

INFORMATION AND SUPPORT

This Help Sheet lists a number of services and organisations that can provide families and carers of people with dementia with information and support about residential care.

Alzheimer's Australia

Alzheimer's Australia is the peak body for people living with dementia, their families and carers. It provides support, information, education and counselling.

You can call the National Dementia Helpline on **1800 100 500** or visit fightdementia.org.au

Aged Care Complaints Commissioner

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. Complaints can help aged care providers improve the services and quality of care they provide to you or your loved one, so one complaint can help other people too.

For complaints regarding residential facilities and Home Care Packages call **1800 550 552** or visit agedcarecomplaints.gov.au

Aged Care Assessment Team (ACAT)

ACATs provide assistance to older people in determining their needs for home based supports or residential care. A range of health care workers such as geriatricians, social workers and occupational therapists work on the teams.

All people requiring residential care, including younger people with dementia, must be assessed by an ACAT before moving to a Commonwealth funded aged care facility.

You can contact your nearest ACAT by calling My Aged Care.

My Aged Care

The Australian Government has established My Aged Care, a service to provide support and assistance with queries about access to home and community care, respite fees, and bonds and charges. They can also help you look for Government funded aged care homes that meet your particular needs. Call **1800 200 422** or visit myagedcare.gov.au

Respite and Resource Centres

The Carer Advisory and Counselling Service provide carers with information and advice about relevant services and entitlements. Contact your closest Carer Advisory and Counselling Service on **1800 242 636** or visit carersaustralia.com.au

Carer Gateway website and contact centre provides practical information and resources to support carers. Call **1800 422 737** or visit carergateway.gov.au

Commonwealth Respite and Carelink Centres provide free and confidential information on local carer support, disability and community services. Centres are located throughout Australia and you can contact your nearest Centre by phoning **1800 052 222** (free call except from mobile phones).

Council on the Ageing (COTA)

This is an independent organisation working on behalf of older people. You can contact your State or Territory COTA office by calling the national office on **02 6154 9740** or visit cota.org.au

Standards and Accreditation

The Australia Aged Care Quality Agency is the accreditation body for residential aged care homes. It conducts quality review of home care services, registers quality assessors; and provides information, education and training.

The Agency has offices in all State capitals. The National Office can be contacted on **1800 288 025** or visit aacqa.gov.au

FURTHER INFORMATION

Alzheimer's Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at fightdementia.org.au



For language assistance phone the Translating and Interpreting Service on **131 450**

FIGHTDEMENTIA.ORG.AU **NATIONAL DEMENTIA HELPLINE 1800 100 500**