

# Dementia Friendly Communities Information Pack

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## Welcome and background

The Knox Dementia Alliance developed this Information Pack as part of its commitment to making Knox a dementia-friendly community. Established in June 2025, the Alliance is a collaborative working group comprising Knox Council officers, local community organisations and services, as well as Knox residents with lived experience of dementia and their carers.

This information pack is designed for everyone in our community – both those living with dementia and those who are not. Our goal is to build understanding, reduce stigma, and provide practical information that helps us all create a more supportive and inclusive environment.

## Why this pack matters

Dementia can affect every aspect of life – not only for people living with dementia but also for their family, friends, and carers. Accessing clear, reliable, and locally relevant information is essential for reducing stress and helping people feel supported.

Serving as a starting point, the pack brings together practical guidance, local services, and helpful tips in one place, making it easier for our community to navigate the journey with confidence.

## What you will find inside

The pack contains information sourced from existing materials available online. All content has been compiled by Knox Council Officers with the assistance from other members of the Knox Dementia Alliance, including contributions from individuals with lived experiences of dementia.

Inside this pack, you will find information about dementia and its impact, guidance for carers, as well as details on social opportunities, support groups, and ways to stay engaged in the community.

## Looking ahead

This resource is not exhaustive and is intended for informational purposes only. The Knox Dementia Alliance will continue to listen, learn, and adapt this resource based on community feedback. We invite you to share your thoughts and experiences so that together we can make Knox a place where people living with dementia feel understood, supported, and valued.

If you have any queries, feedback, or require further information, please contact Knox City Council's Healthy Ageing Specialist on 9298 8000 or email: [dementiafriendly@knox.vic.gov.au](mailto:dementiafriendly@knox.vic.gov.au)

## Dementia symptoms and stages<sup>1</sup>

Dementia describes a collection of symptoms that are caused by disorders affecting the brain. It is not one specific disease. Dementia may affect thinking, communication, memory, behaviour and the ability to perform everyday tasks. It will impact on the person's family, social and working life.

**Dementia is not a normal part of ageing.** Younger onset dementia is the term used when people are under 65 years old and diagnosed with any type of dementia. In fact, First Nations people tend to develop dementia at a younger age compared with non-First Nations people.

**No two people will experience the dementia in the same way.** People with dementia differ in the symptoms they have and the speed with which their abilities deteriorate. Abilities may change from day to day, or even within the same day. Symptoms will depend on the cause of dementia and the parts of the brain affected. **Common symptoms include:**

- Memory loss
- Challenges in planning or solving problems
- Difficulty completing everyday tasks
- Confusion about time or place
- Trouble understanding visual images and spatial relationships
- Difficulty speaking or writing
- Misplacing things and losing the ability to retrace steps
- Decreased or poor judgement
- Withdrawal from work or social activities
- Changes in mood and personality

While the progression of dementia can vary, the condition usually has **three stages**:

- Mild or early-stage dementia

Some problems with thinking skills, such as memory loss, but need minimal support.

- Moderate or middle-stage dementia

Need support to function at home and in the community. Difficulties are now more obvious and have a greater impact on independence.

- Severe or late-stage dementia

Likely to be fully dependent on the care and supervision of others.

Understanding these symptoms and stages can help people affected by dementia and their families plan for potential challenges and maintain independence and live well for many years.

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<sup>1</sup> Dementia Australia. (2022). *The Dementia Guide* (4th Edition, pp. 12-23). Dementia Australia.

## Dementia challenges and communication

For people living with dementia, their physical and social environments become increasingly challenging as cognitive abilities change – particularly in how they interpret what they see, hear, taste, feel and smell.

For example, for someone living with dementia, the patterned wallpaper might look like moving shapes or insects, causing confusion or fear; the mirror might make them think there is a stranger in the room instead of their own reflection.

Comprehending how people living with dementia experience their surroundings differently helps caregivers respond with empathy and appropriate support. This begins by communicating directly with them to understand their unique challenges.

It is important to plan ahead for a conversation to ensure you choose the right time of day, a suitable place, an appropriate environment, and clear topics. Consider the following questions:

- Is there a time of day when they find it harder to focus or communicate?
- Is the setting quiet, calm, and well-lit?
- Are they ready for a conversation?
- Are they receiving too much information at once?

As dementia progresses, a person may seem more withdrawn or less talkative. The way you phrase things can make a big difference in helping them feel included and engaged.

The **tips<sup>2</sup>** below can help make conversations more meaningful:

- Caring attitude

Even if they do not fully understand everything being said, it is important to include them in conversations. Actively listen, validate their feelings, and never assume what they can or cannot understand – ask simple, direct questions to check.

- Using body language

Gestures and facial expressions can communicate feelings effectively. Pointing or demonstrating can help clarify meaning. Touching and holding their hand may help keep maintain attention and show care. A warm smile and shared laughter often speak louder than words.

- Ways of talking

When speaking verbally, maintain good eye contact. Stay calm and use a gentle, matter-of-fact tone. Keep sentences short and simple, focusing on one idea at a time.

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<sup>2</sup> *Dementia – communication*. (n.d.). *BetterHealth*. Retrieved January 5, 2026, from <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/dementia-communication>

## Dementia-friendly homes

A well designed home environment helps people living with dementia maintain their abilities, independence and meaningful engagement. Dementia Australia has developed a **help sheet**<sup>3</sup> that provides practical information on adapting a home to be dementia-friendly. The full sheet is included in the appendix.

Using direct feedback from people living with dementia, you can review the sections of the sheet or refer to Dementia Australia's *The Dementia Guide* to decide what actions or modifications are needed to create a dementia-friendly home environment.

Common examples include:

- Use strong, glare-free lighting throughout the home and hallway night lights to reduce the risk of falls and confusion.
- Keep walkways clear by securing loose rugs, tucking away electrical cords, and maintaining clutter-free floors to prevent falls.
- Place sturdy bars in bathrooms and handrails along stairs to aid safe movement and stability.
- Label important areas like cupboards, drawers, and exits with large, readable text, as well as simple symbols, to support orientation and reduce anxiety.
- Employ simple aids like automatic lights, medication reminders, or door alarms to support routines and ensure safety.

**Establishing a dementia-friendly environment early** can support people living with dementia to reach their full potential and helps prevent unnecessary disability. **Introduce changes gradually** to help adapt comfortably. **Regularly check** which modifications are working and **make updates** based on changing needs.

## Dementia and decision-making

Dementia is a progressive condition that affects memory, thinking, and communication, but it does not mean a person immediately loses the ability to make decisions. Decision-making capacity can vary from day to day or even within the same day. Recognising this helps families support autonomy and dignity for as long as possible.

Planning ahead ensures that the person's values and preferences guide future decisions about health care, living arrangements, and daily routines. Early conversations allow individuals to express what matters most to them before their decision-making ability declines. This reduces stress and conflict for families and provides clarity during times of crisis.

Even as dementia progresses, people can often participate in decisions when given the right support. This includes using simple language, offering clear choices, and creating a calm environment.

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<sup>3</sup> Dementia Australia. (2022). *Adapting your home*. Dementia Australia.

Eventually, people living with dementia may lose their decision-making capacity entirely and become dependent on their carers. Below are the key areas where proactive decision-making is essential:

**Advance care directives (ACDs):** These are legally documented instructions for future health care, medical treatment, and end-of-life care. They allow the person to appoint one or more medical treatment decision makers to advocate for them if they become unable to do so themselves.

**Enduring Powers of Attorney:** This legal document enables the person to appoint someone they trust to make decisions about non-medical personal matters or financial matters or both. This authority continues if they lose decision-making capacity while still alive.

**Will and estate planning:** Review and update wills, appoint executors, and consider establishing trusts while the person retains capacity.

**Protecting finances:** Implement safeguards against scams and unintentional overspending. Families may consider joint accounts, automatic payments, or trusted oversight.

**Future living plans:** Explore options such as home and community care, respite services, adult day programs, and aged care facilities.

The following services can assist with exploring these areas.

**Eastern Community Legal Centre**

A multidisciplinary legal service that provides free and confidential legal advice on matters, such as Advance Care Planning.

Monday to Thursday, 9am to 5pm (Tuesday evenings by appointment)

Ph: [1300 325 200](tel:1300325200)

A: Suite B, 6 Floriston Road, Boronia

**Older Persons Advocacy Network (OPAN)**

Learn the skills and information you need to speak up for better aged care and home care.

Monday to Friday, 8am to 8pm

Saturday, 10am to 4pm

Ph: [1800 700 600](tel:1800700600)

**EACH – Access and Support Program**

Provides short term support for older people and their carers to access the services to stay living at home, be active and connected with the communities.

Monday to Friday, 9am to 5pm

Ph: [1300 003 224](tel:1300003224)

## Specialised support and information

This is not a complete list and is for your information only.

### **Huntington's Victoria**

A leading specialist service for individuals and families affected by Huntington's disease.

Phone services are manned from 9am to 5pm on weekdays.

Call in advance if you plan to visit their office.

Ph: (03) 9818 6333 or 1800 063 501

E: [enquiries@huntingtonsvic.org.au](mailto:enquiries@huntingtonsvic.org.au)

A: Suite 301, 546 Collins Street, Melbourne

### **National Dementia Helpline – a starting point for information and support**

No issue too big, no question too small. The free and confidential helpline provides expert information, advice and support, 24 hours a day, seven days a week, 365 days a year.

Ph: 1800 100 500

E: [helpline@dementia.org.au](mailto:helpline@dementia.org.au)

### **Dementia Support Australia, Dementia Behaviour Management Advisory Service (DBMAS)**

This program designs tailored, non-pharmacological strategies to manage changed behaviours and related risks of a person living with dementia.

Free confidential, 24-hour helpline.

Provides assessment, clinical support, care planning, mentoring, linking to current research.

Ph: 1800 699 799

### **Cognitive Dementia and Memory Service (CDAMS) – Wantirna, Eastern Health**

CDAMS is a specialist diagnostic clinic for people with early cognitive changes or concerns about memory loss. Following a dementia screen with your GP, when appropriate, a referral is made for further assessment conducted by CDAMS. There is a cost for the service.

Ph: 9955 1230

E: [sacsintegratedcare@easternhealth.org.au](mailto:sacsintegratedcare@easternhealth.org.au)

A: Eastern Health Community Access Unit, 251 Mountain Highway, Wantirna South

### **EACH**

Provides a wide range of support, including aged care and allied health, to help those living with dementia, their carers, and families.

Monday to Friday, 9:30am to 4:30pm

Ph: 1300 003 224

E: [info@each.com.au](mailto:info@each.com.au)

A: 1063 Burwood Hwy Ferntree Gully

## Social and respite opportunities within Knox

Referrals through My Aged Care may be required for some opportunities demonstrated below.

### The Haven Day Centre

Provides a quality dementia specific respite program held in a fun and stimulating environment, as well as carer support initiatives.

Monday to Thursday, 9.30am to 3.30pm

Ph: 9762 8423

E: [info@thehavendaycentre.org.au](mailto:info@thehavendaycentre.org.au)

A: 17-19 Falconer Road, Boronia

### Comlink Australia

Organises a variety of social events and outings for Knox residents to meet and make new friends through a wide range of activities.

Call Centre operates Monday to Friday, 7am to 4.30pm

Ph: 1300 761 011

E: [customersupport@comlinkaustralia.com.au](mailto:customersupport@comlinkaustralia.com.au)

A: 6 Griffith Street, Knoxfield

### Viv's ReCare

Offers support to people who are lonely, affected by dementia or terminal disease, and respite for their carers. Brian Crowley is currently the main contact for enquiries.

Every fortnight Wednesday

Ph: 0429 090 770

E: [brian.g.crowley@gmail.com](mailto:brian.g.crowley@gmail.com)

A: St Simon's Parish Centre, Rowville

### Talking Cafés

Provides an opportunity for individuals to gather local cafes for weekly drop-in sessions to socialise, learn about community events, and engage with the Living Our Best Life project.

Mondays, 2pm to 3pm

Crave Restaurant, 238 Dorset Road, Boronia

Thursdays, 2pm to 3pm

Eating House, Wellington Village Shopping Centre, 17/1100 Wellington Road, Rowville

Fridays, 2pm to 3pm

Moon and Spoon, Westfield Knox, Level 2 (opposite Macpac)

Ph: 0409 021 055

E: [livingourbestlife@chaosnetwork.org.au](mailto:livingourbestlife@chaosnetwork.org.au)

<p><b>Knox Community Gardens</b></p> <p>A place to enjoy the beautiful views and nicely maintained gardens with sensory plants. Drop-in sessions every Wednesday for community members to visit the gardens, meet with other people, and enjoy a morning tea.</p> <p>Wednesdays, 10am to 12pm</p> <p>Ph: <a href="tel:0431269575">0431 269 575</a></p> <p>A: 51 Kleinert Road, Boronia</p>
<p><b>Coonara Walks for Carers</b></p> <p>A free monthly walk designed specifically for people who care for someone with a disability or mental illness to connect with others, get some exercise, and learn about available services.</p> <p>Fourth Monday of each month at 10am, with a longer walk option often starts at 9.40am. The route follows the scenic Ferny Creek Trail</p> <p>Ph: <a href="tel:92988131">9298 8131</a> (Knox Council) or <a href="tel:97361177">9736 1177</a> (Coonara Community House)</p>
<p><b>Bayswater Library and Knox (Ngarrgoo) Library – Brain Games Series</b></p> <p>A series of sessions with fun brain training games to maintain and improve brains, including memory, attention, language, executive functions, and visual skills.</p> <p>Mondays, from 11.30am Bayswater Library, Shop 43, Mountain High Shopping Centre, 7-13 High Street, Bayswater</p> <p>Wednesdays, from 11.30am Knox Library – Ngarrgoo, 425 Burwood Highway, Wantirna South</p>
<p><b>VMCH White Road Lifestyle and Respite Centre</b></p> <p>Offers day respite and community activities to people over the age of 65 and those living with dementia or cognitive impairment.</p> <p>Ph: <a href="tel:1300698624">1300 698 624</a> E: <a href="mailto:hello@vmch.com.au">hello@vmch.com.au</a> A: 13 White Road, Wantirna South</p>
<p><b>VMCH Multicultural Wellness Centre</b></p> <p>Offers people over the age of 65 from culturally and linguistically diverse backgrounds, specifically from Chinese, Filipino and Sri Lankan backgrounds, with meaningful activities to build friendships and stay active.</p> <p>Ph: <a href="tel:1300698624">1300 698 624</a> E: <a href="mailto:hello@vmch.com.au">hello@vmch.com.au</a> A: Building B, 355 Stud Road, Wantirna South</p>



## Social and respite opportunities outside Knox but in the Outer East

Referrals through My Aged Care may be required for some opportunities demonstrated below.

### Caladenia Dementia Care

Runs social and recreational programs six days a week. Focused on wellness and reablement, with programs tailored to different stages of dementia on specific days.

Monday – Friday

In-House dementia specific social and respite programs.

Tuesday, the “Tuesday Travellers”

A community-based interest group for men.

Monday, Wednesday, Thursday & Friday

Community outings for anyone with a diagnosis dementia and good mobility.

Wednesday, “Soul Sisters”

A community-based interest group for women.

Saturday

A social respite program for people living with all stages of dementia.

Ph: 9727 2222

E: [caladenia@caladenia.com.au](mailto:caladenia@caladenia.com.au)

A: 11 Hilledge Lane, Mooroolbark

### Donwood Community Centre

Provides a safe space for social interaction, mental and physical stimulation for persons 65+ years of age.

Programs for people requiring memory support often run on Monday, Wednesday and Friday.

Ph: 9845 8500

E: [admin@donwood.com.au](mailto:admin@donwood.com.au)

A: 7 Diana Street, Croydon

### Forest Hill Uniting AgeWell Centre

Provides a range of programs to help people stay connected, such as social connection group activities, outings, respite and carer support.

Monday to Friday, 10am to 2pm

Ph: 7503 7200

E: [ah@unitingagewell.org](mailto:ah@unitingagewell.org)

A: 9 Jolimont Road, Forest Hill

**Olivet Care – Olive Grove House Day Centre**

Offers Centre-based programs for people over the age of 65 living in the community with both low and high care needs, along with providing care and emotional support for those living with memory loss and advanced dementia.

Morning and afternoon tea are provided as well as a two-course hot lunch. Transport may be available within a 10km radius.

Monday to Friday, 9.30am to 4pm

Ph: 9131 5500

E: [reception@olivet.com.au](mailto:reception@olivet.com.au)

A: 7-9 Rupert Street, Ringwood

## Appendix

1. Adapting your home
2. Poster – My Dementia Companion
3. Poster – Your Library Dementia Care Collection
4. Poster – Find the help you need with My Aged Care
5. Poster – Care Connect Care Finder

# Adapting your home

This help sheet provides information on how to adapt a home to be dementia-friendly. It explains how a dementia-friendly home can help a person living with dementia feel safe and supported.

## A dementia-friendly environment

Dementia can change a person's perception of their home environment. The condition can also impact their abilities to maintain daily routines and activities.

A dementia-friendly home environment supports someone to:

- live well at home
- maintain independence
- carry out daily tasks
- feel safe and secure in a familiar place
- participate in enjoyable activities.

## Factors to consider

If you are living with dementia, you can make changes in your home with the right advice, supports and practical modifications. Before you make any changes, consider the impact dementia may be having on your wellbeing.

- How is dementia affecting your physical and thinking abilities?
- Are you finding it hard to find familiar things around your home?
- Is your ability to move around safely and independently being affected by the room layout, furniture or fixtures?
- What changes could be made to make you feel more comfortable and relaxed at home?
- What aids, cues or prompts (such as clocks, signs or a message board) may help you remember daily tasks and when to do them?

You could write down some notes independently or ask a family member or friend for advice and help to adapt your home.

You could plan to make changes in stages, to support you to build familiarity with changes to fixtures and furnishings.

Below are some practical tips to make the home environment more enabling for you.

## **Lighting**

- Keep areas well-lit and make best use of natural light to help with general wellbeing.
- Open curtains and blinds fully to maximise daylight.
- Be aware of light reflecting on shiny surfaces: it can be distracting and cause confusion.
- Replace current globes with brighter ones.
- Arrange seating for reading, eating or hobby activities, taking advantage of sunlight.
- Consider additional lighting (such as table lamps) for reading or detailed activities.
- Consider sensor lighting, which can reduce the risk of falls at night.

## **Safety**

- Remove trip hazards such as loose electrical cords or rugs, to allow sufficient space to move around.
- Remove clutter such as chairs, tables, clothes, shoes and rugs to ensure clear pathways.
- Install a smoke alarm.
- Install thermostat or hot water cut off devices to regulate and monitor hot water temperature.
- Ensure drainage holes are clear and use anti-flood devices, such as for releasing excessive water in the bath.
- Use floor and fall detectors

## **General decor**

- Use large light switches that contrast with the wall.
- Have plain, non-patterned carpet or tiles.

- Use contrasting colours for floors, walls and furnishings, to help identify them.
- Consider updating patterned furnishings to a plain colour.
- Place frequently used items in the line of sight and at an accessible height.
- Group common items together. For example, group tea, coffee, sugar, mugs in the kitchen. Group a toothbrush, toothpaste, mouthwash, dental floss in the bathroom.
- Make rooms homely, with family furniture, photos, books and memorabilia.
- Use whiteboards and calendar clocks for orientation and important reminders.

## **Lounge room**

- Arrange a quiet space to sit, relax or read with a sturdy table and raised comfortable chair that is easy to stand up from and sit in.
- Have games, jigsaw puzzles and photo albums available and set up areas for meaningful activities, favourite hobbies or pastimes.
- Use different textures and colours for sensory engagement, such as knitted rugs and soft cushions.

## **Kitchen**

- Make the kitchen functional. Consider creating areas for cooking, preparation, washing, supplies and storage.
- Ensure there is sufficient bench space and lighting (such as overhead lighting and under-cupboard lighting) to perform tasks.
- Use transparent canisters and label them.
- Use labels on cupboards or replace solid doors with transparent ones, to view items easily.
- When replacing appliances, get new ones with a similar design so they are familiar.
- Use taps that are familiar and easy to use.

## **Dining room**

- Turn on lights or open curtains during mealtimes.
- Keep table settings simple.
- Consider using contrasting colours for items in table settings (such as placemats, plates, tablecloths and glassware) to help identify them.
- Ensure plates are plain: it can be difficult to distinguish between a pattern on a plate and the food.
- Where needed, consider specialised cutlery and tableware developed to assist people during mealtimes.

## **Bedroom**

- Use block-out curtains or blinds to regulate sleeping patterns and prevent shadows on windows from trees and shrubs outside.
- If helpful, use labels to identify items in drawers and cupboards.
- Consider using contrasting top and bottom bed sheets, to assist with getting into bed.
- Ask a family member or friend to display a selection of daily clothing and shoes on a stand or a section of the wardrobe, to help decision-making and support independence.

## **Bathroom**

- Consider warmer colour tones for floors and walls
- Use contrasting colours to highlight items such as bath rails, doorhandles and toilet seats.
- Ensure the room temperature is comfortable.
- Use taps that are familiar and easy to use.
- Consider covering or removing mirrors. Dementia can cause some people to not recognise their reflection in the mirror or understand what a reflection is.

## Garden

Use clearly defined paths around the garden that do not lead to dead ends. Ensure pathways are kept clear of:

- overhanging branches
- plants with thorns
- moss
- mould
- uneven or broken pavers
- loose gravel.

Other points to consider:

- Review garden plants carefully and remove varieties that are poisonous to the touch.
- Ensure there are shaded places to sit and relax and enjoy the garden from either inside or outside the house.
- Create a vegetable or herb garden.

## Additional reading and resources

- Dementia-Friendly Home App:  
Visit: [dementia.org.au/resources/dementia-friendly-home-app](https://dementia.org.au/resources/dementia-friendly-home-app)
- Dementia Australia education: How dementia-friendly is your home?  
Visit: [dementia.org.au/education](https://dementia.org.au/education)
- Living with dementia: home life  
Visit: [discrimination.dementia.org.au/home-life](https://discrimination.dementia.org.au/home-life)
- Dementia Australia library:  
Visit: [dementia.org.au/library](https://dementia.org.au/library)

### Further information

Dementia Australia offers support, information, education and counselling.

**National Dementia Helpline: 1800 100 500**

**For language assistance: 131 450**

**Visit our website: [dementia.org.au](https://dementia.org.au)**



**My Dementia  
Companion CARER**

*An practical tool to help family and friend carers  
through one of life's most complex journeys*



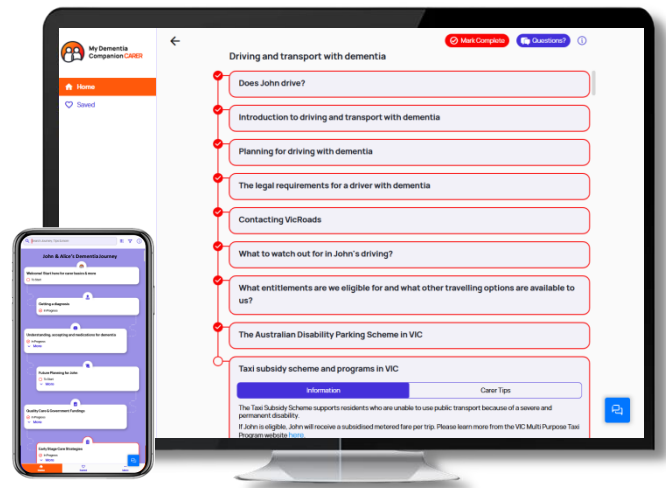
Dementia care is a 'maze' and 'utterly confusing' for people living with dementia and their carers. They are lost trying to make sense of endless online searches.

If you have clients, friends or patients living with dementia, you can help them by referring the My Dementia Companion **CARER** tool.

## About the **CARER** tool

It's the world's first smart tool that simplifies the dementia journey to guide carers and their loved one to plan, anticipate changes and develop skills to living well with dementia.

It's an intuitive (mobile friendly) online tool that prompts and provides bite-sized, practical and evidence-based suggestions on what to do, where to go and how to manage challenges.



## Benefits

World-first comprehensive dementia journey personalised for the user, so they are not lost

Easy-to-use and co-designed with Dementia Australia, carers and people living with dementia

Practical, quality & up-to-date suggestions, videos, checklists and tips to help users take action

Trusted by 3,000+ users and featured on My Aged Care, Department of Health & Aged Care, OPAN, NSW Government, Carers Victoria & [more](#).

## How to help your clients and their carers?

- Go to [mydementiacompanion.com.au](https://mydementiacompanion.com.au), then click on the 'Share CARER' button for steps to get them started.
- We offer **60-day free trial**. Then it's \$4.99/mo (less than a cup of coffee) and can be **funded through HCP or NDIS Plan** at \$54.89/year (1 month free).
- We also offer **Toolboxes** for your compliance and training needs.

Contact us at [hello@mydementiacompanion.com.au](mailto:hello@mydementiacompanion.com.au) for in-services, training, demo and answering any questions.



*Husband: 'I have done other dementia training, which is more academic. This is much more practical and useful day to day, such as labelling cupboards, accepting respite and more.'*

*Daughter: 'I guess everyone's journey is different but the one thing we all feel is overwhelmed and perhaps a little lost, not knowing what's out there that can help us, I am grateful for this tool, all in the one place, thank you so much 🍪🍪🍪'*



# Dementia Care Collection

The Your Library Dementia Care Collection is designed for people living with Dementia and their carers.

The collection features a range of materials like photobooks, puzzles, tools, and other objects designed to provide stimulation and keep the mind active. These materials help people living with dementia find pleasure and relaxation by offering valuable and varied mental stimulus.



Sensory Kits



Activity Kits



Reminiscing Kits

**SCAN QR CODE TO VIEW  
AND RESERVE DEMENTIA KITS**



YOUR LIBRARY

Find out more: Ph: 9800 6470  
[yourlibrary.com.au/dementia](http://yourlibrary.com.au/dementia)





# Find the help you need with My Aged Care

If you're finding it harder to do the things you used to do, you may need some support.

## My Aged Care can help.

### Access services to support you with:

- transport to appointments and activities
- household jobs such as vacuuming and preparing meals
- modifications to your home such as handrails and ramps
- nursing and personal care such as help getting dressed or help with showering
- end-of-life care to help people remain at home in their last months of life.

### Find information on:

- in-home support, short-term care and aged care homes
- how to apply for an assessment to access services
- aged care costs
- organisations that provide aged care.



Scan QR code



## Who can receive assistance from a care finder?

### To be eligible you must:

1. not have access to a supportive person to assist with navigating the aged care system;
2. be 65 years or older (50 years or older for ATSI peoples); or
3. be 50 years or older on a low income and homeless, or at risk of being homeless (45 years or older for ATSI peoples).

### In addition, you should have one or more of these reasons for needing support:

1. have difficulty communicating because of language or literacy barriers;
2. find it difficult to understand information and make decisions;
3. be reluctant to engage with aged care or government agencies;
4. be at risk or in an unsafe situation if you do not receive services; and/or
5. identify as LGBTI, be culturally and linguistically diverse, be a Forgotten Australian or Care Leaver.

## What if a care finder isn't right for you?

Most people who need aged care should call My Aged Care on 1800 200 244 or visit [myagedcare.gov.au](http://myagedcare.gov.au) to discuss their needs and arrange an assessment.

If you would like help to talk to My Aged Care or to use the website please visit any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit Services Australia website to see where these are located or call 1800 227 475.

Other supports and their contact details are;

- **Care Connect - Life, made easier**  
1800 940 633
- **Advocacy support – OPAN**  
1800 700 600
- **Carer support – Carer Gateway**  
1800 422 737
- **National Dementia Helpline**  
1800 100 500



## Do you need help to navigate the aged care system?

**care finder**



Supporting older people who need assistance to access aged care & services.



info



choice



admin



support



## How does the service work?

1

You will be connected with a dedicated care finder who will meet with you, usually in person. This can be at your home or another place you choose.

2

The care finder will ask questions to understand your situation, needs and what you would like assistance with.

3

The care finder will support you in working through the steps to address your needs and access any services you require.



## What help can care finder provide?

The care finder program offers a variety of valuable services and supports.

- **Support to navigate My Aged Care (MAC)**  
Includes attending and providing support at the assessment.
- **Find aged care providers**  
Support to find local services and supports.
- **Complete forms**  
Includes aged care service agreements.
- **Checking-in on services**  
Make sure everything is OK
- **Identify challenges and solutions**  
Find supports in the community.



## How do I get started?

1

Call 1800 940 633 and speak to the helpful team at Care Connect.

2

You may choose to make the call with someone like your GP.

3

The team will then ask some questions about why you need help from care finder.

