau.com.au)

### Leef Independent Living Solutions (previously Mobility Matters)

Leef offers product trials, medical equipment and furniture hire, clinical health support, delivery, repairs and service. Leef is also a registered NDIS provider and welcomes DVA clients and healthcare cards.

 [leef.com.au](http://leef.com.au)

 02 6280 7244

 21/23 Townsville St, Fyshwick ACT 2609


 Monday to Friday 9:00AM – 5:00PM  
Saturday 9:00AM – 2:00PM







### **Total Mobility ACT - Aidacare**

Total Mobility supplies and sells equipment and products and offers a range of services to help and support you, including repairs, maintenance and spare parts.

 [totalmobility.com.au](http://totalmobility.com.au)

 02 6260 1003


 58 Maryborough St, Fyshwick ACT 2609


 Showroom: Monday to Friday  
8:30AM – 4:30PM

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### **Village Creek Centre**

Village Creek Centre provides equipment trials and assessments with an Occupational Therapists by appointment.

 [health.act.gov.au/hospitals-and-health-centres/community-health-centres/village-creek-centre](http://health.act.gov.au/hospitals-and-health-centres/community-health-centres/village-creek-centre)

 02 5124 1057

 37 Kingsmill St, Kambah ACT 2902

 Monday to Friday

## 13 Useful Apps and Resources



### **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)



### **healthdirect**

The healthdirect app is a free app that can help you find health services and health information.



[healthdirect.gov.au/health-app](https://healthdirect.gov.au/health-app)

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### **Pill Reminder and Medication Reminder** **| healthdirect**

The MedicineWise 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)

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### **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](https://veramusic.com)





## Medications list



### **Useful tip:**

You can access medication lists online to keep track of what medicines you are taking, when to take them and what they are for. This list from NPS MedicineWise can be printed to go on your fridge.

[www.nps.org.au/consumers/keeping-a-medicines-list#how-will-a-medicines-list-help-me?%C2%A0](http://www.nps.org.au/consumers/keeping-a-medicines-list#how-will-a-medicines-list-help-me?%C2%A0)

We have also added a table below that you can take with you to your GP appointment or talk to your pharmacy about.

Name of medicine	How much to take	When to take	What the medicine is for	Any special instructions









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](mailto:healthpathways@chnact.org.au)



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