



**Dementia Australia's** 

# Cutting edge technology applications

Improving the experience of dementia for everyone





# Realising a vision

Dementia can be a lonely place. For the person with dementia, whose internal world can be so hard for others to comprehend, for family carers struggling with a loved one's complex and changing needs, for professional carers who may lack the specialist knowledge to offer the best support and for family and friends where this may be the first time they have experienced this with a loved one.

But what if we could step into the world of a person with dementia?

This idea is at the heart of our program of harnessing the power of gaming technologies, virtual reality, artificial intelligence and other high-tech tools to transform dementia understanding and care.

Back in 2011, when we began our audacious tech journey to lead transformation and practice change, the idea of using virtual reality in our training programs was visionary, far-fetched even.

But we had a strong conviction that if we could simulate the experience of what it's like to have dementia, we could lead transformation and change people's attitudes, behaviour and practice, improving the quality of life and care for people with dementia.

Since our initial tech foray, our portfolio of tech-driven education offerings has grown, as this document outlines.

Through harnessing technology and dreaming big, we are improving the lives of people living with dementia, making a profound and lasting difference to their experience and everyone who is impacted by dementia.

Sincere thanks are due to all of our partners. They are the true visionaries and without them, we could never have taken this incredible journey.

I hope you enjoy reading the tale of our tech projects and that it might inspire others to join us and continue the journey.

#### Maree McCabe AM

Chief Executive Officer, Dementia Australia



# Our tech journey

Even before dementia became a leading cause of death and disability among Australians, the enormity of the challenge of skilling the aged care workforce was clear. With the overwhelming majority of aged care residents having some form of cognitive impairment, and thousands of Australians being diagnosed with dementia each year, the case for upskilling Australia's dementia carers was clear.

Dementia Australia set out to shake up both the content and the delivery method of aged care dementia training. Powered by a belief in the potential of technology as a tool to build awareness and empathy, in 2011 Dementia Australia began exploring ways to bring the experience of dementia to life for family and professional carers.

It started big with the immersive
Virtual Dementia Experience, an
interactive training tool in a specially
built auditorium at its Parkville site.
The overwhelming demand for the
training prompted a series of follow-on
projects to make immersive dementia
training accessible to anyone, anywhere:
virtual reality headsets were used to
deliver EDIE (Educational Dementia
Immersive Experience) and 'A day in the
life – mealtime experience'.

Dementia Australia used an artificial intelligence-powered avatar in its Talk with Ted program to help professional carers practice their communication skills. It developed Annie, the star of mobile phone app Ask Annie, to deliver five minute "micro lessons" in dementia care for professional workers.

Along the way there has been The Virtual Forest, a serene and beautiful screen-projected game that people with dementia can control with simple hand gestures; and mobile apps to help make houses more dementia-friendly and visits with people with dementia more enjoyable.

Dementia Australia's innovations have attracted national and global interest and media coverage and garnered scores of national and international awards.

Our successes have inspired governments to invest and philanthropists and care providers to further support our work.

For Dementia Australia, the horizons are limitless when it comes to improving care and giving people with dementia better quality of life. The quest for new ways to educate and inspire continues.



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- The Virtual Forest
- The Dementia-Friendly Home app

**2017** FDIF

# BrainyApp

Better brain health in your pocket

🗴 No longer available



Dementia pathology can **begin in the brain approximately 20 years before** the first symptoms become evident, so **you are never too young to improve your heart-brain health**.

Professor Kaarin Anstey



# The challenge

Make a snappy, engaging brain health mobile phone app with appeal for younger Australians.



# The solution

In 2011 BrainyApp was developed by Dementia Australia's forerunner Alzheimer's Australia as a fun, interactive platform, designed to appeal to younger people. Combining an evidence-based survey with tips and games aiming to reduce the risk of dementia and cardiovascular disease and improve brain-heart health, the then world-first app proved an immediate hit.



# Impact and outcomes

When BrainyApp was released for iPhone and iPad in November 2011, it hit number one in the Australian App Store, with 41,000 downloads in just 48 hours. This demand prompted an equally popular Android version and translations into other languages, including Spanish. More than 400,000 people downloaded BrainyApp worldwide from 2011-2016.

A Better Visit app

2019

A Day in the Life - mealtime experience

2021

BrainTrack

2022

- Ask Annie
- Talk with Ted



### **Partners**

#### **Funding support:**

Bupa Health Foundation

#### **Technical advice:**

Dr Maree Farrow, Research Fellow, Alzheimer's Australia Vic

## **App development:**

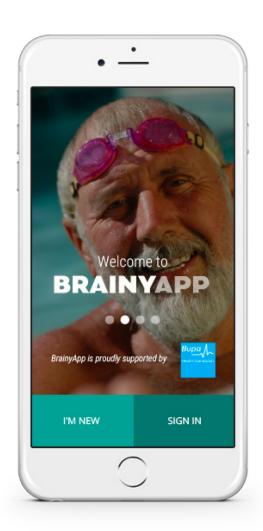
**B2Cloud** 



# **Awards**

**Victorian Public Healthcare Awards** for health care innovation gold prize (2012)

Public Relations Institute Australia Golden Target Awards (2012)



# Virtual Dementia Experience

Stepping into the world of a person with dementia

× No longer available



I am so grateful to have been given the opportunity to take part in the virtual experience. I had an eight-hour shift in the [aged care] facility the next day and I was able to use the experience several times in different ways throughout the day. It was such an incredible feeling!

Aged care worker



# The challenge

Recreate the experience of living with dementia to better educate carers



# The solution

The seminars, workshops, online training and role plays generally used in dementia education for care workers all have the same limitation – none can truly show how a person with dementia experiences the world. In 2013, in a world first, Dementia Australia's forerunner, Alzheimer's Australia Vic, used gaming technology to revolutionise dementia professional education. Housed in a purpose-built multi-media training auditorium, the Perc Walkley Dementia Learning Centre in Dementia Australia's Melbourne office, the Virtual Dementia Experience used a 2.5 metre-high screen and 10 metre-long screen and special lighting and sound effects to engulf participants in the sensory confusion of dementia. As they see wallpaper transform into crawling insects or a bathmat looming as a yawning hole in the floor, they truly understand why a person with dementia may present as agitated or "difficult".

A Better Visit app

#### 2019

A Day in the Life - mealtime experience

#### 2021

- Ask Annie
- Talk with Ted





# Impact and outcomes

In the Australian Government response to the Senate Community Affairs References Committee report, the government recommended that each State and Territory develop dementia training facilities similar to the Virtual Dementia Experience. More than 3,300 participants took part in the Virtual Dementia Experience.



## **Evaluation**

Independent evaluation by Monash University showed that the Virtual Dementia Experience had a positive impact on participants. It improved attributes required to improve patient-centred care, including improving knowledge, confidence and attitude toward people living with dementia.



# **Partners**

**Funding support:** The Lorenzo and Pamela Galli Medical Research Trust and Commonwealth and Victorian Government Home and Community Care program.

Design and development: Opaque Multimedia



#### **Awards**

Australia Microsoft Imagine Cup (2015)

Victorian Public Healthcare Award Gold Winner (2015)

Microsoft Imagine Cup, USA World Citizenship Award (2015)

HESTA Community Sector Awards finalist (2015)

Asia Pacific ICT Alliance Awards APICTA (2014)

Australian Information Industry Association (AIIA), National iAwards (2014)

Australian Information Industry Association (AIIA), Victorian iAwards (2014)

# The Virtual Forest

**Joyful exploration** 





At some point during the process **it's like a light goes on** that they're **actually making things** happen
in front of them. It's beautiful to see their faces change. **They light up.** They become in control of their world for a small amount of time.

Katy Cavanagh, Dementia Support Manager, Lifeview



# The challenge

Improve the quality of life of people with dementia with an interactive environment that they can control and enjoy.



# The solution

The Virtual Forest replaces fear and confusion with peace, wonder and joy. Developed to give pleasure and autonomy to those living with dementia, the screen-projected game uses cutting edge video game and sensor technology to create a beautiful park-like landscape that the user can easily control. By clapping or waving their hands, users can send butterflies fluttering through flowers, guide a rowboat around a pond, prompt a family of ducks to splash in the water or even change the seasons.

# 2018 A Better Visit app 2019 A Day in the Life - mealtime experience 2021 • Ask Annie • Talk with Ted



# Impact and outcomes

While people with dementia may not have the concentration to enjoy books or television, they can immerse themselves in the virtual forest, experiencing laughter, awe and amazement. The game also prompts reminiscing, as users recall activities such as a trip to the snow.



# **Evaluation**

Evaluation has shown that people living with dementia can engage with virtual worlds, enjoy the experience and while doing so show more pleasure and alertness compared with other activities.



# **Partners**

Game development: Opaque Media Group

Product testing: Lifeview

Funding: Generous online campaign donors



# **Awards**

High Commendation, Information Technology Across Care Awards (2018)



# The Dementia-Friendly Home app

Click here for dementia-friendly homes



What the app has done is helped me to review the home to see what changes I need to make to accommodate the changes that [my wife with Alzheimer's disease] is going through.

Norm Smith, carer



# The challenge

Develop a virtual showroom of dementia friendly design in a homelike setting.



# The solution

Simple changes can help create an environment that supports those diagnosed with dementia to stay living in their own homes and keep doing the things they love. But not all carers know or understand the spatial and visual disturbances that can come with dementia. Many lack the time or resources to commission an expert home audit to work out what to change.

Dementia Australia partnered with Deakin University to create a user-friendly app, with evidence-based content drawing on the University of Wollongong's 10 Dementia Enabling Environment Principles. The tablet and mobile phone app uses interactive 3D game technology and is based on a clickable floor plan and room features. It allows users to click through room by room for tips and ideas, from replacing patterned bed linen with plain colours to reduce visual clutter to installing sensors to light the way.

**2018**A Better Visit app

2019

A Day in the Life – mealtime experience

2021

• Ask Annie

• Talk with Ted

**2022** BrainTrack



# Impact and outcomes

When first released, the app was sold for \$2.99 and received over 1,900 downloads. Since 2022, the app is free to download and to date has received more than 4,000 total downloads.



## **Partners**

**Funding:** Commonwealth and Victorian Government Home and Community Care program

**App development:** Deakin Software and Technology Innovation Laboratory





The Virtual Forest
The Dementia-Frier

• The Dementia-Friendly Home app

**2011** BrainyApp

# 2017

# EDIE (Educational Dementia Immersive Experience)

Goggles to see the reality of dementia

2013

Virtual Dementia

Experience



Even though I was in a training room with other people, I felt lost and alone in this scary world. My heart was racing and afterwards I had to steady myself on the back of a chair. To experience dementia in a virtual reality gives you a new layer of understanding

Case manager



# The challenge

Find a portable, accessible and low-cost way to give more people a virtual experience of dementia.



# The solution

While thousands of people benefited from participating in the Virtual Dementia Experience, developing a way to make the platform available to anyone, anywhere truly unlocked its potential. With EDIE (Educational Dementia Immersive Experience), Dementia Australia took the big-screen, surround sound format of its Virtual Dementia Experience training tool and shrank it into a mobile phone app and a virtual reality headset. EDIE shows the world of a person with dementia through the eyes of Edie, who has dementia and lives at home with his wife. The app illuminates the sensory and visual experiences that can come with dementia. EDIE was originally accessed via an inexpensive Google Cardboard virtual reality headset (discontinued). Now users attend a three-hour training workshop, using more sophisticated VR units and scenarios.

A Better Visit app

2019

A Day in the Life - mealtime experience

2021

Ask Annie

2022

BrainTrack

• Talk with Ted



# Impact and outcomes

EDIE aims to build empathy, helping family members understand the world of their loved one, and assists professional carers in better care planning and delivery. Since 2017 EDIE has progressively become available internationally in countries including Canada, Czech Republic, Germany, Austria, Switzerland, Singapore and New Zealand.



## **Evaluation**

Independent Swinburne University and Standford University evaluations, found that virtual reality training increases empathy more than conventional training, leading to reflection and changes in care practice. The evaluation showed that participants who reported feeling more immersed in the virtual training experienced greater improvement in understanding of dementia care environments. It also found that carers from non-English backgrounds could better improve their understanding when using immersive technology compared to standard training methods.



# **Partners**

Funding: IOOF Foundation, Rosemary Norman Foundation

**App development:** Deakin Software and Technology Innovation

Laboratory



# **Awards**

Future of Ageing Awards High Commendation (2020)



Through harnessing technology and dreaming big, we are improving the lives of people living with dementia

#### **Maree McCabe AM**

Chief Executive Officer, Dementia Australia











# A Better Visit app

Fun and games make a better visit



My mother loved this in her final months with Alzheimer's. She could hardly speak but she could make things happen on the app and it made some fun with the visit. She actually said so!

Family member



# The challenge

Help people living with dementia and their loved ones have fun and enjoy their visits together.



# The solution

Knowing how to speak with someone who has dementia can be hard – Dementia Australia's research shows that more than 60 per cent of people say they don't know what to say to someone with dementia. When loved ones stop visiting, people with dementia can become isolated, worsening their quality of life and health. Dementia Australia's A Better Visit app is designed to remove the awkwardness and inject the fun, with eight simple two-player games that prompt conversations, reminiscing and laughs. Tested and refined with the support of people living with dementia in residential aged care, the games and activities are tailored specifically for those with cognitive impairment. They include activities like bowling, colouring, fishing and tic tac toe.



A Day in the Life - mealtime experience

2021

- Ask Annie
- Talk with Ted

**2022**BrainTrack





# Impact and outcomes

Since its launch in 2018 the tablet app has been downloaded more than 12,000 times in Australia and globally, including the US, UK, Canada and France.



# **Evaluation**

An evaluation in residential care homes conducted by Swinburne University found the app encouraged increased interpersonal interaction between carers and the person living with dementia and created a more positive social environment.



#### **Partners**

**Concept, testing and refinement and funding support:** Lifeview

**App development:** Swinburne University Future Self and Design Living Lab



# **Awards**

2020 AFR Boss Most Innovative Companies (top 10)

# A Day in the Life – mealtime experience

A more nourishing mealtime experience



You could see from his point [of view] - the lights, the noise, the people coming and going. That opened my eyes up, because I don't look at it from his point of view.

Aged care personal care assistant



# The challenge

Improve the quality of life and health of people with dementia by making mealtimes more enjoyable.



# The solution

Aged care homes can be busy places. And that means dining rooms that are often a cacophony of buzzers, announcements, competing conversations and clanging dishes and cutlery. For aged care staff, this can be just part of the background hum. But for a person living with dementia, mealtime stress and distraction can have major health and quality of life consequences. When people cannot comfortably sit down to eat and drink, they can experience weight loss, malnutrition and worsening symptoms.



In an effort to show aged care workers and providers how a person with dementia experiences a noisy dining room, Dementia Australia developed 'A day in the life – mealtime experience' workshop. Participants don virtual reality headsets to see, hear and feel the mealtime environment through the eyes and ears of a person with dementia. The workshop supports aged care homes to make changes to the living environment and their practice.



# Impact and outcomes

By reducing the sensory overload on people living with dementia, they can enjoy the simple pleasure of sitting down to a meal and all the health and social benefits this brings. More than 1,000 people have so far participated in the workshop. Due to the timing of the launch of A Day in the Life – mealtime experience, participation and uptake of the workshop was significantly impacted by the COVID-19 pandemic.



#### **Partners**

**App development:** Applied Artificial Intelligence Institute  $(A^2I^2)$  – Deakin University

# Talk with Ted / Engage with Ted

A new way to talk about dementia



Now when I meet my clients, I do what I did with Ted, it's the same thing. I talk in the same way, slowly, and wait to see if they are understanding.

Aged care worker



# The challenge

Develop a tool to let aged care workers experience and practice communicating with a person who has dementia.



# The solution

Sitting on his bed in his blue striped pyjamas, bespectacled "Ted" looks and sounds so realistic that it's not uncommon for aged care workers to start speaking to him as though he is a real-life care home resident. Ted is an avatar, powered by artificial intelligence, designed to give aged care workers a realistic experience of communicating with a person with dementia. During training, participants log onto the program and use their computer to engage with the avatar.



# Impact and outcomes

Ted gives care workers a taste of how a person with dementia responds to different situations. They see how their own communication style can avert or de-escalate Ted's confusion or anxiety or provide comfort and reassurance. Many participants have commented on the positive impact those changes had on themselves and the people living with dementia that they care for.





#### **Evaluation**

Evaluations confirm the emotional connection that carers develop with Ted and that the lessons he imparts are retained and used in the real world. A 2021 survey of My Aged Care (Australia) staff found that more than half reported applying their learnings; 90 per cent could recall the details of their interaction and experience with Ted training; and more than 80 per cent reported having changed their communication style. Another evaluation compared Talk with Ted against traditional online learning and found all participants could recall the principles of positive communication they had learned and continued to put them into practice.



# **Partners**

Funding: Rosemary Norman Foundation

**Program development:** Applied Artificial Intelligence

Institute  $(A^2I^2)$  - Deakin University



## **Awards**

Future of Ageing Awards winner (2022)

Australian Information Industry Association (AIIA) Victorian iAwards (2020)

# 2021 Ask Annie

BrainyApp

**Small lessons with big impact** 



Ask Annie can help to strengthen the skills of our team so that they can be even better carers for people living with dementia.

Bridget Howes, aged care general manager



# The challenge

Create a practical, flexible, accessible skills training tool that care workers anywhere in Australia can use.



# The solution

Annie is the calm, knowledgeable, experienced colleague every care worker wishes they had at their side when navigating daily challenges. The Dementia Australia Ask Annie smartphone app gives aged care workers - wherever they are and whatever their experience level – the chance to benefit from Annie's wisdom. Through the app, carers can access a library of five-minute "micro lessons" that help build understanding and strengthen care practice. The Annie character guides participants through scenarios they could face every day: a resident who is too agitated to eat or one who resists having a shower. The short, app-based lessons are easy to fit into a busy day, and the immersive style of learning makes them memorable, and more likely to lead changes in care practice. For people living with dementia, that means consistently higher care standards and a better quality of life.





# Impact and outcomes

Ask Annie has been downloaded more than 13,000 times.



# **Evaluation**

An evaluation conducted by Deakin University concluded that the app was regarded as a well-designed and effective education tool that even experienced carers could use to review their knowledge and care approach. Interview respondents described the app as excellent and saw great potential to use it in dementia-related training.



# **Partners**

**Funding:** Gandel Foundation, Rosemary Norman Foundation, Perpetual Foundation, IOOF Foundation and Insignia Financial, The Lionel & Yvonne Spencer Trust, The John & Mary McAlister Howden Charitable Trust.

**App development:** Applied Artificial Intelligence Institute  $(A^2I^2)$  - Deakin University



# **Awards**

Future of Ageing Awards winner (2022)

# <sup>2022</sup> BrainTrack

Develop a simple, fun tool for self-monitoring brain health.



My mum knew for years there was something wrong but her GP wouldn't take her seriously. Having access to something like BrainTrack would have given her more concrete data to show her GP and say, 'this is not all in my mind – there are real changes happening to me'.

[35]
Isabelle Burke, family carer



# The challenge

Develop a simple, fun tool for self-monitoring brain health.



# The solution

Building on the success of our first ever tech project, BrainyApp, BrainTrack makes monitoring your own brain health easy, fun and convenient. While taking the bus, or during an idle moment between meetings, the smartphone app gives users interactive games and brain health information that help them keep track of any changes and access expert support. The app features interactive elements including games that allow users to privately monitor their brain health over time through the monthly check-ins. Users can generate reports that can be shared with their doctor, facilitating conversations and, where needed, diagnosis. Via the app, users can also connect with the National Dementia Helpline for further support.



mealtime experience

Ask Annie

• Talk with Ted



# Impact and outcomes

BrainTrack has been downloaded more than 34,000 times.



# **Evaluation**

BrainTrack has been awarded a research grant by the Medical Research Future Fund - Dementia, Ageing and Aged Care initiative which will evaluate its use and whether it is associated with improvements in knowledge and help-seeking in relation to brain health. Alfred Deakin Professor Alison Hutchinson will lead the evaluation.



# **Partners**

Funding: Commonwealth Government National Dementia Support Program

Program development: Applied Artificial Intelligence Institute  $(A^2I^2)$  - Deakin University



# **Awards**

Australian Information Industry Association (AIIA) ACT iAwards winner (2023)

# Publications and significant media links

#### **BrainTrack**

 Inside Ageing: Why the BrainTrack app is needed to support early dementia diagnosis

#### **Ask Annie**

- ABC: <u>'Keep it simple, be friendly': how your body language can help people living with dementia</u>
- AgedCare News: <u>Highly regarded filmmaker shares why she supports</u> <u>mobile app, Ask Annie</u>
- Australian Nursing & Midwifery Journal: <u>Education launched for workers</u> to address financial elder abuse

#### Talk with Ted/Engage with Ted

- Sky News Australia: '<u>Talk with Ted' Al program a 'world first' in dementia</u> education
- AgedCare news: <u>Australian world-leading dementia innovation on show</u> <u>at London conference</u>

#### A Day in the Life - mealtime experience

Australian Ageing Agenda: <u>VR helping staff make mealtimes better for people with dementia</u>

#### A Better Visit app

- Show Me The Science: App Overview: A Better Visit
- Murphy, A., Favilla, S., Pedell, S., Beh, J., and Petrovich, T. (2020) Designing Novel and Engaging Interactions with and for Residents Living with Dementia and their Visitors, in Boess, S., Cheung, M. and Cain, R. (eds.), Synergy - DRS International Conference 2020, 11-14 August, Held online. https://doi.org/10.21606/drs.2020.370

#### **EDIE (Educational Dementia Immersive Experience)**

- The Sydney Morning Herald: <u>VR app lets you see through the eyes of person with dementia</u>
- ABC: <u>A virtual reality experience like no other</u>
- Stargatt, J., Bhar, S., Petrovich, T., Bhowmik, J., Sykes, D., and Burns, K. The effects of virtual reality -based education on empathy and understanding of the physical environment for dementia care workers in Australia: A controlled study. Journal of Alzheimer's Disease 85 (2021) 1247-1257

#### The Dementia-Friendly Home app

• Builder Online: New app helps design a dementia-friendly home

#### The Virtual Forest

- ABC: <u>Virtual reality game helps people with dementia, reduces need</u> for medication
- Aged Care Guide: 'Enchanted forest' to stimulate dementia residents
- Moyle, W., Jones, C., Dwan, T., and Petrovich, T. Effectiveness of a Virtual Reality Forest on People With Dementia: A Mixed Methods Pilot Study, The Gerontologist March 2017 00: 1-10

#### **Virtual Dementia Experience**

- Australian Ageing Agenda: Seeing is believing
- Petrovich, T. Virtual world boosts carer empathy. Australian Journal of Dementia Care October 2015, Vol 4 No5: 10-11.
- Petrovich, T. Virtual reality dementia education. Australian Journal of Dementia Care April 2015 Vol 4 No 2:14-15.
- Stargatt, J., Doube, W., Bhar, S., Petrovich, T., McGuire, L., and Willison,
   A. Increasing understanding of environmental modifications using the
   Virtual Dementia Experience for professional carers of people living
   with dementia. Gerontology & Geriatrics education, August 2021
- Gilmartin-Thomas, J F, McNeil, A, Powell, J., Malone, D.T., Wolfe, R., Larson, I.C., O'Reilly, C.L., Kirckpatrick, C.M., Kipen, E, Petrovich, T., and Bell, J.S. Impact of a virtual dementia experience on medical and pharmacy students' knowledge and attitudes toward people with dementia. A controlled study. The Journal Of Alzheimer's Disease 62 (2018) 867-876
- Gilmartin-Thomas, J F, McNeil, J., Powell, A., Malone, D.T., Larson, I.C., O'Reilly, C.L., Kirckpatrick, C.M., Kipen, E, Petrovich, T., Ryan-Atwood, T.E., and Bell, J.S. Qualitative evaluation of how a virtual dementia experience impacts medical and pharmacy students' self-reported knowledge and attitudes towards people with dementia. Dementia (2018)

#### **BrainyApp**

- Australian Ageing Agenda: <u>BrainyApp goes Android</u>
- Probono Australia: Not for Profit App Hits Number One
- O'Connor, E., Farrow M., Hatherly C., 2014: JMIR Mental Health 2014, vol 1

For more information on awards and categories, please visit **our website**.



We had a strong conviction that if we could simulate the experience of what it's like to have dementia, we could lead transformation and change people's attitudes, behaviour and practice, improving the quality of life and care for people with dementia.

Maree McCabe AM
Chief Executive Officer, Dementia Australia



## **About Dementia Australia**

Dementia Australia is the source of trusted information, education and services for the estimated half a million Australians living with dementia, and the almost 1.6 million people involved in their care. We advocate for positive change and support vital research.

We are here to support people impacted by dementia, and to enable them to live as well as possible. Founded by carers more than 35 years ago, today we are the national peak body for people living with dementia, their families and carers.

We involve people impacted by dementia and their experiences in our activities and decision-making, to make sure we are representative of the diverse range of dementia experiences. We amplify the voices of people impacted by dementia through advocating and sharing stories to help inform and inspire others.

No matter how you are impacted by dementia or who you are, we are here for you.

# National Dementia Helpline 1800 100 500



For language assistance call **131 450** 

Find us online **dementia.org.au** 









