

## Queensland Aged and Disability Advocacy Inc. (QADA)

Provides advocacy support to recipients or potential recipients of Home and Community Care (HACC) services, aged care services (CACP's, EACH, EACHD packages and aged care residents), and carers of recipients of these services, with any service related issues. QADA also provides a guardianship advocacy service to support adults with guardianship and administration matters. **Phone: 1800 818 338**

## Residential Aged Care Facilities Dementia Specific

### Townsville

#### Ozcare Villa Vincent

Secure dementia care - 4724 7100

#### Parklands

Respite care and secure dementia care - 4789 9100

#### RSL Care

Secure dementia care - 4781 0800

#### Masonic Care Queensland

Secure dementia and respite care - 4789 9777

#### The Good Shepherd Home

Day and respite care, secure dementia care  
4772 9900

#### Ingham

#### Canossa Home for the Aged

Low and secure dementia care - 4797 3800

#### The Palms Aged Care Residence

Secure dementia care - 4776 0111

#### Charters Towers

#### Eventide

10 bed psycho-geriatric unit and 12 bed secure unit  
4787 5555

#### Burdekin

#### Lower Burdekin Home for the Aged - Ayr facility

Secure dementia care and respite care - 4783 0100

#### Home Hill Hostel

Secure dementia care - 4782 1311

## Townsville Mackay Medicare Local

The Townsville-Mackay Medicare Local is the regional primary health care coordinating body that supports GP's, allied health professionals and community organisations across the Townsville and Mackay regions. The website health service directory can direct you to a GP or health professional within your area. [www.tnml.com.au](http://www.tnml.com.au)

## Diversicare

Provides translated resources and information to people with dementia, their families and carers who are from a culturally linguistically diverse background. Provide information and cross cultural training for service providers. **Phone: 4723 1470**

## Private Service Providers Psylution Worx Memory Clinic

Endeavours to provide ongoing care to treat and monitor memory loss conditions, offers information and support to understand and cope with a changing memory. Aims to reduce the risk factors of memory loss and improve protective factors for preserving memory function through the use of comprehensive assessment and treatment techniques. **Phone: 4728 4288**



Queensland  
Government

Contact:

Townsville Hospital and Health Service  
PO Box 670, Townsville Qld 4810  
Ph: 4433 1111

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# Dementia services directory



*A guide for patients and visitors*



*Dementia is the term used to describe the symptoms of a large group of illnesses, which cause progressive decline in a person's memory and thinking.*



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Government

### Alzheimer's Australia QLD Inc

The mission is to enhance the wellbeing of people with dementia, their carers and their families and to reduce the impact of dementia on our community.

**Phone: 4755 1177**

9am to 1pm weekdays or 9am to 12 noon Saturday  
Unit 1 56 Thuwingowa Drive, Kirwan 4817

### Alzheimer's Association of Queensland (Brisbane)

Offers information, support, education, respite and residential care

24 hr Dementia Helpline 7days QLD

**Phone: 1800 639 331**

National Dementia Helpline

**Phone: 1800 100 500**

### Dementia Behaviour Management Advisory Service

Statewide support for industry workers and family carers 24 hr clinical support.

**Phone: 1800 699 799**

### The Townsville Health Service District

#### The Townsville Hospital

Provides a secure ward environment for people with cognitive impairment who are acutely unwell. Referral by GP required or admission through Emergency Department. Clinical assessment and treatment services are available through Older Persons Mental Health and Gerontology services.

**Phone: 4433 1111**

#### Dementia Assessment Service

Provides assessment, advice and assistance to persons with dementia and their carers. Dedicated clinics for nurse practitioner and psychology assessment and interventions located at the Vincent Health Campus, **Phone: 4775 8300**

### Commonwealth Respite and Carelink Centre

Commonwealth Respite and Carelink Centres provide information and referral to Aged Care Services, Disability and Mental Health Services, Allied Health Care Services and Community Support Services. Commonwealth Respite and Carelink Centres also provide respite services for carers.

**Phone: 1800 052 222** (24 hours)

### Blue Care

#### Home Care Dementia Services

Assists people with dementia, carers and families who live in Townsville, Burdekin, Hinchinbrook, Charters Towers and Bowen. We provide flexible respite assistance to support carers of people with dementia. Includes home-based respite, community access and social group activities. **Phone: 1300 258 322**

### Ozcare

Offers long day respite, pop-in visits, in-home respite and respite with community access. Support provided to Townsville, Ingham, Richmond, Bowen, Magnetic Island, Burdekin and Charters Towers. People with dementia are eligible for CACP, EACH and EACHD packages with ACAT approval. Have consumer directed care packages (high and low), veterans home care and home and community care. Provides some privately funded care.

#### Dementia Advisory and Support Service

Provides one on one support for people with dementia and their carers. Information and education for service providers. **Phone: 4729 5300** (Townsville)

### RSL Care

Specialist nursing care and services for people with dementia. EACHD packages and Veterans homecare available. **Phone: 4726 7000 or 1300 796 111**

### Anglicare Community and Aged Services

Anglicare provides dementia specific services with the "Healthy Living for Carers" though National Respite for Carers Program. Respite for carers of frail aged clients with dementia, both in-home, community access and after hours in home respite care.

**Phone: 4722 0400** (Townsville)

**Phone: 1300785853** (Referrals)

### James Cook University Memory Clinic

Referral with medication history required. \$50 per session, pensioner concession available.

**Phone: 47814706**

### Carers Queensland

Provides statewide services and activities for family carers of all ages and cultural background including counselling, advocacy, No Interest Loan Scheme, support groups, information and referral.

2/56-58 Thuringowa Drive Kirwan, Qld 4817

**Phone: 4773 5808**

Carer Advisory Service Centre

**Phone: 1800 242 636**

### Seniors Legal and Support Service

Provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation. **Phone: 47215511**

### Elder Abuse Prevention Unit

First port of call for information, support and referrals for people who witness or experience elder abuse. Callers can remain anonymous. Free information sessions for community groups and training for service providers.

Help line 9am-5pm weekdays.

**Phone: 1300 651 192**

