


 Alzheimer's Australia Vic
Living with dementia

 An Australian Government Initiative



"Help is only a telephone call away..."



Dementia Behaviour Management Advisory Service (DBMAS) Vic
and
Alzheimer's Australia Victoria


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Improving Service Delivery through effective partnership:


- Key challenges:
 - Develop and implement the DBMAS Vic service, while ensuring the aims:
 - 1. responsive and complimentary to existing, long-established service provided by Alzheimer's Australia Victoria (*service focus*)
 - 2. develop an effective continuum of care for our clients (*consumer focus*)




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This presentation:




- What does each service do?
- How did the partnership come about?
- Realising the vision
- Sustaining the relationship
- Key elements of success



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Background

- Ageing "Baby Boomers"
- Increased carer burden
- Up to 90% of people with dementia will experience some BPSD
- 2-3 years planning with input from a variety of stakeholders
- Decisions made beforehand
- 2 organisations coming together

■ ***How do we make this work?***

A presentation slide for Alzheimer's Australia Vic, similar to the one above but with text content. The header is identical. Below the header, the text "Alzheimer's Australia Victoria" is displayed in a blue font. Below this, there are two bullet points, each starting with a blue square icon. The first bullet point is "Vision: A society committed to the **prevention** of dementia, while **valuing and supporting** people living with dementia". The second bullet point is "Mission: Providing **leadership** in dementia **policy**, **risk reduction and services**". The slide has a blue gradient background at the bottom.



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What Alzheimer's Australia Vic does


Roles:	Services:
<ul style="list-style-type: none"> ■ Policy and advocacy ■ Facilitating research ■ Community education 	<ul style="list-style-type: none"> ■ Information ■ Support ■ Education



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How are these services provided?

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- 95 staff and 120+ volunteers : statewide
- Rural/Regional services:
 - counsellors/resource workers
 - 11 regional offices and 9 satellite consulting rooms – working with other services
- Metropolitan services:
 - counsellors, and other specialists – at 98-104 Riversdale Road, Hawthorn and 3 satellite consulting rooms
 - Educators, other specialists and corporate support staff at 83 Riversdale Road, Hawthorn



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Services: information

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- Library
- Information materials
(eg Help Sheets)
- Web site - national site with state-specific sections



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Services: support (choices)

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- National Dementia Helpline:
- Telephone support programs
- Counselling
- Family and Carer Support Groups
- Living with Memory Loss Groups
- Memory Lane Cafés

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Services: education & training

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- Families and carers
- Aged care workers
- Students – medical, nursing etc
- Volunteers
- 'Front-line' workers – Police etc
- Community




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Dementia Behaviour Management Advisory Service (DBMAS) Vic







Supporting workers • Advice • Information • Referral



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DBMAS Vic core service:


- 24-hour **phone-based service** delivery, and includes:
 - Assessment of BPSD
 - Identification of medical, environmental, and social factors contributing to behaviours
 - **Clinical support, information, and advice**
 - Care planning, case conferences
 - Clinical supervision, mentoring
 - Clearing house approach to disseminating information on existing dementia support services



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DBMAS Vic target group:

Care workers, carers and services providing care to persons with dementia/BPSD


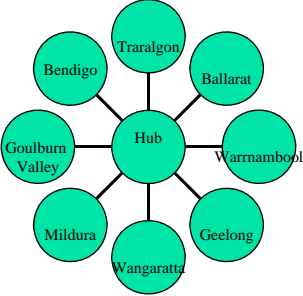
- Staff and volunteers who receive or are seeking Australian Government funded aged care services including residential care
- Other clinicians (e.g. GPs, staff of older person's mental health services, ACAS)
- Family and community carer care providers
- Groups with special needs – ATSI, CALD, sensory-impaired, and rural Victorians

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DBMAS Vic structure

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"Hub & Spoke" model

'Hub'

- DBMAS Vic 'Hub' – a multidisciplinary team is the central service, based at St George's campus
- Provision of core services using a telephone approach
- With face-to-face service being provided by referral to APMHS and existing services as determined by risk
- DBMAS Vic Hub provides calendar based education
- Resource development
- Networks, liaises, clinically supervises and supports 'spoke' staff

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"Hub & Spoke" model, cont...

'Spokes'

- DBMAS Vic Regional Staff – existing staff within rural / regional Aged Persons Mental Health Services
- Provision of core services using a face-to-face approach
- Role in education and resource development

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Common ground:

- Shared goal = to improve quality of life of people with dementia and their carers



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Commonalities:

- Philosophical
 - Person-centred
 - Holistic
 - Consumer led
 - Best practice
 - Evidence based
- Structural
 - National perspective and services but with states having their own characteristics

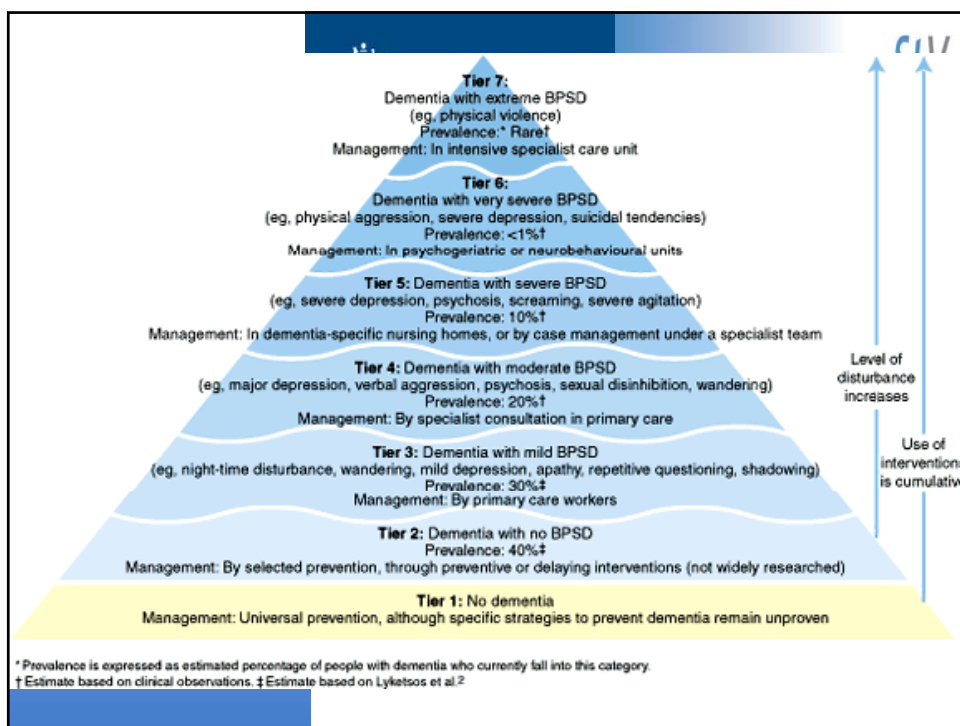
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Distinguishing features!







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Realising the vision & Sustaining the relationship:


- Regular meetings streamlining operations of both services
- Case-based reciprocal learning
- Orientation and relationship building
- Sharing of resources incl. education, promotional opportunities
- Complimentary documentation, models of care
- Link/Liaison position
- Involvement in staff selection process
- DBMAS Vic Advisory Group
- Transparency in operations



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Keys to success – the “3 Cs”
DBMAS Vic & Alzheimer's Australia Vic
provide a **flexible & responsive** service
by providing a:




1. Consumer focussed
2. Collaborative
3. Continuum of Care



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Thanks for listening!

☺

- DBMAS Vic National number
1800 699 799
- Alzheimer's Australia National
Dementia Helpline
1800 100 500