

## Welcome to the Loddon Mallee Region Dementia Management Strategy – Overview

### Dementia Services Pathways

Pathway 1 for the general public –  
To increase awareness and  
recognition of dementia

Pathway 1 for service providers –  
Awareness and Recognition

Pathway 1 for Service Providers –  
Referral Information

Pathway 2 for Initial assessment,  
diagnosis and post-diagnosis support  
of dementia in general practice

Pathway 3 for consumers –  
Management, care, support and review

Pathway 3 for service providers –  
Management, care, support and review

Dementia Services Pathways  
Service Guide

### Useful links:

My Aged Care (the Aged Care Gateway):  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Department of Human Services:  
[www.humanservices.gov.au/](http://www.humanservices.gov.au/)

Better Health Channel:  
[www.betterhealth.vic.gov.au/](http://www.betterhealth.vic.gov.au/)

Connecting Care:  
[www.connectingcare.com](http://www.connectingcare.com)

Alzheimer's Australia:  
[www.fightdementia.org.au/](http://www.fightdementia.org.au/)

Dementia Behaviour  
Management Advisory Service:  
[http://dbmas.org.au/Your\\_state/victoria](http://dbmas.org.au/Your_state/victoria)

Medicare Locals:  
[http://amlalliance.com.au/about-us/  
medicare-local/?a=43347](http://amlalliance.com.au/about-us/medicare-local/?a=43347)

Dementia Training Study Centres:  
[www.dtsc.com.au/dementia-training-study-  
centres/about-dementia-training-study-centres/](http://www.dtsc.com.au/dementia-training-study-centres/about-dementia-training-study-centres/)

National Health Service Directory:  
[www.nhsd.com.au/](http://www.nhsd.com.au/)

### Service provider checklists and decision trees

(also see Dementia  
Services Pathways)

#### Community services and programs

- Ambulance checklist
- Police checklist
- Home and Community Care (HACC) checklist
- Day centre checklist

#### Emergency Department

- Decision tree for care of the confused older person

#### Acute hospitals

- Delirium assessment and guideline
- Barwon Health delirium guideline
- Clinical practice guidelines for the management of delirium in older people

### Direct care resources

- ABC behaviour management model overview
- ABC behaviour management model scenarios
- Ten top tips for caring for a person with dementia
- Communication tips
- Behavioural and psychological issues advice and referral

## Dementia Services Pathway 1: Education and information to raise service provider awareness

### General resources

**Alzheimer's Australia Vic** – National Dementia Helpline 1800 100 500 or [www.fightdementia.org.au/vic](http://www.fightdementia.org.au/vic) for information about dementia and dementia care, community awareness raising activities, living with dementia programs, family carer support and information sessions and professional development options. The referral tool is available on the website.

**Best Care for Older People Everywhere Toolkit** – best practice information, tools and resources: [www.health.vic.gov.au/older/toolkit/](http://www.health.vic.gov.au/older/toolkit/)

**Centre for Culture, Ethnicity and Health** – tip sheets and training and cultural competence: [www.ceh.org.au/](http://www.ceh.org.au/)

**Dementia Behaviour Management Advisory Service (DBMAS)** – for education and training on behavioural and psychological symptoms of dementia for care providers: [dbmas.org.au/Your\\_state/victoria](http://dbmas.org.au/Your_state/victoria)

**Dementia Learning Resource for Aboriginal and Torres Strait Islander Communities:**  
[www.fightdementia.org.au/understanding-dementia/dementia-learning-resource-for-aboriginal-and-torres-strait-islander-communities.aspx](http://www.fightdementia.org.au/understanding-dementia/dementia-learning-resource-for-aboriginal-and-torres-strait-islander-communities.aspx)

**Dementia Management Strategy** provides information on recognition of symptoms and referral options:  
[www.dementiamanagementstrategy.com](http://www.dementiamanagementstrategy.com)

**Dementia Training Study Centres e-learning modules:**  
[www.dtsc.com.au/dementia-training-study-centres\\_elearning/the-dementia-training-study-centres-e-learning-modules/](http://www.dtsc.com.au/dementia-training-study-centres_elearning/the-dementia-training-study-centres-e-learning-modules/)

### Specific resources

#### General Practice

→ **Dementia Training Study Centres e-learning modules:**  
<http://www.dtsc.com.au/dementia-training-study-centres/elearning/the-dementia-training-study-centres-e-learning-modules/>  
**Medicare Locals** can help you access information & training.

#### Community programs

- Aboriginal Community Controlled Health Organisations
- Community Services
- Carer Support Services /Carer Respite Services
- District Nursing
- Home & Community Care (HACC) Services
- Other providers

→ **Victorian HACC Education & Training** – contact **1300 653 796** or see the HACC Training Calendar <http://hacc.chisholm.edu.au/Training>  
**Dementia Care Essentials Training:**  
[www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-support-workers-dementia.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-support-workers-dementia.htm)  
Organisational professional development.

#### Aged Care Assessment Service (ACAS)

→ **Dementia Online** is an online learning unit made up of 3 modules specifically designed for ACAS:  
[www.health.gov.au/internet/main/publishing.nsf/Content/ageing-acat-dementia-edu](http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-acat-dementia-edu)

#### Acute Hospitals & Sub-acute services

→ **Collaborative Health Education & Research Centre (CHERC)** – can arrange local or regional education sessions Phone: **5454 6415**. Email: [cherc@bendigohealth.org.au](mailto:cherc@bendigohealth.org.au)  
Organisational professional development.

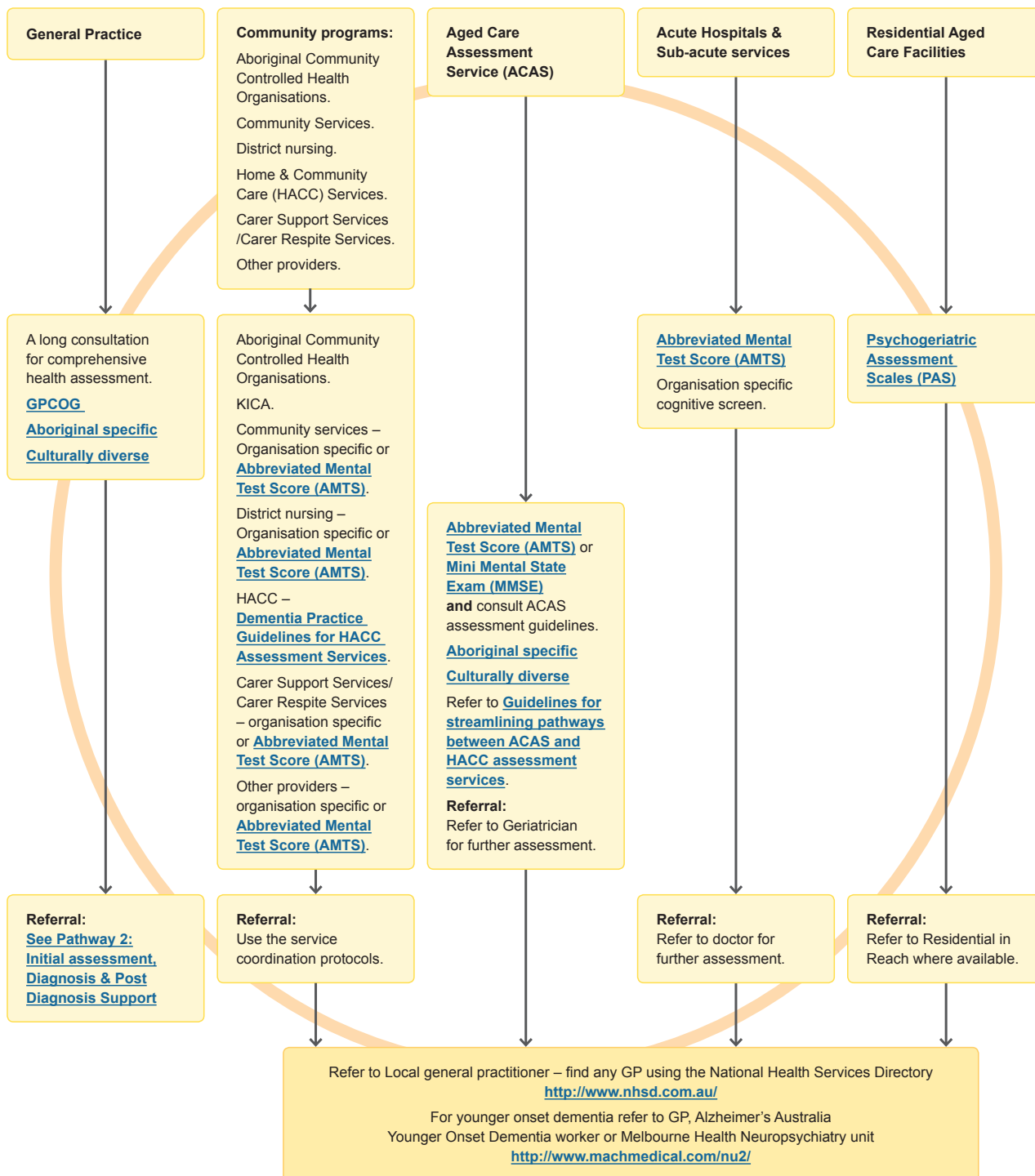
#### Residential Aged Care Facilities

→ **Dementia Care Essentials Training:**  
[www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-support-workers-dementia.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-support-workers-dementia.htm)  
**Aged Care Channel** <http://www.agedcarechannel.com.au/> – ask your educator for details.

## Dementia Services Pathway 1 for Service Providers: Referral Information

### Signs indicating screening and referral required:

- Increased difficulty with memory – more forgetful, asking the same question over and over again, forgetting appointments.
- Increased difficulty handling problems – an increased reliance on others to solve problems or to make plans, e.g. asking you to make appointments etc.
- Increased difficulty managing finances – maintaining a chequebook, paying bills, making complicated financial decisions, e.g. asking you to do their banking, pay bills etc.
- More difficulty handling emergencies – making unsafe decisions, needing increased support, e.g. locking themselves in or out of the house.
- Increased difficulty performing household tasks – cooking, using appliances, e.g. leaving gas burner on, plastic pots on stove etc.
- Any change in the person's ability to perform hobbies – decreased participation in complex hobbies, increased difficulty following rules of games, reading less or needing to re-read more.
- Requiring increased prompting to look after their self-care – remaining in dirty clothes, unwilling to shower.



**Do you have concerns about your (or someone you love) memory, behaviour or ability to perform usual activities or functions? If so, discuss these concerns with:**



## Your Doctor

Your local doctor or GP can assist you to determine the cause for any memory loss or changes in behaviour or function by undertaking some screening tests. It may be necessary for you to ask for a long consultation so that the doctor can spend enough time with you to find the cause of the problem. Your Doctor can also direct you towards services and supports that can help you.

To find your local GP and other service providers go to: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

**Call your local General Practitioner.**

## Cognitive, Dementia and Memory Service (CDAMS)

CDAMS is a specialist diagnostic clinic which aims to assist people with memory loss, or changes to their thinking, and those who support them.

CDAMS can be contacted on **5454 8500**.

## Alzheimer's Australia

Alzheimer's Australia Victoria provides information, support and referral for people of any age who have concerns about the memory, behaviour or function of themselves or loved ones, as well as for people and families following a diagnosis of mild cognitive impairment or dementia.

More information can be found on [www.fightdementia.org.au/vic](http://www.fightdementia.org.au/vic) or contact the National Dementia Helpline on **1800 100 500** for information or referral to your nearest Alzheimer's Australia Victoria staff member.

If you are worried about your memory go to

[https://fightdementia.org.au/sites/default/files/2013\\_WAYM-DL\\_6pp.pdf](https://fightdementia.org.au/sites/default/files/2013_WAYM-DL_6pp.pdf)

## What other services and supports are there?

There are a large range of services and supports that may be able to assist you, both in the public and private sector.

1. **My Aged Care (the Aged Care Gateway):** My Aged Care provides up-to-date information about aged care and healthy and active living. It also assists people to navigate the aged care system and provides referrals for assessment and service provision. The website is: [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone the national contact centre **(1800 200 422) 8am–8pm Monday–Friday** and from **10am–2pm on Saturdays**.
2. **Aboriginal Community Controlled Health Organisation (ACCHO)** can offer you support and assistance to access the best service to meet your needs. **Check your local telephone directory.**
3. **Aged Care Assessment Service:** The ACAS is a multi-disciplinary team who assist older people and their carers to identify what kind of care will best meet their needs when they are no longer able to manage at home without assistance. ACAS covers the entire region and can be accessed through calling **1300 733 581**.
4. **Carer Support Services:** Carer Support Centres help carers to remain in their caring role by assisting with respite, referrals and provision of information about community care, aged care, disability and other related services. They can be contacted on **1800 068 978**.
5. **Centrelink:** Can help you arrange carer allowances, carer pensions and other benefits. Contact Centrelink on **132 300**.
6. **Community Health Services:** Community health centres offer a range of community health services to local residents, with a focus on health promotion and disease prevention and management. Community health services could include counselling and support services, health promotion activities, medical and nursing services, dental health and allied health services. **Your GP can assist you to contact them.**
7. **Home and Community Care:** Your local council may be able provides home and community care services to older people to assist them to live independently in the community. Contact your local council. Some private companies also provide these services.

**Do you or someone you love have memory concerns or changes in behaviour, presentation or ability to perform usual activities and/or functions?**

**Step 1:** Ask for a long consultation/appointment with your doctor to discuss these concerns or changes.

**Step 2:** If memory concerns are the main issue, you or your doctor can make an appointment with a specialist memory clinic for further assessment. Phone 5454 8500.

**Step 3:** There are a broad range of services that can help you with information, support or services.

## Social & Lifestyle

### Social:

Continue usual leisure activities (e.g. bowls, senior citizens). Refer to your local government website or phone them to discuss (phone numbers over page), or go to [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au) or [www.dementiamanagementstrategy.com](http://www.dementiamanagementstrategy.com).

Consider: Planned activity groups, Men's Sheds, support groups, exercise or walking group.

### Planning for the future:

Consider:

- Enduring Power of Attorney
- Guardianship
- Advance Care Planning
- Licenses (e.g. driving, guns, boats, planes).

For further information or support contact the Office of the Public Advocate [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) or phone 1300 309 337; Seniors Rights Victoria [www.seniorsrights.org.au](http://www.seniorsrights.org.au) or phone 1300 368 821; or Alzheimer's Australia Vic [www.fightdementia.org.au/victoria.aspx](http://www.fightdementia.org.au/victoria.aspx) or phone 1800 100 500.

## Information & assistance

### Department of Human Services:

If you are under 65 years of age and need assistance to access information, supports and/or services due to a disability, including dementia, contact the regional Department of Human Services on 5434 5555.

### My Aged Care (the Aged Care Gateway):

My Aged Care provides up-to-date information about aged care and healthy and active living. It also assists people to navigate the aged care system and provides referrals for assessment and service provision. The website is: [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone the national contact centre (1800 200 422) 8am–8pm Monday–Friday and from 10am–2pm on Saturdays.

### Behavioural and/or psychological issues:

#### Dementia Behaviour Management Advisory Service (DBMAS)

Provide advice, assessment, intervention, education and specialised support for families, carers and care workers who are concerned about people with dementia who experience moderate to severe behavioural issues. **National 24 hour Freecall – 1800 699 799.**

#### Aged Care Assessment Service

Provide initial assessment and advice for people with dementia who display behavioural and/or psychological symptoms. **Contact 1300 733 581.**

#### Aged Persons Mental Health

Provide specialist assessment and treatment for aged persons who exhibit behaviour that cannot be managed by other aged care service or who have a mental illness. **Contact 1300 363 788.**

## Services and supports

### Local Government Area

**Buloke** • Ph: 5478 0100

[www.buloke.vic.gov.au](http://www.buloke.vic.gov.au)

**Campaspe** • Ph: 5481 2200

[www.campaspe.vic.gov.au](http://www.campaspe.vic.gov.au)

**Central Goldfields** • Ph: 5461 0610

[www.centralgoldfields.com.au](http://www.centralgoldfields.com.au)

**City of Greater Bendigo**

• Ph: 5434 6000

[www.bendigo.vic.gov.au](http://www.bendigo.vic.gov.au)

**Gannawarra** • Ph: 5450 9333

[www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au)

**Loddon** • Phone: 5494 1200

[www.loddon.vic.gov.au](http://www.loddon.vic.gov.au)

**Macedon Ranges** • Ph: 5422 0333

[www.mrsc.vic.gov.au](http://www.mrsc.vic.gov.au)

**Mt Alexander** • Phone: 5471 1700

[www.mountalexander.vic.gov.au](http://www.mountalexander.vic.gov.au)

**Rural City of Mildura** • Ph: 5018 8100

[www.mildura.vic.gov.au](http://www.mildura.vic.gov.au)

**Rural City of Swan Hill** • Ph: 5036 2333

[www.swanhill.vic.gov.au](http://www.swanhill.vic.gov.au)

### Family and Carer Supports

Bendigo Health Carer Supports Services: 1800 068 978.

Alzheimer's Australia Victoria: phone the National Helpline on 1800 100 500 or go to

[www.fightdementia.org.au/victoria.aspx](http://www.fightdementia.org.au/victoria.aspx).

Centrelink: Carer allowances/pensions 132 300.

#### Respite services:

National Respite for Carers: phone the Aged Care Gateway on 1800 200 422.

Home & Community Care (HACC).

**Cognitive dementia and memory service (CDAMS)**, also known as **memory clinic**. They provide memory assessment, reviews and follow up management. **Phone 5454 8500.**

#### Home and Community Care (HACC) –

<http://www.health.gov.au/internet/main/publishing.nsf/Content/hacc-index.htm>

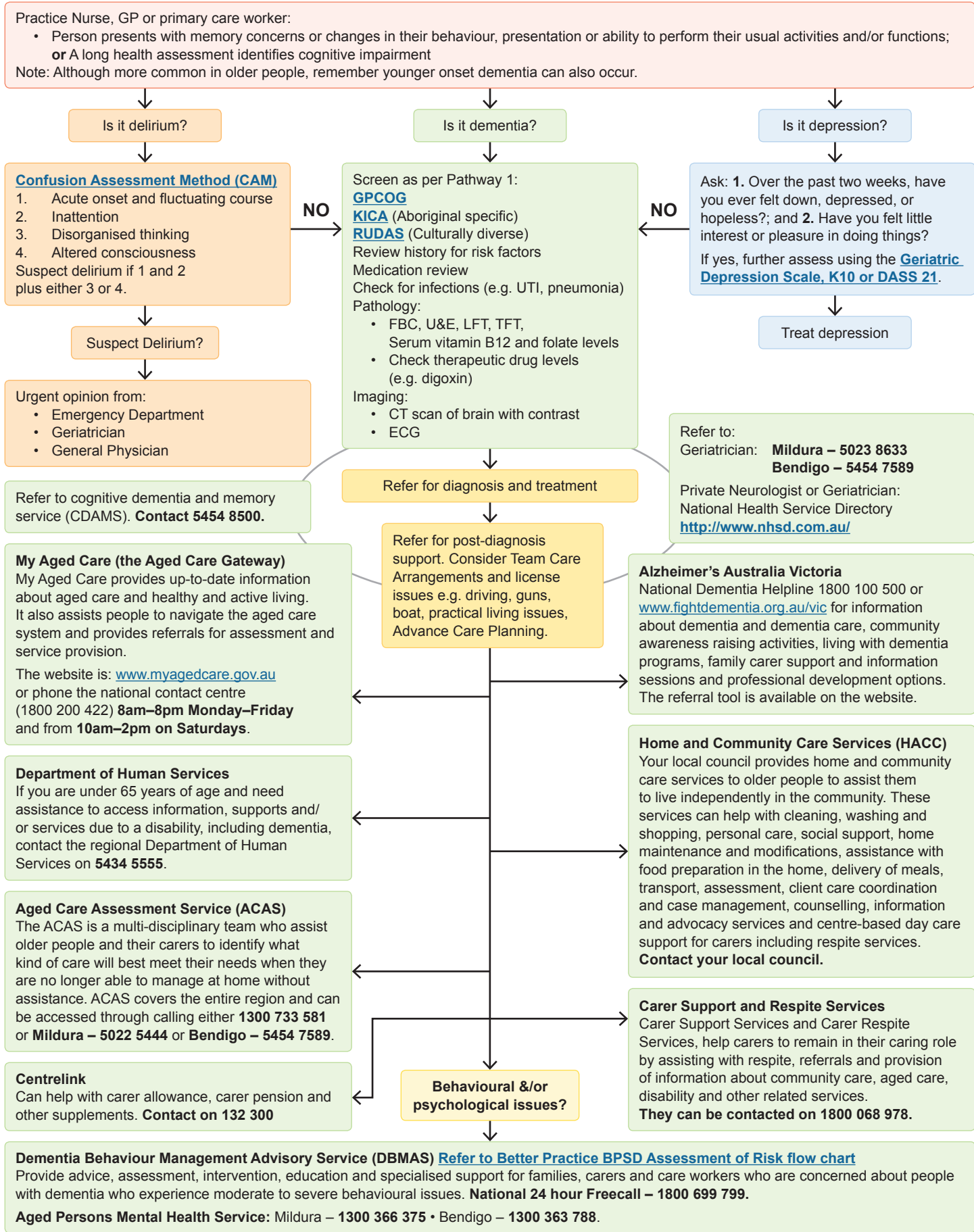
your local council provides home and community care services to assist older people and people with a disability to live independently in the community. [Contact your local council.](#)

#### Home Care Package:

A Home Care Package is a coordinated package of services tailored to meet your specific care needs. A range of services can be provided, including care services, support services, clinical services and other services to support a person living at home.

**Phone the Aged Care Gateway on 1800 200 422.**

## Pathway 2: Initial Assessment, Diagnosis and Post Diagnosis Support of Dementia in General Practice/Primary Care



## Pathway 3: Management, Care, Support and Review

The GP is central to the ongoing management, care, support and review of the person with dementia.

### Social & Lifestyle

#### Social & Lifestyle

Encourage person to continue usual leisure & lifestyle activities (e.g. bowls, senior citizens). Refer to local government website, [www.connectingcare.com](http://www.connectingcare.com) or [www.dementiamanagementstrategy.com](http://www.dementiamanagementstrategy.com).

Consider: Planned activity groups, Men's Sheds, support groups, exercise or walking group.

#### Life planning

Consider:

- Enduring Medical Power of Attorney
- Guardianship
- Advance Care Planning
- Licenses (e.g. driving, guns, boats, planes)

Refer to social worker,

#### Office of the Public Advocate

<http://www.publicadvocate.vic.gov.au/>

#### Seniors Rights

<http://www.seniorsrights.org.au/>

#### Alzheimer's Australia Victoria

<http://www.fightdementia.org.au/victoria.aspx>

#### Vic Roads

<http://www.vicroads.vic.gov.au/Home>

#### Home and Community Care (HACC)

<http://www.health.gov.au/internet/main/publishing.nsf/Content/hacc-index.htm> – home and community care services to older people and people with a disability to assist them to live independently in the community. Contact the local council.

#### Home Care Package

A Home Care Package is a coordinated package of services tailored to meet the consumer's specific care needs. The package is coordinated by a home care provider, with funding provided by the Australian Government.

A range of services can be provided under a Home Care Package, including care services, support services, clinical services and other services to support a person living at home.

#### Local Government Area

**Buloke** • Ph: 5478 0100

[www.buloke.vic.gov.au](http://www.buloke.vic.gov.au)

**Campaspe** • Ph: 5481 2200

[www.campaspe.vic.gov.au](http://www.campaspe.vic.gov.au)

**Central Goldfields** • Ph: 5461 0610

[www.centralgoldfields.com.au](http://www.centralgoldfields.com.au)

**City of Greater Bendigo** • Ph: 5434 6000

[www.bendigo.vic.gov.au](http://www.bendigo.vic.gov.au)

**Gannawarra** • Ph: 5450 9333

[www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au)

**Loddon** • Phone: 5494 1200

[www.loddon.vic.gov.au](http://www.loddon.vic.gov.au)

**Macedon Ranges** • Ph: 5422 0333

[www.mrsc.vic.gov.au](http://www.mrsc.vic.gov.au)

**Mt Alexander** • Phone: 5471 1700

[www.mountalexander.vic.gov.au](http://www.mountalexander.vic.gov.au)

**Rural City of Mildura** • Ph: 5018 8100

[www.mildura.vic.gov.au](http://www.mildura.vic.gov.au)

**Rural City of Swan Hill** • Ph: 5036 2333

[www.swanhill.vic.gov.au](http://www.swanhill.vic.gov.au)

### Information & assistance

#### Alzheimer's Australia Victoria

For information about dementia and dementia care, living with dementia programs, family carer support and information sessions contact the **National Dementia Helpline 1800 100 500** or go to [www.fightdementia.org.au/vic](http://www.fightdementia.org.au/vic).

#### My Aged Care (the Aged Care Gateway):

My Aged Care provides up-to-date information about aged care and healthy and active living. It also assists people to navigate the aged care system and provides referrals for assessment and service provision. The website is: [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone the national contact centre (**1800 200 422**) **8am–8pm Monday–Friday** and from **10am–2pm on Saturdays**.

#### Behavioural and/or psychological issues:

##### Dementia Behaviour Management Advisory Service (DBMAS)

Provide advice, assessment, intervention, education and specialised support for families, carers and care workers who are concerned about people with dementia who experience moderate to severe behavioural issues.

**National 24 hour Freecall – 1800 699 799.**

#### Aged Care Assessment Service

Provide initial assessment and advice for people with dementia who display behavioural and/or psychological symptoms. See [www.health.vic.gov.au/mentalhealth/aged/acas-protocol0908.pdf](http://www.health.vic.gov.au/mentalhealth/aged/acas-protocol0908.pdf)

#### Aged Persons Mental Health

Provide specialist assessment and treatment for aged persons who exhibit behaviour that cannot be managed by other aged care service or who have a mental illness.

**Contact:** Bendigo – **1300 363 788** Mildura – **1300 366 375**

### Services and supports

#### Carer Supports:

Bendigo Health Carer Support Services: **1800 068 978**.

Centrelink: Carer allowances/pensions **132 300**.

#### Respite services

##### National Respite for Carers

- <http://www.myagedcare.gov.au/aged-care-services/national-respite-carers-program>

#### Home & Community Care (HACC)

- <http://www.health.gov.au/internet/main/publishing.nsf/Content/hacc-index.htm>

#### Other provider

##### Residential respite

#### Cognitive dementia and memory service (CDAMS), also known as [memory clinic](#).

Reviews and follow-up management. **Contact 5454 8500**.

#### Acute hospital management:

Complete comprehensive screen on admission & if there is a change in behaviour or function. Refer to doctor and consider referral to memory clinic.

#### Residential Aged Care:

##### Neuropsychiatric Inventory Nursing Home assessment

##### Individualised care plan. Refer to Dementia Friendly Environment Guidelines

<http://www.health.vic.gov.au/dementia/>.

If there is an exacerbation of cognitive impairment refer to:

- GP
- Residential in-reach (where available)