

Dementia Learning Guide

Centre for Dementia Learning



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 more than 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.

Centre for Dementia Learning

Dementia Australia's Centre for Dementia Learning supports health and aged care professionals to provide the highest quality care for people impacted by dementia, enabling them to live as well as possible.

We support the industry through our award-winning suite of education programs, including the use of innovative technology to create immersive experiences. We believe a well-educated and supported health and aged care workforce that is committed to a person-centred approach is essential for quality dementia care.

To deliver a comprehensive suite of education programs Dementia Australia is registered with the Australian Skills Quality Authority as a Registered Training Organisation or RTO (RTO ID 2512).

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Be a leader in dementia care

With greater community expectations for quality aged care and dementia care, more providers are making dementia care their point of difference. Despite workforce challenges, organisations are investing in staff education to ensure the delivery of quality dementia care and promote staff retention.

Significant changes to funding and regulations (including new standards and quality indicators) will drive expectations and requirements about quality of care.

In response to the Royal Commission into Aged Care Quality and Safety, Dementia Training Australia (DTA) has additional funding from the Department of Health and Ageing to build aged care providers' leadership and dementia capability. As a proud consortium partner of DTA, we can offer a range of fully-funded programs over the next two years to build the dementia leadership of your workforce.

If you get it right for people living with dementia, you get it right for everyone. We look forward to working with you to continue to build your staff's dementia capabilities.

Dr David Sykes
Director, Centre for Dementia Learning





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Ensure the
delivery
of **quality**
dementia care ”

Dementia Essentials

CHCAGE011 Provide Support to People Living with Dementia



Build team expertise with this fully-funded, nationally recognised course designed for aged care, healthcare and disability workers.

Learn skills and strategies to help with communication, planning, developing activities and understanding changed behaviours in people living with dementia.

Staff can choose from face-to-face and online modalities.



Delivery: Face-to-face | Online



Duration: Varies depending on modality



[Learn more here](#)



Dementia Australia (RTO Code 2152) delivers this course as part of Dementia Training Australia, funded by the Australian Government under the Dementia and Aged Care Services Fund. Visit: dta.com.au

Certificate IV in Dementia Practice

10993NAT Certificate IV in Dementia Practice



Enhance dementia practice, strengthening your existing staff's capacity to be dementia practice leaders. Across 14 units of competency, participants acquire advanced, contemporary knowledge and skills to become leaders in implementing changes to practice. This is to improve the lives of people living with dementia, by workers improving their engagement with them, as well as with their families and carers.

Graduates will contribute to the transformation of dementia practice.

Benefits:

- Advancing existing skills and knowledge in dementia while enhancing leadership skills, to implement sustainable practice changes and contribute to care using contemporary, evidence-based practices.
- Gaining a valued member of staff who can successfully lead and mentor staff.
- Empowering your workforce to tailor your dementia care practice, enabling people living with dementia to live well.
- Maximising engagement with participants in applying knowledge through weekly facilitator webinars and ongoing support.



Upon successful completion of the 10993NAT Certificate IV in Dementia Practice, participants can apply for Recognition of Prior learning (RPL) towards the unit 'CAD117 Effective Communication for Dementia Care' within the Diploma of Dementia Care with University of Tasmania.



Delivery: Online



Duration: 12 months



[Learn more here](#)



Dementia Training Australia is a major funder of this program under the Australian Government Dementia and Aged Care Services Fund and is delivered by Dementia Australia (RTO CODE 2512). Visit: dta.com.au

Demonstrating Dementia Leadership

Explore knowledge and skills to lead teams and individuals, by modelling good practice and learning how to influence team performance.

Covers two units of competency from the 10993NAT Certificate IV in Dementia Practice:

BSBLDR411 Demonstrate Leadership in the Workplace

BSBLDR414 Lead Team Effectiveness.



Benefits:

- Improve team effectiveness, communication, performance and practice.
- Short online course with weekly facilitator webinars.
- Graduates may receive a credit transfer for the leadership units in 10993NAT Certificate IV in Dementia Practice.



Delivery: Online



Duration: 6 weeks



[Learn more here](#)



Dementia Training Australia is a major funder of this program under the Australian Government Dementia and Aged Care Services Funded and is delivered by Dementia Australia (RTO CODE 2512). Visit: dta.com.au

Leading Quality Dementia Care

Explore the benefits of self-leadership to thrive in an organisation, by supporting people living with dementia in partnership with families and staff. Four learning modules cover self leadership, communication, trust and stress management.

Benefits:

- An ideal short starter course for staff with potential to become leaders in dementia practice.
- Participants strengthen confidence in their abilities and building colleagues' capacity.
- Creates opportunities for further leadership programs.



Delivery: Zoom or Teams | Online self-paced



Duration: 5 weeks



[Learn more here](#)

Communities of Practice

Communities of Practice build relationships that support sharing knowledge and improving practice. This program enables passionate individuals with diverse experience to come together, to both create positive workplace change and foster innovation. Participants have opportunities for continued learning beyond formal education and workshops, with access to experts and leaders in dementia care.

Benefits:

- Network with like-minded people: be inspired by one another to share good practice and achieve practice change and improvements.
- Sessions may include industry experts as guest speakers.
- Supported online space for accessing resources and fostering connections.



Delivery: Face-to-face | Zoom or Teams



Duration: 12 months



[Learn more here](#)



Dementia Australia delivers this program as part of Dementia Training Australia, funded by the Australian Government under the Dementia and Aged Care Services Fund. Visit: dta.com.au



Dementia Learning Hub



The Dementia Learning Hub is a place for collaboration, support and building networks.

Registered users can earn continuing professional development points while accessing:

- education programs
- unique discussion boards and forums
- digital and print resources.

Individual users access the hub for an annual \$39 subscription. Organisations can access bulk subscriptions by phoning Dementia Australia's Centre for Dementia Learning on **1300 336 368** or emailing [**cdl@dementia.org.au**](mailto:cdl@dementia.org.au)

For information on programs available with a subscription, visit: [**dementia.org.au/professionals/professional-development-and-training/dementia-learning-hub**](https://dementia.org.au/professionals/professional-development-and-training/dementia-learning-hub)

Meaningful Engagement Mentors Program

Nominated staff members learn to plan engaging activities to enhance the quality of life for a person living with dementia. These learnings underpin a workplace project, with support from a Dementia Australia facilitator. This knowledge is shared with team members to help plan and deliver meaningful activities.

Benefits:

- Staff supporting people living with dementia to plan activities based on the individual's interests and preferences.
- Nominated staff develop skills to mentor others and support meaningful engagement for people with dementia.
- People living with dementia feel supported to spend time with others and participate in activities that are important to them.



Delivery: Face-to-face



Duration: 18 hours over 12-16 weeks



[Learn more here](#)

Understanding Behaviour Changes Coaching Program

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

Develop an in-depth understanding of why behaviour changes occur in people living with dementia and how to reduce the likelihood of those changes occurring.

Benefits:

- Positive changes in organisational culture.
- Improved understanding and support of changed behaviours, resulting in a reduction of related incidents.
- Increase in health and wellbeing for residents and staff.



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



Duration: 15 hours



[Learn more here](#)

Consultancy

People are the focus of our consultancy work. Our approach empowers staff to drive change and continuous improvement, tailoring our services to meet your unique requirements. We assess the current state of care, incorporating experiences and feedback from people living with dementia and their families. We work with you to create improvements that develop a strong care community and a competitive business advantage.

Benefits:

- Staff are empowered at an individual level to drive and implement change.
- Your organisation develops a new model of care.
- People living with dementia, their families and carers, are consulted about their needs and goals.
- People living with dementia are supported to thrive in a connected community.



Delivery: Onsite | Zoom or Teams | Hybrid



Duration: 6-8 months



[Learn more here](#)

Environmental Audits

Your care home's physical environment has a significant impact on people's ability to live well with dementia. We assess your home's holistic environment and provide a report recommending improvements to better support your residents. The aim is to create an environment where people feel safe, secure and comfortable. This builds familiarity with their surroundings, allowing regular, independent participation in meaningful activities. Small layout changes can have a big impact on the welfare of both residents and support workers.

Benefits:

- Improve or modify new and existing buildings in aged care, acute care and community care.
- Implement practical ideas, advice and tips to achieve engaging and enabling environments.
- Deliver best-quality care and appropriate person-centred services.



Delivery: Onsite | Zoom or Teams



Duration: 2 hours



[Learn more here](#)



Understanding Dementia

Gives an overview of dementia, including signs, symptoms and causes, and an understanding of how dementia affects the brain and behaviour. Reflect on your practice and how this knowledge translates into person-centred support for people with dementia.

Benefits:

- Staff learn to identify changes associated with cognitive impairment and dementia.
- Your workforce understands how to provide safe, person-centred support that meets the needs of people living with dementia.
- People living with dementia feel confident that their needs and preferences are understood.



Delivery: Face-to-face | Zoom or Teams



Duration: 3 hours | 2 hours



[Learn more here](#)

Applying a Problem-Solving Approach to Behaviours

Provides an understanding of changed behaviours related to dementia, their impact and contributing factors. Increased stress and frustration can lead to changed behaviours in people living with dementia. You will learn a systematic approach to problem-solving changed behaviours and provide positive support strategies for people living with dementia.

Benefits:

- Staff recognise early signs of changed behaviours and understand contributing factors.
- Your workforce can confidently recognise and reduce risks associated with dementia and de-escalate behaviours before they cause physical or emotional risk to the person and others.
- Early recognition of sources of stress for people living with dementia.



Delivery: Face-to-face | Zoom or Teams



Duration: 3 hours | 2 hours



[Learn more here](#)



Talk with Ted Workshop

Using a realistic artificial intelligence avatar, Talk with Ted is designed to support respectful communication with people living with dementia.

Ted shows symptoms commonly associated with a dementia diagnosis. He is based on the experiences of people living with dementia.



Talk with Ted won the 2022 award in the Dementia Care category.

This interactive and practical workshop ensures knowledge is translated into practice. Reflect on your current communication practices, with an opportunity to consider changes to your approach.

Through adaptive learning, participants focus on improving gaps in knowledge and skills.

Benefits:

- Staff can reflect on their communication skills and the impact on a person living with dementia.
- Staff learn how dementia impacts on communication: a key factor in changed behaviours.
- Your workforce applies a person-centred approach to communication.
- People living with dementia feel valued and respected by carers who listen and respond to their choices.



Delivery: Face-to-face | Online simulation



Duration: 3 hours | 1 hour



[Learn more here](#)

Dine with Ted (VR)

This immersive experience is set in a dining area while a meal is being served. Using virtual reality and avatar technology, participants see the dining experience from two perspectives: as a care worker, and from the point of view of Ted, who is living with dementia. Participants explore how food, environment and support can greatly influence the dining experience.

Benefits:

- Staff see the dining experience from the perspective of someone living with dementia.
- Your workforce learns about some positive and negative impacts of the dining experience on a person living with dementia.
- Staff get practical ideas to improve the dining experience.
- Staff explore a problem-solving approach to assist with changed behaviours around dining.



Delivery: Face-to-face



Duration: 3 hours



[Learn more here](#)



Dine with Ted is a 360 degree immersive experience that uses virtual reality (VR) and avatar technology. 🎮





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Demonstrating empathy
is essential to delivering
quality dementia care

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Enabling EDIE

Enabling EDIE (Educational Dementia Immersive Experience) is a virtual reality workshop that allows staff to experience what it can be like to live with symptoms of dementia. Demonstrating empathy is essential to delivering quality dementia care. Staff explore ways to improve their practice and help the people they care for to live more independently.

Benefits:

- Staff develop insight and empathy, and a better understanding of the symptoms and impact of dementia.
- Your workforce develops skills and confidence and understands the needs of people living with dementia.
- People living with dementia have a support plan focused on the goals that matter to them.



Delivery: Face-to-face



Duration: 3 hours



[Learn more here](#)



D-Esc

VR training for a behavioural emergency



D-Esc is a new virtual reality (VR) workshop that shows care staff how to safely de-escalate high-risk behaviour in people with dementia. Based on a realistic emergency, it offers a safe and controlled simulated environment to practice de-escalation skills. Staff can see the outcomes of their decisions in real time.

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

“

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

Benefits:

- Staff recognise emotional and physical signs of escalation in behaviour.
- Builds staff confidence and capability to assess and respond to behavioural emergencies.
- Staff learn how to apply person-centred de-escalation skills.
- Staff learn how to contribute to debriefing; to determine potential causes of changed behaviour.
- Reduces the risk of harm for the person with dementia, staff and others.



Delivery: Face-to-face



Duration: 3 hours



[Learn more here](#)



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.

Ask Annie

Ask Annie is an innovative mobile education app offering short, learner-driven, self-paced learning modules. Annie is an animated character, offering the perspective of a care worker providing support to a person with dementia who is living at home. She guides staff through scenarios to strengthen their dementia care skills.

Benefits:

- Staff learn practical, action-based skills to provide safe, person-centred support to people living with dementia.
- Your workforce feels comfortable applying a preventative approach to positively support people living with dementia.
- People living with dementia and their families feel confident in the support being provided.
- Organisational dashboard available for reporting so you are able to monitor uptake, engagement and performance.

Ask Annie is for staff who are supporting people living with dementia and who work in residential care, or in home, disability or community care services.

“

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



Delivery: App on all mobile devices, including tablets



Duration: Self-paced microlearning modules



[Learn more here](#)



Ask Annie App won the 2022 Future of Ageing Awards in the Business and Technology category.



Additional programs available through the Centre for Dementia Learning:

- Enabling EDIE Acute
- EDIE for Business
- Talk with Ted (Online)
- Achieving Purposeful Engagement
- Supporting Your Customers Living with Dementia
- About Dementia
- Intellectual Disability and Dementia
- A Better Visit
- Brain Fit: Optimising your Brain Health
- Brain Fit: Optimising Brain Health while Playing Sport.

For information regarding CDL education offerings, visit: [**dementia.org.au/professionals/professional-development-and-training/courses**](https://dementia.org.au/professionals/professional-development-and-training/courses)

For further information and enquiries please contact:

1300 DEMENTIA
(1300 336 368) or

email **cdl@dementia.org.au**

Find us online

dementia.org.au/professionals



RTO Provider number: 2512

Some programs are funded by the Australian Government or jointly funded by the Victorian and Australian Governments through the Home and Community Care Program for Young People.

DISCLAIMER: The information in this publication was correct at time of uploading - December 2024. Please check our website dementia.org.au/professionals for current information.

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