



**Dementia
Australia®**



Aged Care Training Guide

Education with impact

Dementia Australia is the collective voice for people living with dementia and an award-winning leader in dementia education and training. Together, we have an opportunity to make a profound difference to the lives of people impacted by dementia.

Building an aged care workforce that feels valued and empowered to provide quality dementia support is vital. When staff feel supported and are equipped with the necessary skills, education and resources, they create strong workplace cultures that place person-centered care at the heart of everything they do.

Dementia Australia's innovative, cutting-edge training programs have been developed with this in mind. Our offerings reflect decades of successful collaboration with government, the scientific community and people with lived experience.

All our programs align with the Aged Care Quality Standards, which are mapped throughout this guide. The exceptional training and education we deliver centres around individualised, person-centred support for residents and families.

Your team will build highly practical skills that strengthen your organisation's capacity to enable people living with dementia to thrive. This, in turn, will help you to increase staff retention, reduce both serious incidents and the use of medication, and improve your organisation's star rating.

We also offer a flexible training and education approach through tailored learning pathways. From fully online, self-paced courses, to workshops and virtual classrooms delivered via Teams or Zoom, face-to-face to mentoring, training and coaching, Dementia Australia works with you to deliver engaging learning in a way that suits the needs of your workforce.

Our team looks forward to supporting your organisation and staff to lead the way in best-practice care for people living with dementia.

If you get it right for dementia, you get it right for everyone.

For more information call **1300 DEMENTIA (1300 336 368)**
or email development@dementia.org.au

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Dementia Essentials

CHCAGE011 Provide support to people living with dementia

Providing best-practice dementia care means considering the person every step of the way. This fully government-funded, nationally accredited course has been designed especially for your team, with this in mind, to build both their expertise and confidence.

This course is highly structured, combining theory and practical components for an engaging learning experience. Your staff will receive ongoing support from experienced facilitators throughout the program.

Your team will develop a comprehensive knowledge of dementia so they can:

- Appreciate the nature and impact of dementia on the person and their loved ones.
- Develop strategies to communicate effectively.
- Plan and develop meaningful activities that support people with all stages and types of dementia.
- Identify the causes of changed behaviours in people living with dementia.
- Identify elder abuse and restrictive practices.

As an organisation, this means:

- A homely environment where residents living with dementia feel supported.

- A workforce that consistently provides best-practice dementia care.
- Fewer changed behaviours relating to dementia.
- Families who see their loved ones being well cared for.



Delivery: Face-to-face | Online | Teams



Duration: Face-to-face 20 hours | 10 - 20 hours per week online.



Suitable for: Everyone who works with people living with dementia.



Number of participants: 15-25



Build capacity against Aged Care Quality Standards 1-8.

Earn CPD points.

Dementia Australia delivers this program with funding from DTA and the Australian Government under the Dementia and Aged Care Services Fund (**RTO Code 2512**).





10993NAT Certificate IV in Dementia Practice

When staff don't feel equipped to meet the needs of your residents living with dementia, it can lead to high staff turnover and fewer opportunities for your organisation to provide meaningful care. This fully funded, nationally accredited course will give your staff the critical skills to become dementia practice leaders and transform dementia care at your organisation.

Across 14 units of competency, graduates will gain the advanced knowledge and expertise required to implement practice changes, by successfully engaging aged-care staff, families and carers to improve the lives of your residents living with dementia.

Your staff will enhance the level of dementia care at your facility by:

- Developing tailored care plans that support independence and wellbeing.
- Leading and mentoring others to create a culture of accountability and continuous improvement.
- Using a palliative care approach when planning and providing care services.
- Respecting cultural and lifestyle preferences when supporting people to be independent.
- Critically evaluating their own work.

As an organisation this means:

- A confident team with leadership skills that ensure you provide best-practice dementia care.

- Staff who identify and respond to changed behaviours with appropriate analysis and strategy development.
- A workforce that cares for people living with dementia in accordance with legal and ethical frameworks.
- Improved resident wellbeing and dementia services through effective networks.



Delivery: Online
Dementia Hub | Teams



Duration: Weekly 1 hour
webinars over 12 months.
20 hours per week learning
and assessment.



Suitable for: People working
in aged care, home and
community care, hospital
and disability care and
allied health professionals
working in hospital or aged-
care settings.



Number of participants:
Maximum of 25



Build capacity against Aged
Care Quality Standards 1-8.

Earn CPD points.

Dementia Australia delivers this program with funding from DTA and the Australian Government under the Dementia and Aged Care Services Fund (RTO Code 2512).



Demonstrating Dementia Leadership

BSBLDR411 Demonstrate Leadership in the Workplace

BSBLDR414 Lead Team Effectiveness

Leaders come in all forms, not just those who are in management. This fully funded program will help anyone who's passionate about dementia care to become a leader in dementia practice.

Participants will develop the fundamental knowledge and skills required to lead. They will learn how to model high standards of conduct that reflect your organisation's standards and values, while leading a high-performing team.

This program aims to build resilience, capacity and capability within the sector and your team, resulting in long-lasting benefits to your organisation, staff and residents.

As part of this program, students will complete a quality improvement project, designed to enhance the care of your residents living with dementia.

Participants will become dementia care leaders by:

- Using effective leadership methods to introduce practice change.
- Inspiring staff members to create change and innovation.
- Reflecting on their own practices to ensure high-quality care.

As an organisation this means:

- A cohesive team that strives to deliver best-practice care.

- A strong reputation for providing quality dementia care.
- A confident workforce and improved staff retention.



Delivery: Online



Duration: 6 weeks
(participants will undergo a workplace assessment)



Suitable for: Experienced aged care workers, nurses and lifestyle workers in leadership roles or aspiring to become leaders.



Number of participants:
15-25



Build capacity against Aged Care Quality Standard 7.



Pathway to Certificate IV in Dementia Practice and the Diploma of Dementia Care with University of Tasmania.

Earn CPD points.

Dementia Australia delivers this program with funding from DTA and the Australian Government under the Dementia and Aged Care Services Fund (**RTO Code 2512**).





About Dementia

For your staff to provide best-practice care for people living with dementia, they first need to understand the condition. This workshop provides an overview of dementia and where to access services and support.

Staff will gain knowledge in:

- The prevalence, risks, types of dementia and signs of dementia.
- Adopting a person-centred approach to dementia support.
- Accessing evidence-based resources and services.

As an organisation this means:

- Staff who identify triggers to dementia-related behaviour changes.
- A workforce that responds to the specific needs of people living with dementia.
- Residents who feel well-supported and cared for.



Delivery: Face-to-face



Duration: 1 hour



Suitable for: All staff who provide support to people living with dementia in a variety of settings.



Number of participants: Maximum of 25



Build capacity against Aged Care Quality Standards 1, 2, 3, 4 and 7.



Understanding Dementia

People living with dementia need individualised, person-centred support. This is difficult for staff to do without understanding what dementia is and how it can affect your residents.

This workshop gives an overview of dementia, including signs and symptoms, modifiable and non-modifiable risk factors, the different types of dementia and how they impact the brain and behaviour.

It will equip your staff with practical strategies to provide high-quality support to residents living with dementia, which can result in fewer incidents of changed behaviours.

Participants will reflect on their current practices and transform their caregiving by learning to:

- Identify changes associated with cognitive impairment and dementia.
- Tailor their care strategies according to a person's strengths and preferences.
- Communicate with people in a way that ensures they feel heard.

As an organisation, this means:

- Residents feel supported and included in decisions made about them.
- Staff feel confident caring for people with all stages and types of dementia.
- Families see an improvement in their loved one's quality of life.



Delivery: Face-to-face | Zoom or Teams



Duration: 3 hours | 2 hours



Suitable for: All staff providing support to people living with dementia.



Number of participants: Maximum of 25



Build capacity against Aged Care Quality Standards 1-4 and 7.



I have done this course several times, but **each time I improve my understanding** of this debilitating condition.



Enabling EDIE

Enabling EDIE is a cutting-edge, virtual reality experience delivered at your workplace.

It can be hard to fully understand what someone else is going through, particularly when that person is living with dementia. This makes it difficult to communicate, act and interact in the most appropriate way.

This immersive workshop will allow your team to see the world through the eyes of a person living with dementia.

It will increase their knowledge of dementia, provide insight into what life is like for people living with dementia, and help them to develop a deeper understanding of (and empathy for) your residents.



Hear what organisations have to say about Enabling EDIE [here](#).

For more information about how your staff can access Enabling EDIE, please email development@dementia.org.au

Enabling EDIE provides a powerful and memorable experience that will enable your staff to:

- Have a better understanding of the symptoms and impact of dementia.
- Understand how the environment can impact a person living with dementia.
- Identify a person's needs and develop enablement strategies to help them live confidently.
- Create support plans for people that focus on their individual goals.

As an organisation, this means:

- A more confident and skilled team supporting your residents.
- Improved resident and staff wellbeing.
- More positive family interactions.
- Reduced environmental risks.

“

To see the reactions of the staff, **the emotion was overwhelming** for them. This was **more meaningful** than anything on paper because it was experiential. From that day I've seen a **much more empathetic** group of people.

Darinka Rozanic, General Manager, Moran Roxburgh Park

”



Delivery:

Face-to-face



Duration: 3 hours



Suitable for: All staff at any stage of their career who are providing support to people living with dementia.



Number of participants:

Maximum of 15



Build capacity against Aged Care Quality Standards 1, 2, 4, 5 and 7.



See the world
through the eyes
of a person living
with dementia.





D-Esc

VR training for a behavioural emergency.

How to say it: “Dee-esk”: an abbreviation of ‘de-escalation’

When behavioural emergencies arise in the workplace, we know the experience can be confronting for you and your teams. Being able to take the correct action in these situations is critical for the safety of both your residents and staff.

D-Esc is a new workshop teaching aged care workers how to safely respond to and de-escalate high-risk behaviour in people with dementia.

It is a virtual reality training experience delivered at your workplace and based on a realistic behavioural emergency.

The workshop offers a safe and controlled simulated environment for staff to practice de-escalation skills. They can see the outcomes of their decisions in real time. This will better equip them to create a safe and supportive environment for people living with dementia, and ultimately reduce the risk of behavioural emergencies.

D-Esc aims to build participants’ confidence and capability to assess and respond effectively to these emergencies.

“

Shows care staff how to **safely de-escalate** high-risk behaviour. ”

After this workshop, participants will be more confident in being able to:

- Recognise emotional and physical signs of escalation.
- Understand how increased stress impacts someone with dementia.
- Apply person-centred de-escalation skills.
- Reduce the risk of harm for the person with dementia, staff and others.
- Contribute to debriefing, to determine potential causes of changed behaviour

As an organisation, this means:

- Reduced incidence of occupational violence, injury and incident reports.
- Increased staff confidence and capability to assess behavioural emergencies and respond effectively, helping to support resident needs.
- Improved resident and staff wellbeing.
- More positive family interactions.



Delivery:

Face-to-face



Duration: 3 hours



Suitable for: All staff at any stage of their career who are providing support to people living with dementia.



Number of participants:

Maximum of 15



Build capacity against Aged Care Quality Standards 1, 2, 3, 7 and 8.



Hear why we created this new VR experience and how it can help [here](#).

For more information about how your staff can access D-Esc, please email

development@dementia.org.au

D-Esc is a Dementia Australia program created with support from The Rosemary Norman Foundation, Fitzpatrick Sykes Family Foundation, Navarra Care Foundation and Australian Communities Foundation through HDR Australia Fund. With the support of Dementia Training Australia and the Australian Government, the D-Esc workshop is free for 6,500 eligible participants until 30 June 2025.



Communicating in a Person-Centred Way

Good communication skills are essential to providing support to people living with dementia and their carers. In this three-part course, staff will explore communication and dementia, and learn how to influence people within the support relationship to promote positive interactions.

Staff will gain valuable knowledge in:

- Successfully using verbal and non-verbal person-centred communication strategies.
- The impact of dementia on a person's ability to communicate.
- Making people living with dementia feel heard and safe within supportive relationships.



Delivery:
Online self-paced



Duration:
1 hour (approximately)



Suitable for: All staff working with people living with dementia, in any capacity.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standard 7.

What is Dementia?

Aged care professionals will encounter dementia in residents, and in family members of residents, at different stages. So it is important they understand how it impacts people.

Staff will gain valuable knowledge in:

- Recognising the early signs and features of dementia.
- The process of diagnosis and treatment methods.
- Employing effective communication, support strategies and services.



Delivery:
Online self-paced



Duration:
1 hour (approximately)



Suitable for: All staff in an aged care setting.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standards 1-5.



This course was **valuable to my role** and gave me a **better understanding** of dementia.



Achieving Purposeful Engagement

People with dementia can exhibit a range of difficult and evolving behaviours. However, when a person's needs are met by staff who understand their strengths and abilities, they demonstrate fewer behaviour changes.

In this training, your staff will discover the importance of meaningful engagement for people to live well with dementia. They will develop methods to enhance quality of life for your residents by creating meaningful and purposeful activities based on residents' interests and goals.

Your team will learn practical skills to:

- Provide residents with a sense of purpose by identifying their unique interests and capabilities.
- Work in partnership with residents to create activities that nurture connection with people and community.
- Bring a creative focus to improving quality of life through opportunities and experiences.

As an organisation, this means:

- A support culture where staff actively seek therapeutic engagement opportunities for people.
- Fewer incidents of changed behaviours in people living with dementia.
- Improved wellbeing of staff and residents.



Delivery: Face-to-face | Zoom or Teams



Duration: 3 hours | 2 hours



Suitable for: All aged care staff operating in a support capacity.



Number of participants: Maximum of 25



Build capacity against Aged Care Quality Standards 1, 2, 4 and 5.

Applying a Problem-Solving Approach to Behaviours

Changed behaviours relating to dementia can negatively impact the person living with dementia, your staff and other residents.

This workshop will help your team recognise the triggers for (and early signs of) changed behaviours, so they can prevent or minimise their impact. Staff will learn about the effects of neurological damage on a person's ability to comprehend, communicate, remember and regulate their emotions.

Using the highly regarded CAUSED model to problem-solve changed behaviours, participants will develop positive support strategies that help reduce stress in people living with dementia. This will improve the wellbeing of all residents and staff.

Participants will better support people living with dementia by:

- Recognising the early signs of changed behaviours and understanding the contributing factors.
- Confidently identifying and reducing risks associated with dementia and changed behaviours.

- Applying a person-centred approach to changed behaviours in residents.

As an organisation, this means:

- Less risk of severe outcomes from behaviours.
- A happier workforce and less staff turnover.
- Staff who take a systematic, problem-solving approach to changed behaviours.
- A team that communicates well and follows procedure for reporting changed behaviours.



Delivery: Face-to-face | Zoom or Teams



Duration: 3 hours | 2 hours



Suitable for: All aged care staff operating in a support capacity.



Number of participants: Maximum of 25



Build capacity against Aged Care Quality Standards 1-5 and 7.

“

A very **effective** and **eye-opening** course.

”



Dementia Learning Hub

It can be difficult to upskill staff when there's too much information and not enough time to determine the best course of action. The Dementia Learning Hub gives your team easy and exclusive access to our high-quality professional education resources in one place.

The Hub will grow your team into confident dementia care providers through collaboration, networking and supporting other peers who are passionate about providing best-practice dementia care.

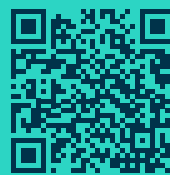
Join other like-minded professionals and explore what's on offer, including:

- Our suite of education programs.
- The opportunity to share your practice experience and grow your connections via our unique discussion boards and forums.
- Our comprehensive collection of digital and print resources.

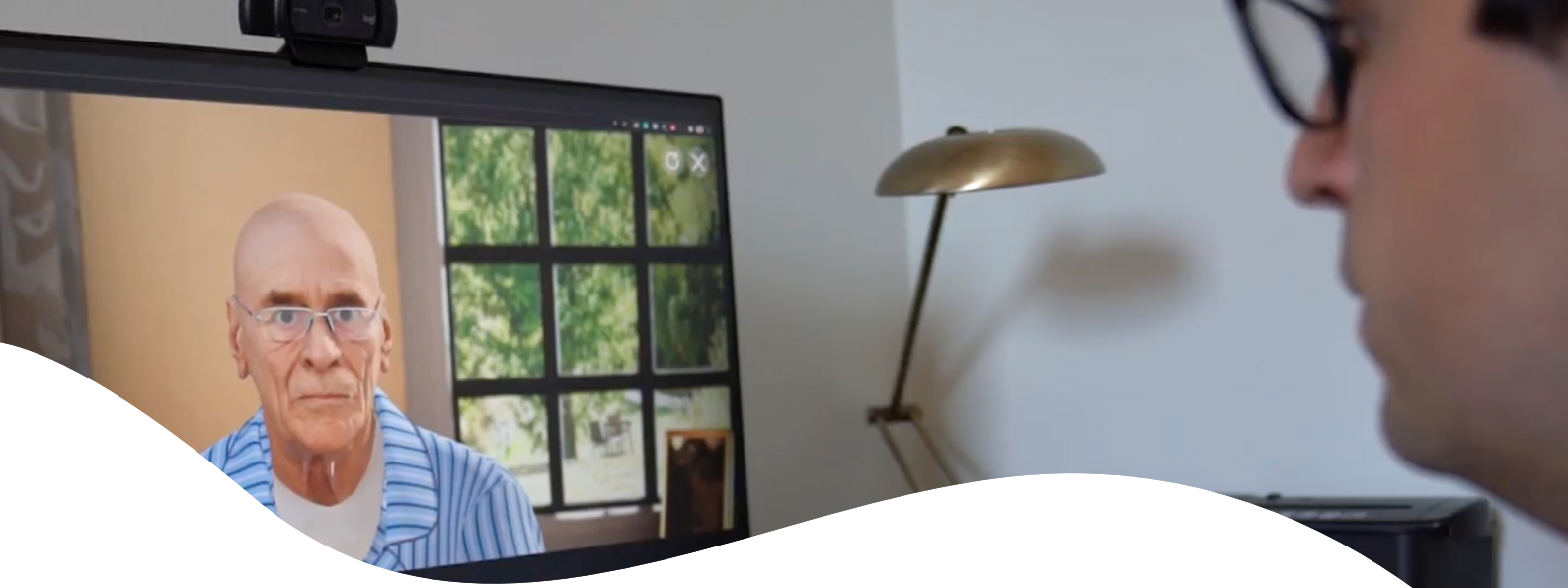
Earn Continuing Professional Development points and certificates as you complete each learning pathway.

Individual users can access the hub for an annual \$39 subscription.

Organisations can access bulk subscriptions by contacting development@dementia.org.au



Scan the code for information on programs available with a subscription.



Talk with Ted

Talk with Ted is a world-first online dementia education experience. Participants communicate with 'Ted', an artificially intelligent avatar programmed with symptoms commonly associated with dementia.

Our choice of words or tone of voice can help reduce stress and decrease changed behaviours in people living with dementia. Through simulation, staff practise communicating with Ted in a realistic and safe space.

Participants talk with Ted before engaging in training to build their skills and approaches in respectful communication. These learnings are then applied in a second conversation with Ted.

Evaluations performed eight weeks after training have shown that participants who talked with Ted could recall their learnings significantly better than those in more traditional courses, and had incorporated them into practice.

Talk with Ted can also be used as a recruitment tool to help your organisation identify potential employees who are equipped to support people living with dementia.

Your team will develop the skills to:

- Respectfully communicate with people living with dementia.
- Apply a person-centred approach to conversations, so people feel heard and understood.
- Better understand and respond to the needs of your residents.

As an organisation, this means:

- Staff confidently communicate with residents living with all stages of dementia.
- Fewer incidents of changed behaviours relating to dementia.
- Residents feel valued and respected by carers who listen and respond to their choices.



Ted in action [here](#)

For more information about how your staff can access Talk with Ted, please email development@dementia.org.au



Delivery

Face-to-face | Online simulation



Duration:

3 hours | 1 hour



Suitable for: All staff working with people living with dementia.



Build capacity against Aged Care Quality Standards 1, 4, 5, 7 and 8.



Winner

2022 Future of Ageing Awards
Dementia Care category



Winner

2020 Victorian iAwards
Not-For-Profit and Community
Solution of the Year category



Simulation
Australasia

Winner

2023 Simulation Australasia Awards
Project Innovation category

93% of participants
made changes to their practice
after talking with Ted.

Understanding Younger Onset Dementia

When people think about aged care, they naturally think about the elderly. There are, however, instances when a younger person (whose needs, physicality, family situation and mental state differ significantly from older residents) may end up in aged care. Supporting these people through unique challenges can be difficult for staff.

The term younger onset dementia is used to describe any form of dementia in a person under 65 years of age. This three-part course will increase your team's awareness of the often complex issues involved when someone is faced with an early diagnosis of dementia.

Staff will transform their care for people with younger onset dementia by:

- Appreciating the diagnostic challenges, along with primary and secondary causes.
- Providing person-centred support and enablement for people.
- Providing care that meets the person's unique needs within a supportive environment.



Delivery:

Online self-paced



Duration:

1.5 hours (approximately)



Suitable for: Staff who have a basic understanding of dementia and who either currently, or in the future may, support someone with younger onset dementia.



Contact us to see how this could be added to your own LMS.



Build capacity against Aged Care Quality Standards 1-6.

For more information about how your staff can access Understanding Younger Onset Dementia, please email

development@dementia.org.au

How Person-Centred is Your Practice?

Person-centred practice has become an expectation for service delivery. This five-part course explores the elements of person-centred practice within the VALUEs framework. Staff are encouraged to reflect on their current practice and provide strategies to improve their knowledge.

Your team will transform your facilities' model of care by:

- Employing the principles of person-centred practice with all clients.
- Understanding the importance of building relationships between the person, their family, carers and organisations.
- Involving people living with dementia in all decisions about their care.



Delivery:

Online self-paced



Duration:

1 hour (approximately)



Suitable for: All staff providing support to people living with dementia.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standards 1-8.

“

Person-centred practice has **become an expectation**

”

Nutrition and Dementia: Food for Thought

Poor nutrition is a major health problem for many older people. For people living with dementia, maintaining good nutrition is more complex. In this short course your staff will explore the importance of eating well, the impact of dementia, and review the standards and recommendations relevant to your practice in the workplace.

This program will enable your staff to:

- Reflect and improve on their practices around nutrition and hydration.
- Understand accreditation standards and best-practice recommendations applicable to the health, community and aged care sectors.
- Consistently serve meals to people living with dementia in line with best-practice recommendations.



Delivery:

Online self-paced



Duration:

20 minutes (approximately)



Suitable for: All staff in your facility. It is preferred they already have a basic understanding of dementia.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standards 1-6.



“

An **engaging** and **informative** workshop.

”

A Day in the Life -Mealtime Experience

Ensuring people living with dementia eat a well-balanced, nutritious diet is important for overall health and care outcomes. Poor nutrition was highlighted through the Royal Commission as a major health problem for many older people, especially those living with dementia. Participants explore how food, environment and support can greatly influence the dining experience.

A Day in the Life—Mealtime Experience utilises virtual reality avatar technology to allow participants to view the mealtime experience from the perspective of both Ted (the person living with dementia) and Priah (the support worker). The setting is the dining room in an aged-care facility.

Staff will learn about the barriers to a positive mealtime experience and practical strategies to overcome them. This insightful learning experience is delivered at your workplace.

Mealtimes will be transformed by:

- Staff exploring ways to improve and optimise nutrition and hydration for people living with dementia.
- A workforce that applies creative strategies for planning, preparing and delivering quality mealtime experiences.
- People living with dementia feeling supported to enjoy their mealtime experiences.



Delivery:

Face-to-face



Duration: 3 hours



Suitable for: all staff who support people living with dementia, especially those supporting the mealtime experience, such as PCW/AIN/EN/RN/lifestyle/therapy, catering/kitchen staff, clinical/facility managers, training/education staff, organisational managers (looking at opportunities for change).



Number of participants:

Maximum of 15



Build capacity against Aged Care Quality Standards 1 and 2.

Dementia and Pain in Residential Care

Pain in older adults is a major public health concern. More than half of people living in residential aged care have dementia and many can't verbally or physically express when they're in pain.

This short course will raise staff awareness of the prevalence of pain in residential aged care, help them identify common causes of pain, and assist them in managing pain for people living with dementia.

This program will enable your staff to:

- Identify when a person with dementia is experiencing pain.
- Apply strategies to successfully manage pain.
- Understand common causes of pain in all residents.



Delivery:

Online self-paced



Duration:

20 minutes (approximately)



Suitable for: Aged care staff who already have a basic understanding of dementia.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standards 2-4.

“

I loved it! It opened my eyes, gave me **huge perspective**, and made me put myself in the shoes of a person with dementia.

”

Engaging in the Outdoors

There are significant physical, psychological and emotional benefits for people with dementia who engage in the outdoors. However, providing safe and meaningful engagement outdoors in an aged care setting can be challenging for staff.

This program will support your team to explore the benefits of engaging in the outdoors for people living with dementia. From early diagnosis to the later stages, everyone can enjoy what the outdoors has to offer.

This program will enable your staff to:

- Understand the benefits of nature for people living with dementia.
- Create inviting and safe areas for outdoor engagement.
- Measure and sustain outdoor activities.



Delivery:
Online self-paced



Duration:
1 hour (approximately)



Suitable for: Aged care staff who already have a basic understanding of dementia.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standard 4-5.



Intellectual Disability and Dementia

Recognising dementia in a person with an intellectual disability may be hard. This workshop will help your team recognise emerging dementia in clients and respond to their changing needs.

Staff will learn to identify hallmark signs and symptoms and develop practical tools to communicate effectively and support people as dementia progresses.

Your staff will provide best-practice care to people living with disability and dementia by:

- Understanding the assessment and diagnosis of dementia for people with intellectual disability.
- Adapting their support to maintain clients' familiar routines through cognitive and functional change.
- Modifying the living environment to maintain abilities and reduce risk of injury.

As an organisation, this means:

- Staff who understand the impact of dementia on people living with an intellectual disability.
- Residents who feel empowered and well-supported through all stages of dementia.



Delivery:
Face-to-face



Duration: 3 hours



Suitable for: All staff providing support to people living with an intellectual disability and dementia in various care settings.



Number of participants:
Maximum of 25



Build capacity against Aged Care Quality Standards 1-6.

“

Your staff will provide **best-practice care** to people living with disability and dementia. ”



A Problem-Solving Approach to Behaviours

Many people living with dementia will experience behavioural changes, which can negatively impact staff and the person. This three-part course uses a problem-solving approach to give participants an understanding of behaviours. It explores effective strategies to help prevent or minimise the impacts when behaviour changes occur.

Your team will gain valuable knowledge in:

- Using a systematic approach to successfully problem-solve behaviour changes.
- Understanding the impact of changed behaviours on people within the support relationship.
- Recognising signs of behaviour changes early and how to report associated risks.



Delivery:
Online self-paced



Duration:
1 hour (approximately)



Suitable for: Aged care staff who already have a basic understanding of dementia.



Available on our Learning Hub or contact us to purchase this course for use on your own LMS.



Build capacity against Aged Care Quality Standards 1 and 5.

“

Thoroughly enjoyable and **jam-packed with relevant information.** ”

”

Birch Consultancy

Transform dementia care in your organisation and make a profound difference to the lives of people who are living with dementia.

A Birch Consultancy will help you develop a unique model of care that transforms the lives of staff and residents. Our facilitator will work with your team, residents and families to implement evidence-based and sustainable practice improvements.

The focus of our consultancy work is people, and we tailor our service to meet your organisational requirements and challenges. Our framework identifies opportunities for change and growth that will encourage engagement, including ways to empower staff to drive continuous improvement.

We will assess the current state of care by incorporating lived experience and feedback from people living with dementia and their families. We then work with you to initiate improvements that help you create a strong care community and competitive business advantage.

A Birch Consultancy will help:

- People living with dementia enjoy purposeful lives that reflect their abilities, interests and choices.

- Families feel respected and welcome as valued members of your community of care.
- Staff feel competent and confident, and experience rewarding teamwork.
- Your organisation implement systems that support meaningful relationships and a homely community.
- Residents living with dementia thrive as part of a community delivering best-practice care.



Delivery:

Zoom or Teams



Duration: 6-8 months



Suitable for: A wide range of organisations, including residential and community aged care.



Build capacity against Aged Care Quality Standards 1-8.



Discover the real-world benefits of our consultancy services.

“ **Moyola Lodge would not be who we are without Dementia Australia’s consultancy. They are supportive, they show us, our staff and families how we can make a difference in the life of somebody living with dementia.** ”

Polly Devine, CEO, Moyola Aged Care

Communities of Practice

Providing best-practice dementia care means offering ongoing support to staff who have previously received dementia education. This program enables passionate individuals with diverse experience to come together to create positive workplace change and foster innovation. Staff will network with like-minded people and share best-practice methods to achieve industry-wide transformation. Participants will have opportunities for continued online learning beyond formal education and workshops, with access to experts and leaders in dementia care.

Your team will enhance dementia care by:

- Continually evolving their practice to provide high-quality care.
- Consulting support networks to address the challenges of implementing change.
- Learning from colleagues who have diverse backgrounds and experience.

As an organisation this means:

- A team that inspires each other to provide best-practice care.
- A happier workforce and improved staff retention.
- Residents and families feel confident in the support being provided.



Delivery:
Zoom or Teams



Duration: 6-12 months
(3.5 hours per month)



Suitable for: Staff who work with people living with dementia and are in a position of influence to bring about practice change.



Number of participants:
20-45



Build capacity against
Aged Care Quality
Standards 1 and 3.

Dementia Australia delivers this program with funding from DTA and the Australian Government under the Dementia and Aged Care Services Fund.



Dementia
Training
Australia

Environmental Audit

Providing a dementia-friendly environment is an integral part of delivering quality care.

The Royal Commission into Aged Care Quality and Safety advocated for accessible and dementia-friendly design features, and small household models, in place of larger facilities.

Our consultants will help you create a dementia-enabling environment where people are supported to live as independently as possible, which can significantly reduce incidents of behaviour changes.

Our process uses the evidence-based 10 Dementia Enabling Environment Principles. When they guide the design and set-up of physical spaces, built environments maximise the wellbeing of all residents.

Our recommendations will help your organisation:

- Reduce risk without impacting a person's ability to live a connected and meaningful life.
- Balance budget considerations with providing an environment that feels home-like, familiar and secure.
- Ensure the needs of people living with dementia are prioritised above all other requirements.
- Deliver high-quality care and appropriate person-centred services.

Our consultants incorporate the Environmental Audit Tool to assess size, safety, visual access, stimulation, familiarity and opportunities for privacy, community and engagement with ordinary life.

All our recommended modifications are practical, achievable, incremental and specific to your setting and budget. You can choose to receive them in a written report, or verbally on the day.



Delivery:
On-site



Duration: 2 hours



Suitable for: A wide range of organisations, including residential, acute and community aged care.



Build capacity against Aged Care Quality Standard 5.

“ The audits continue to guide staff, giving them the confidence to be actively involved in the planning and design of environmental improvements. This ensures that resident needs and wellbeing outcomes are front and centre in those improvements. ”

Jane Johnston, Uniting Age Well

Review of Plans

Physical environments can have a significant impact on a person's ability to live well with dementia. When indoor and outdoor environments are dementia-enabling, it helps residents feel safe, build familiarity with their surroundings, and develop independence.

The 10 Dementia-Enabling Environment Principles are used to guide our review of your design plans to ensure your new environment is dementia-friendly.

Following our review, we offer evidence-based recommendations on how to incorporate dementia-friendly principles, to ensure your new built environment or renovation helps residents get the most out of life.

Our review of your built environment plans will address:

- How your proposed built environment may support independence or cause problems for residents.
- How management can initiate changes to deliver high-quality and appropriate person-centred services.

We offer several options for how we review your plans and give recommendations, based on your organisation's location, needs and budget. Contact us for more information.



Delivery: On-site or virtual review meeting with optional written report.



Duration: 2 hours



Suitable for: All residential and community aged care wanting to build or renovate.



Build capacity against Aged Care Quality Standard 5.



Leading Quality Dementia Care

Help your staff to thrive in the workplace by equipping them with the confidence to explore self-leadership skills. This course will help participants become dementia practice leaders through building and fostering strong collaborations with families, carers and other team members.

Course modules will focus on contemporary topics of leadership: self-leadership, communication, trust and stress management. The learnings will create opportunities for participants to engage in further leadership programs.

Participants will improve your residents' lives by:

- Demonstrating their passion for dementia care.
- Cultivating change and fostering innovation.
- Taking a collaborative approach to person-centred care.

As an organisation this means:

- Strong future leaders who inspire others.
- Confident staff who can help build their colleagues' capacity.
- Continued access to learning, coaching and development.



Delivery:

Zoom or teams and online self-paced.



Duration: 5 weeks



Suitable for: All staff providing support to people living with dementia.



Number of participants: 15-40



Build capacity against Aged Care Quality Standard 7.

Dementia Australia delivers this program with funding from DTA and the Australian Government under the Dementia and Aged Care Services Fund.



Meaningful Engagement Mentors Program

When residents living with dementia are meaningfully engaged in activities that support their strengths and goals, they exhibit fewer negative behaviours.

This coaching program will help you build a workforce that creates a thriving community of residents who feel empowered to participate in daily life.

Nominated staff will develop advanced skills in planning and implementing purposeful, person-centred activities using the 12 Montessori Principles of Engagement tailored to residents living with dementia.

The highly practical learnings from this program will be applied to a project within your workplace, with support from a Dementia Australia facilitator.

Through mentoring and support, staff will:

- Create a purposeful project based on a person's specific interests and preferences.
- Engage in practice development and improvement.
- Mentor and support staff to tailor learning experiences for people living with dementia.

As an organisation, this means:

- You gain valuable members of staff who can successfully mentor other staff.
- A dementia care model that centres around engagement and enablement.
- Families seeing their loved ones actively involved in daily life.



Delivery: Face-to-face | Zoom or Teams



Duration: 18 hours over 12-16 weeks



Suitable for: Care and lifestyle staff who provide support and engagement to people living with dementia.



Number of participants: Maximum of 18



Build capacity against Aged Care Quality Standards 1, 4 and 5.

Understanding Behaviour Changes Coaching Program

Behaviour changes are common in people living with dementia. They can be distressing for the person and increase pressure on staff, carers and family.

Your team will develop an in-depth understanding of why a person may experience changes in behaviour and how to reduce the likelihood of this occurring.

Using Dementia Australia's CAUSEd model, participants will reflect on their current practices, explore what happens for the person when their behaviour changes and how to identify possible triggers.

At the end of this program, your staff will be changed behaviour champions. They will understand the key risk factors and confidently implement proactive, personcentred strategies to prevent behaviour changes, or minimise the impact.

Developing these important skills can lead to a positive change in organisational culture and an increase in staff and resident wellbeing.

Your team will enable residents to lead meaningfully engaged lives by:

- Understanding triggers for behavioural changes and recognising early warning signs.
- Employing strategies that prevent changed behaviours occurring or reduce the negative impacts.

- Developing robust, meaningful and person-centered behaviour support plans.

As an organisation, this means:

- Residents who are less distressed and meaningfully engaged in their preferred activities.
- Improved staff communication and documentation about behaviour changes.
- Families who report positive changes in their loved ones during visits.
- Improved assessment and information provision when engaging support organisations.



Delivery: Face-to-face | Zoom or Teams | Hybrid



Duration: 15 hours | 17 hours



Suitable for: Care and lifestyle staff who provide support and engagement to people living with dementia.



Number of participants: Maximum of 20



Build capacity against Aged Care Quality Standards 1-8.

Ask Annie

Ask Annie is an innovative education platform that offers short, self-paced, learner-driven modules on a mobile app.

'Annie' is a virtual aged care worker providing support to a person living with dementia. She guides staff through scenarios, teaching practical, action-based skills to deliver safe, person-centred care.

Modules are suitable for people with no previous dementia education. Content is written in plain language and supported by videos, making it inclusive for all staff.

This easy-to-use, handy app makes learning an engaging and intuitive experience.

What you get:

- Short, self-paced, microlearning modules, delivered via a mobile app.
- Learning undertaken at a time and place that suits your staff's schedules.
- A self-directed learning experience where staff decide what they want to learn, based on individual needs and knowledge gaps.

As an organisation, this means:

- Evidenced-based dementia care education at any time.
- A reliable, go-to source of practical skills that improve your dementia care model.
- People and their families feel confident in the support being provided.

Ask Annie has been funded by a Gandel Philanthropy multi-year Major Grant. Dementia Australia extends our appreciation and gratitude to Gandel Philanthropy and the Gandel family for making this exciting project possible.



Delivery: App on all mobile devices, including tablets



Suitable for: All staff who provide direct support to people living with dementia.



Build capacity against Aged Care Quality Standards 1-5 and 7.

Contact us to purchase an annual licence agreement for your organisation.

“ I highly recommend it to everybody. It's fun, immersive and very, very intelligent. I think it's quite ground-breaking. ”

Dionne Lewis, Personal Carer, BlueCross



Winner

2022 Future of Ageing Awards
Business Technology category



Supporting Families

Bespoke dementia education workshops for families

Supporting families to better understand dementia helps them participate in your facility's community and have more meaningful visits with loved ones. It also helps you show them that you care.

Dementia Australia can deliver bespoke workshops at your facility that provide information on a range of dementia-related topics. These can foster positive interactions with staff and increase your engagement with prospective families. Increasing family understanding of dementia will also create opportunities for more positive collaboration around care decisions and help to position your facility as a preferred provider for people living with dementia.

Our experienced facilitators can deliver informative and interactive sessions that enable people to engage with their loved ones by communicating in a way that ensures they feel heard and understood.

Dementia Australia's ground-breaking virtual reality technology gives family members the opportunity to walk in the shoes of a person living with dementia, so they develop an appreciation of their experience. Our facilitators can also host sessions offering families and carers practical strategies on how to look after their own mental and emotional wellbeing.



Whatever your community's needs and interests, we will tailor an impactful educational experience. Our team can run education sessions and workshops on:

- Understanding the biology, signs and symptoms of dementia.
- What it feels like to live with dementia - a virtual reality experience.
- Understanding behaviour changes in dementia.
- How to effectively communicate with a person who has dementia.
- Navigating grief, loss and dementia.
- Knowing if a person's experiencing dementia, depression or delirium.
- What to do after a diagnosis of younger onset dementia.

For more information about how your staff can access Supporting Families, please email development@dementia.org.au

A Better Visit – workshop for family and friends

Visiting a loved one living with dementia can be challenging. Communicating becomes difficult when a person loses conversational abilities, and they may feel frustrated if they aren't being understood.

This session will equip family and friends of people living with dementia with the information they need to engage in a better visit.

Participants will be given an overview of dementia, common symptoms and treatment options, and will develop skills to create opportunities for meaningful engagement.

A Better Visit – free app

A Better Visit is designed to help families improve the quality of visits with their family member with dementia who is living in residential care.

It is often challenging for families to interact and engage with a loved one who no longer recognises them.

The 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.

A Better Visit is available for free on iPads on [iTunes App Store](#) and for Tablets on [Google Play](#).

You will gain knowledge in:

- Engage with people living with dementia by appreciating their strengths and abilities.
- Communicating in way that ensures people feel heard and understood.
- Accessing practical support strategies, including the A Better Visit app and Dementia Australia's services.



Delivery: Face-to-face



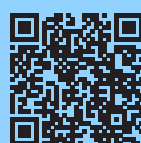
Duration: 1.5 hours



Suitable for:
Family and friends of someone living with dementia.



Number of participants:
Maximum of 25



Watch families discuss their experience with A Better Visit app.



BrainTrack – free app

- BrainTrack is our award-winning app that helps you explore your brain health.
- Using fun, travel-themed games that test your cognition, BrainTrack will help you monitor and understand any changes over time. The games are adapted from validated cognitive testing and if you have any concerns, you can download a report to share with your GP as a conversation starter about brain health.
- To use the app, you will be prompted to ‘visit’ a new country each month and play a series of games. You will have different companions for each leg of their journey and need to solve typical travel challenges, such as

reading maps, collecting bags and calculating expenses. Scores are given for each round of challenges.

BrainTrack is available for free on mobile phones and tablets on [iTunes App Store](#) and [Google Play](#).

This program aims to build resilience, capacity and capability within the sector and your team, resulting in long-lasting benefits to your organisation, staff and residents.



iAWARDS23

Winner

National iAwards

Community/Not-for-Profit category



[Learn](#) more about BrainTrack here

Brain Fit – Optimising Your Brain Health

Keeping your brain healthy is essential for living a fulfilling, healthy and long life.

The brain is an incredible organ; its many parts work together to keep you alive and carry out everyday tasks and functions.

The Brain Fit program provides your residents, families and community members information on dementia risk factors, practical steps to improve their brain health and advises where to seek help if they're concerned. There is also an opportunity to create their own Brain Fit Action Plan.

Whatever your age, this program will assist you to be as ‘brain fit’ as possible.

You will gain knowledge in:

- The modifiable risk factors for poor brain health.
- How to reduce your risk of dementia and optimise brain fitness.
- How to create your own Brain Fit Action Plan.



Delivery: Face-to-face | Virtual classroom



Duration: 1 hour



Suitable for:

Anyone wanting to be ‘brain fit’



Number of participants:

Maximum of 25.



Become a Dementia Friend

For people living with dementia, performing daily activities and maintaining social networks can be challenging. To help people remain independent and lead meaningful lives, it's important to build communities in which people living with dementia feel included.

At the heart of dementia-friendly communities are Dementia Friends, people just like your residents' families, who are committed to creating environments that are accessible to people living with dementia.

Help your facility's family members make a huge difference in people's lives by encouraging them to become a Dementia Friend. Our program gives valuable insight into what it's like to live with dementia. In our series of short online videos, people will:

- Learn more about dementia
- Discover the challenges faced by people living with dementia
- Learn how to help people with dementia remain connected

Your organisation will benefit greatly from having Dementia Friends in your circle. When loved ones understand how dementia impacts people, they'll become more involved in your community, care decisions and helping their loved ones to thrive.



[Register here](#) to become a Dementia Friend.



About Dementia Australia

Dementia Australia is the source of trusted information, education and services for the estimated more than 400,000 Australians living with dementia, and the more than 1.5 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 40 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



Dementia Australia (RTO 2512)

To discuss developing a training plan for your staff,
call **1300 DEMENTIA (1300 336 368)** or
email **development@dementia.org.au**